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Technology

# Integrating Cloud Services

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# Cloud computing promise

The cloud comprises a set of next generation technologies which enable services and solutions that are....

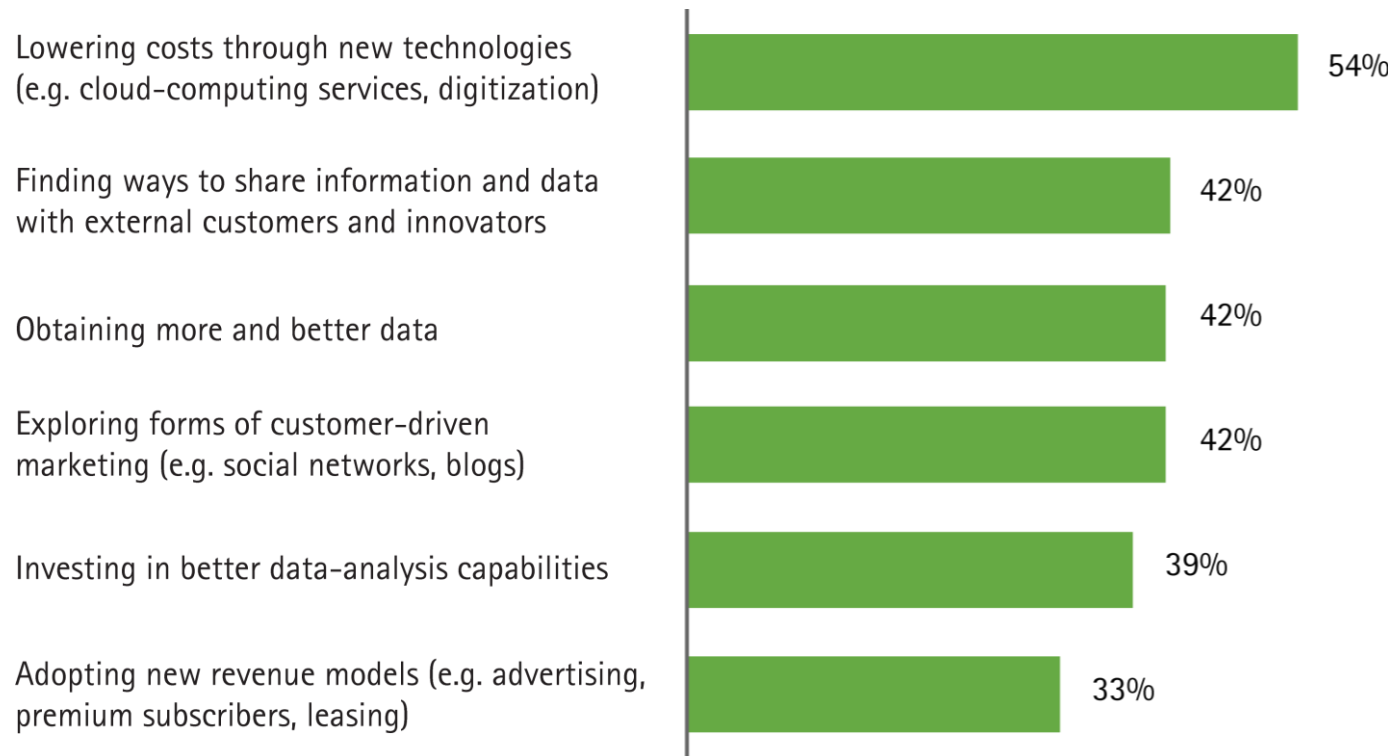
- Lower total cost of ownership and capital requirement
- Operationally, contractually and financially flexible
- Able to match or improve the functionality that you have today, getting better over time
- Available as soon as you are ready for it

These characteristics will unleash the full potential of cloud computing: the ability to launch new businesses in new markets—creating new revenue streams quickly and inexpensively.



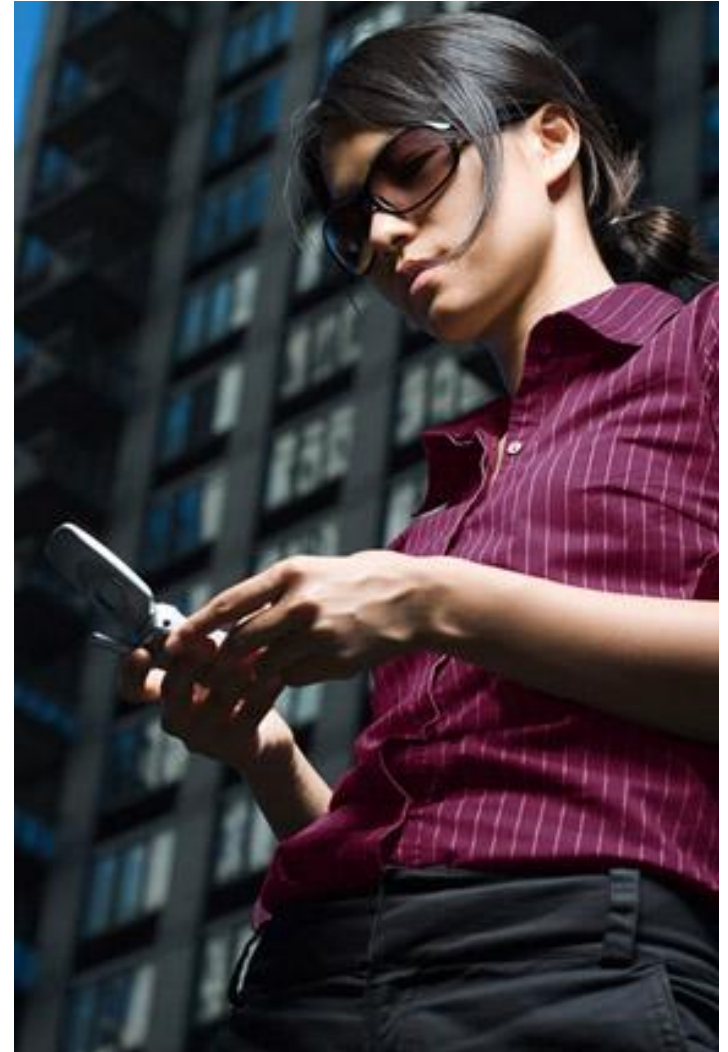
# Company executives expect to use IT to deliver multiple benefits across their businesses

Which of the following are likely to form part of your company's strategic response to identified challenges and opportunities over the next five years?



# IT environments have grown increasingly complex, with many new issues requiring the attention of CIOs

- Technology is not the problem—how it is applied, and how it performs is.
- Experience, solutions and methods exist—they just aren't always used.
- Too much is being spent on old complex IT systems that are struggling to deliver competitive advantage.
- Walking away from existing large, complex, “proprietary” systems isn't feasible either.
- Evidence shows that organizations that invest in technology as a competitive advantage trump those that do not.
- Many do it without spending more.
- Users are more empowered than ever to get the technology and tools they need—they simply download it off the Internet.



# Addressing complexity

## Aspects of complexity

- Globalized service delivery
- Customized and differentiated service levels
- Technology advancements, proliferation
- Multisourcing
- Policy Management

## New solutions

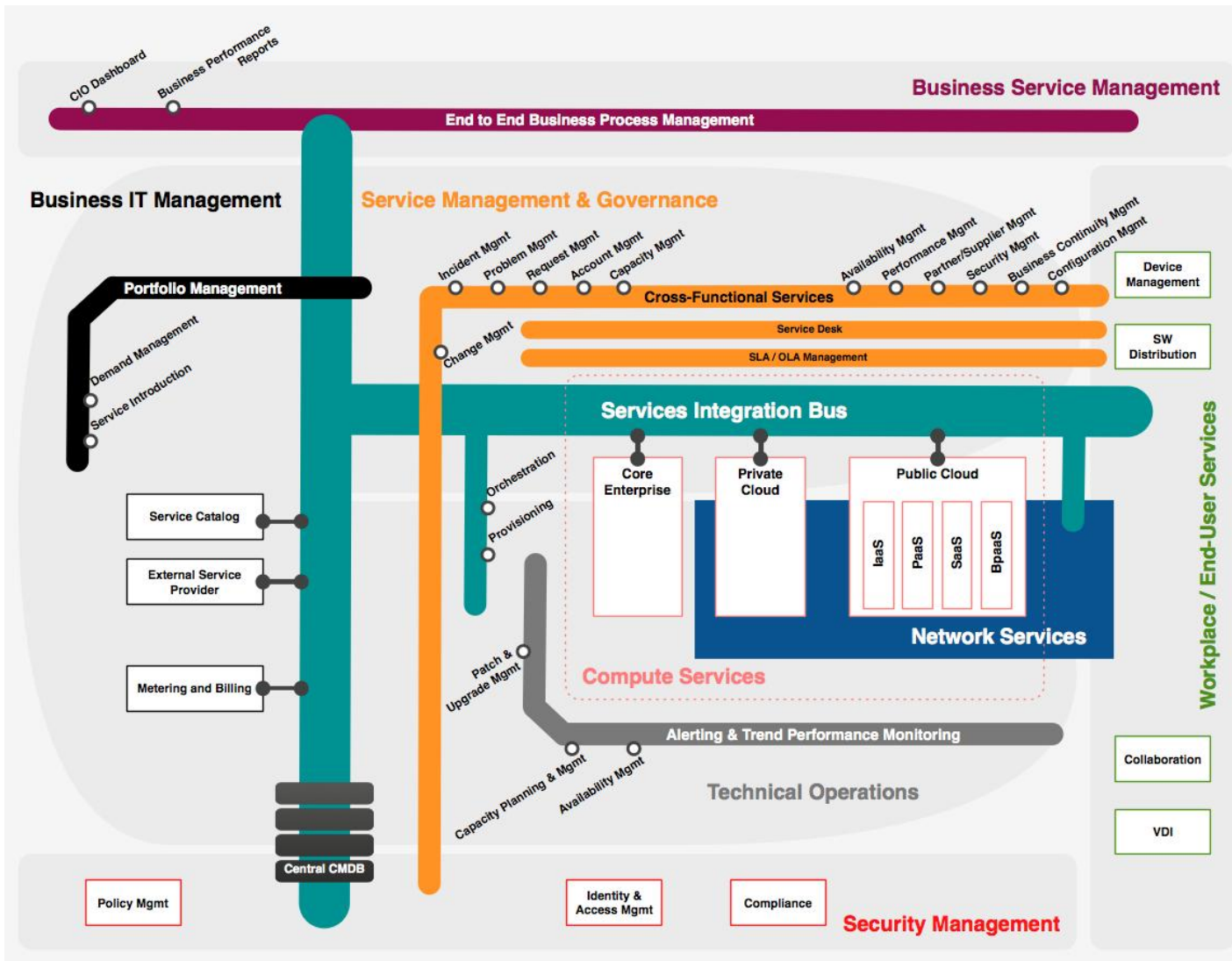
- Service integration has evolved as a separate discipline to manage the increasing complexity
- Cross-functional services can be used to deliver the desired outcome from service integration

## Emergence of cloud technologies

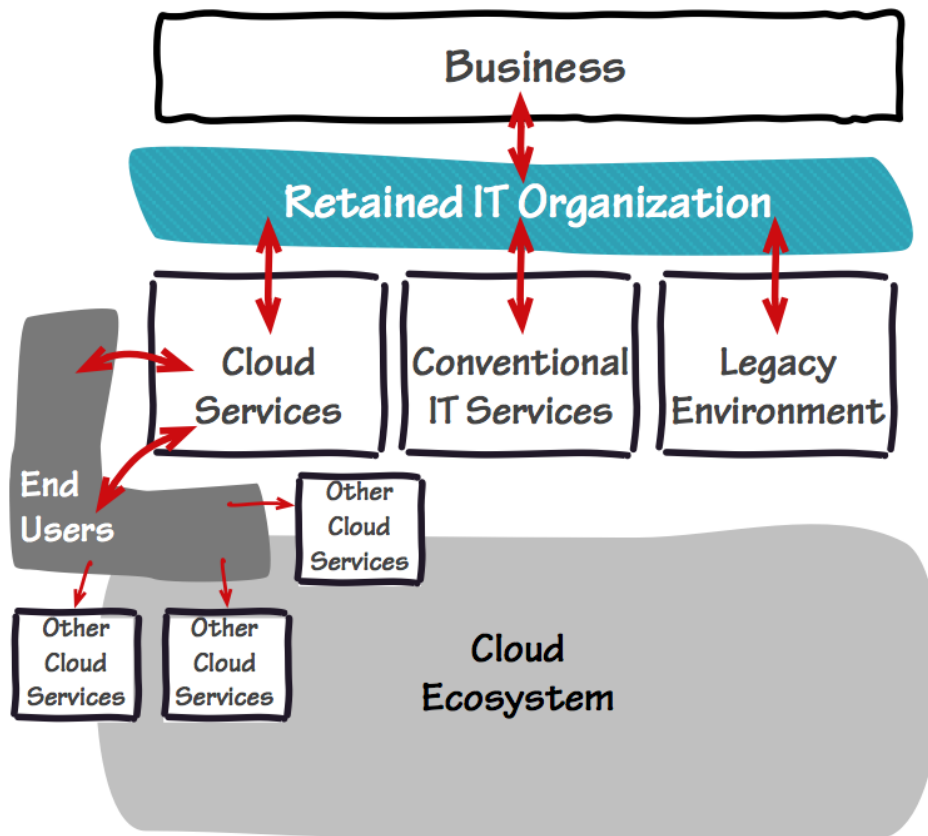
**Cloud services need a new level of governance**



# Next generation of IT needs a structured 'ecosystem' of management capability



# Critical Path: What is at risk?



- If governance was a challenge in the past now it introduces new and more rapid risk
- Potential to let technology overwhelm IT strategy – losing sight or alignment to the business
- Service integration becomes more critical to achieving the true benefit of cloud
- End users take over in defining IT infrastructure
- Governance and interoperability in the cloud ecosystem
- **Integration itself can be the obstacle in gaining the most benefit from cloud**