

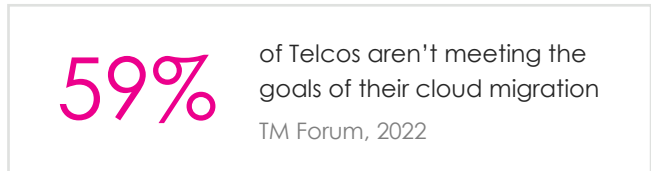


Keystone App Migration to the Cloud

Transform your mission-critical applications to the cloud with innovation.

Solution Overview

Provides you with a comprehensive, white glove service to migrate and modernize your critical application to the cloud while helping you introduce new technological innovation into your organization.



Trust Amdocs with your most challenging high-profile, mission-critical application transformations

A keystone application is a high-visibility, either internally or externally, that is strategic to your company's business plans & goals – in short, "if it breaks, everyone cares". Transforming this keystone application to the cloud impacts people, process, and technology.

The introduction, or in some cases revitalization, of a technology into the organization can pose a challenge, where it must be implemented by a certain date or to adhere to a new regulation. For example, a new system that came online might require PCI security compliance, and internal teams may not have the required security skills. Amdocs can help your team achieve their goals faster and with a high-quality outcome.

Further, the technology that is proven by this first can now be leveraged for other similar workloads across the business landscape, magnifying the benefit even more.

Keystone App Considerations

- Novelty**
 First application to leverage a new technology of its kind in customer, with unknowns to be identified & solved. Determine best way to apply novel technology.
- Technical Expertise**
 Technical knowledge is currently absent in the company lost over time – staff churn, changing priorities. Technology was previously outsourced, or was never previously implemented.

On a technical level, the keystone application is by definition highly complex, and for various reasons may not be well documented. The technical knowledge may have been lost over time or was previously outsourced.

Amdocs will help unravel the complexity, identify the "unknowns", and help determine the best way to apply the novel technology into the application in a cloud setting. Amdocs will help your company unleash the agility & protection that cloud innovations can provide. This can help speed up delivery of business solutions and increase resiliency of your applications in their new cloud home.

Choose Amdocs to Be Your Trusted Transformation Partner

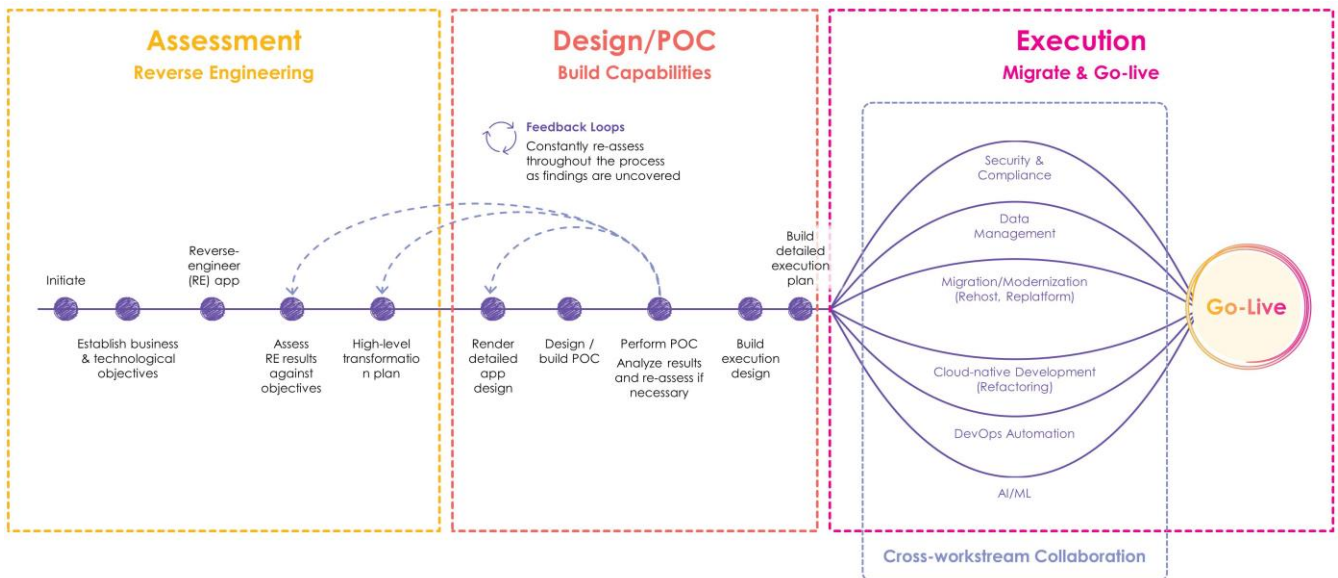
These days, the pace of technological innovation is rapid. With its deep & wide expertise, Amdocs can help effectively implement these leading-edge technologies – we'll help *write* the recipe, not follow the recipe.

Transformation of a complex application typically requires a multi-discipline approach. Amdocs has the wide breadth of expertise in key areas to ensure your complex, multi-faceted project can be performed "under one roof", with collaboration between disciplines to build a cohesive design & deployment.

Customer Benefits

- **Experience & Expertise with Keystone Applications**
Trusted in the mission-critical, highly regulated Telco and FSI industries, with deep expertise in many leading-edge areas of technology - from a complex migration of a core banking system to a customer-facing website for a major airline.
- **Business Agility Through Innovation**
Empower customer to achieve business goals by leveraging new technological innovation, solving technical issues, and reducing tech debt.
- **Improved Business Process**
Improve in key areas: cloud governance, security & compliance, operational efficiency, and staff upskilling.

Figure 1: Our Keystone Application Migration Process



Case Studies

Tier One North American Telco

Motivation

- Efficient operations with less dependency on human intervention
- Continuous cloud cost optimization and controls before and after launch
- Full CI/CD pipeline for introduction and updates of new and existing services
- DevSecOps model and expansion into key infrastructure functions
- Reduce costs of Oracle and other 3rd party footprints

Solution

- Embedded self-healing and zero touch operations with full CI/CD pipeline and autonomous operations
- Modernization of B2B + Consumer on AWS
- Use of FinOps and professional services to control costs
- Zero-touch roadmap that leverages Environment-as-a-Code, self-healing, monitoring, auto-patching and ticket resolution
- Maintain efficient CI/CD environments, DevSecOps
- Migrations and conversions

Impact

- 3,000 critical jobs automated
- 140 days saved by automated investigations
- Billing cycle reduced by 57%, from 7 to 3 days
- Faster TTM in launch of new services and plans
- Enhanced unified customer experience for commerce, ordering, billing and customer care across its website, mobile app and TV channels
- Controlled costs



Motivation

- Scotiabank wanted to move its business-critical Pega applications to Microsoft Azure
- Wanted improved security and development agility. New Pega platforms in hours vs. days.

Solution

- Timely delivery of mission-critical workload facing on-premise end-of-life event.
- Upgraded architecture deploys across multiple regions to increase availability and durability while increasing performance.
- Full CI/CD and Blue/Green deployment methodologies. Release and rollback events are achieved inside a day.

Impact

- Scotiabank gained operational benefits through services such as Azure VM Scale Sets and Azure SQL Managed Instance
- Automated and repeatable one-touch platform deployments enabled the bank to focus on innovation rather than underlying technologies
- New platform delivered proactive monitoring and management to ensure maximum performance and operational resiliency
- CI/CD and Infra-as-Code technologies, tightly integrated with DevOps methodologies, improved developer experience and agility