When your cloud adoption is flat-lining...

...should you revert or resuscitate?

Azure

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Treating a case of cloud failure.

Your cloud-enabled future loomed bright. Major budgets were allocated. Agonising hours were spent herding stakeholders. You're now using cloud, but your teams and the wider business aren't reaping the expected benefits.

80% of digital transformation projects fail[1], which means your situation is all too common.

You're suffering from cloud failure, and you have 3 options:

1 Limp on as you are

2 Kill the cloud experiment and revert to on-prem

3 Resuscitate your flat-lining cloud initiative

Option 3 is about rescuing your ambitions rather than spending time, money and reputational capital battling ongoing frustration or reverting to on-prem.

Let's take a deeper look at the symptoms and causes of cloud failure – and how resuscitation works.

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[1] Gartner, Majority of Digital Workplace Initiatives Will Fail to Establish New Ways of Working Through 2021, 2019

Symptoms

What does cloud failure feel like?

You're probably experiencing one or more of these symptoms:

Higher-than-planned costs

" Cloud is costing us more money than we thought it would.

Unfulfilled savings potential

" We're not getting the savings we were supposed to, and our ROI plans aren't on track.

Frustrating bottlenecks and growing backlogs

" Our processes aren't simplified, and we're not delivering faster.

Low employee satisfaction and engagement with cloud

" People aren't fully using the tools/ automation/processes that were set up when we migrated.

Perceived "IT says no" mentality

" People across the business are still complaining about IT – there's a perception that IT isn't enabling innovation the way they anticipated.

Causes

Why are you experiencing cloud failure symptoms?

There are 4 primary causes of cloud failure. They probably look familiar, and you may be thinking: "Our partner was on top of these, and we have processes in place."

But based on your symptoms, at least one of these causes is behind your current situation.

Issues with organisational structure and difficulty evolving into a cloud organisation

Lack of cloud skills, agile/DevOps aren't embedded, and people are trying to apply legacy ways of working and thinking to the cloud.

**Lack of planning for the final state of cloud**

Not enough clarity on what cloud enablement, management and business/tech alignment were supposed to look like in practice.

Insufficient cloud adoption frameworks

They were limited to IT or specific teams, so there's a disconnect with the wider organisation.

Limited definition and enforcement of governance

Your cloud footprint is all over the place, and people don't have the tools and structures they need to leverage cloud for innovation.
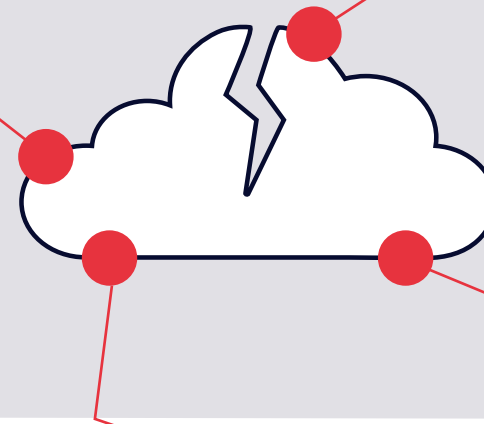
What happens if you revert to on-prem?

Resist the urge to revert to the nostalgic familiarity of on-prem, because this introduces significant costs, risks and missed opportunities.

Reverting to on-prem is expensive and risky

Inefficient use of capacity ⟶ Higher costs

On-prem

A capex model with committed costs regardless of utilisation. There's a significant, upfront financial commitment for a fixed amount of resource over 3-5 years. Capacity you purchase has to factor in potential growth over the period, which can be hard to predict. Under-utilisation – which is inevitable because you have to budget for peak requirements – means the business is wasting money.

Cloud

An opex model where you only pay for what you consume. You save money, have complete cost transparency and achieve faster ROI because you only pay for infrastructure you need at any given point. It's also easier to provision new services without having to go through a long procurement process.

Managing a bigger stack ⟶
Higher costs and risk

On-prem

You're responsible for innovation and modernisation on your entire tech stack. Not only is this expensive, but it leaves you more open to tech risk and missed opportunities.

Cloud

Your hyperscaler provides ongoing tech and feature refreshes, so infrastructure innovation and modernisation are yours out of the box.

Reduced competitive advantage ⟶
Higher opportunity cost and risk

On-prem

Just because the cloud hasn't worked for you doesn't mean it doesn't work for your competitors. You're instantly putting yourself generations behind the competition, because they're harnessing innovation internally and from hyperscalers.

Cloud

Your teams are free to focus on delivering value to customers and the business because they're not wasting time/resource managing tech stacks. Through cloud, they have easy access to the tools/processes they need to innovate at the edge, which means you have a foundation for getting new products and services to market more quickly and cost-effectively.

Critical Cloud Care.

Reverting to on-prem won't solve your problems – it will just create new ones. So how do you resuscitate your flat-lining cloud initiative?

You need **Critical Cloud Care**, where cloud-native specialists provide 2 essential services:

Cloud Failure Diagnostic Exercise

A quick, targeted analysis that pinpoints the exact causes of cloud failure

Cloud Prescription

Practical fixes (technical, financial and operational) that make a real difference to your team and the business

CRITICAL CLOUD CARE

IS

+ **Quick -** 4-6 weeks to make the diagnosis and get you the prescription

+ **Practical -** focused on technical, financial and operational steps that add tangible value

+ **Empowering -** the aim is to give you a sustainable model so you can own your cloud

IS NOT

– **Expensive -** this is not a drawn-out consultancy exercise

– **A blame game -** it's about collaborating to get better outcomes for everyone, not pointing fingers

– **About creating dependencies -** it's about maximising the effectiveness of what you have, with no strings attached

Critical Cloud Care Use Cases.

PATIENT 1

Symptoms

- Costs are increasing, but at the same time it feels like the migration has stalled
- The business isn't seeing the anticipated savings from workloads that have already been migrated
- Low satisfaction with cloud – migrated workloads aren't performing as fast as people want
- Momentum within the team is at an all-time low – mounting frustration at an inability to manage app dependencies

Diagnosis

Started migration without knowing what or where the application integrations were

Prescription

1. Create an application map using cloud-native tooling
2. Cloud-native thinking to re-orient the approach and provide _clarity on the end state the business wants to achieve with cloud_
3. Identify a low-risk, low-cost _POC to kickstart a process of continuous modernisation_
4. Implement a _cloud-native managed services_ model to enable ongoing cost optimisation and expedite future development

PATIENT 2

Symptoms

- Costs are spiralling
- Too many things are being commissioned, and it's hard to stay on top of asset management
- People within the organisation are worried about compliance and security risks

Diagnosis

Cloud sprawl has led to expensive capacity bills and process inefficiency

Prescription

1. Implement a _governance framework_ that gives people control – from a technology, sizing and cost perspective
2. _Re-orient the FinOps approach_, so the business gets both the operations (e.g., automation) and cost optimisation (e.g., RIs, capacity planning, sizing) correct

PATIENT 3

Symptoms

- Cost of external consultants is too high
- There's high dependency on partners for knowledge and IP
- Cloud engagement and confidence aren't increasing
- There's a growing backlog and a mountain of unresolved tickets

Diagnosis

Lack of cloud skills internally

Agile/DevOps culture not embedded

Prescription

1. *Skills gap analysis* to develop a training programme that plugs the gaps
2. *Agile coaching/mentoring* so teams are confident about managing sprints, staying on top of backlogs and driving development

PATIENT 4

Symptoms

- Cloud is costing way more than planned
- People are frustrated that they're not benefiting from the higher agility, resilience and scalability they were promised with cloud

Diagnosis

Legacy inefficiencies were migrated with the lift-and-shift

Prescription

1. Develop a *modernisation roadmap* – underpinned by a TCO analysis – to optimise workloads for the cloud
2. Start with a low-cost, low-risk POC to build momentum and drive a process of continuous modernisation
3. Implement a *cloud-native managed services model* to enable ongoing cost optimisation and expedite future development

# We help cure cloud failure quickly – at a fraction of what you think it will cost.

Nordcloud is a European leader in cloud migration, application modernisation, development, managed services and training.

With Critical Cloud Care, you get cloud-native experts untangling issues, pre-empting new pitfalls, providing essential technical support, reducing your infrastructure spend – and helping you achieve better, more sustainable results.

Gold
Microsoft Partner

▦ Microsoft

Azure
Expert
MSP

Faster results

We're cloud pioneers with a 100% cloud heritage. This means we're not just jumping on bandwagons or superimposing trends on to legacy ways of working. You get better, faster results because you have cloud natives guiding your journey.
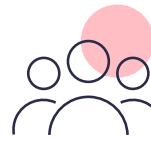
Empowered teams

Our entire approach is about empowering your teams, not creating dependencies. From technology to training, from design to DevOps, you get the support needed to capitalise on cloud benefits. That way, you're positioned to maximise the cost savings and value potential of the cloud ongoing.

Global cloud leadership

We're a leading Challenger in Gartner's Magic Quadrant with the highest partner accreditations with Microsoft Azure. You therefore get impartial advice based on a broad market perspective.

Contact us to discuss diagnosing and curing your cloud issues

Contact us

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