TOP 10

CHALLENGES
of Cloud Implementation

A great deal has changed

in the cloud industry since 2000 when Peak 10 opened its first data center. We've pretty much seen it all and dealt with it all. But that was then, and this is now.

The cloud is no longer just an interesting way to reduce IT costs. Today, it is about transforming businesses, gaining extreme competitive advantage, interacting directly with customers in real time, and dozens of other game-changing possibilities. Unless you're beginning with a clean slate as a new company or already are a devoted outsourcer, you're likely to have a number of issues to resolve as you work through how cloud computing figures into your future.

intro

Challenges to cloud adoption

come in all shapes, sizes and severities, depending on the organization. None should be considered show-stoppers, but that doesn't make them any less real or significant. There is no definitive list of challenges; if there was it would be outdated as soon as it was put to paper. However, in speaking with prospective customers, attending tradeshows and working with clients on their future cloud roadmaps, there are recurring themes.

The following are the concerns and challenges we hear most often.

Making the Correct Choice:

No. 1

You can choose from SaaS, IaaS, PaaS and a plethora of options and variations within. It seems that most anything today is a-a-S (available as a service). Sorting through it all is daunting. It's easier to narrow down when you know the business requirements you need to meet. Every cloud strategy begins with the business strategy and a determination of the risk/reward of various choices.
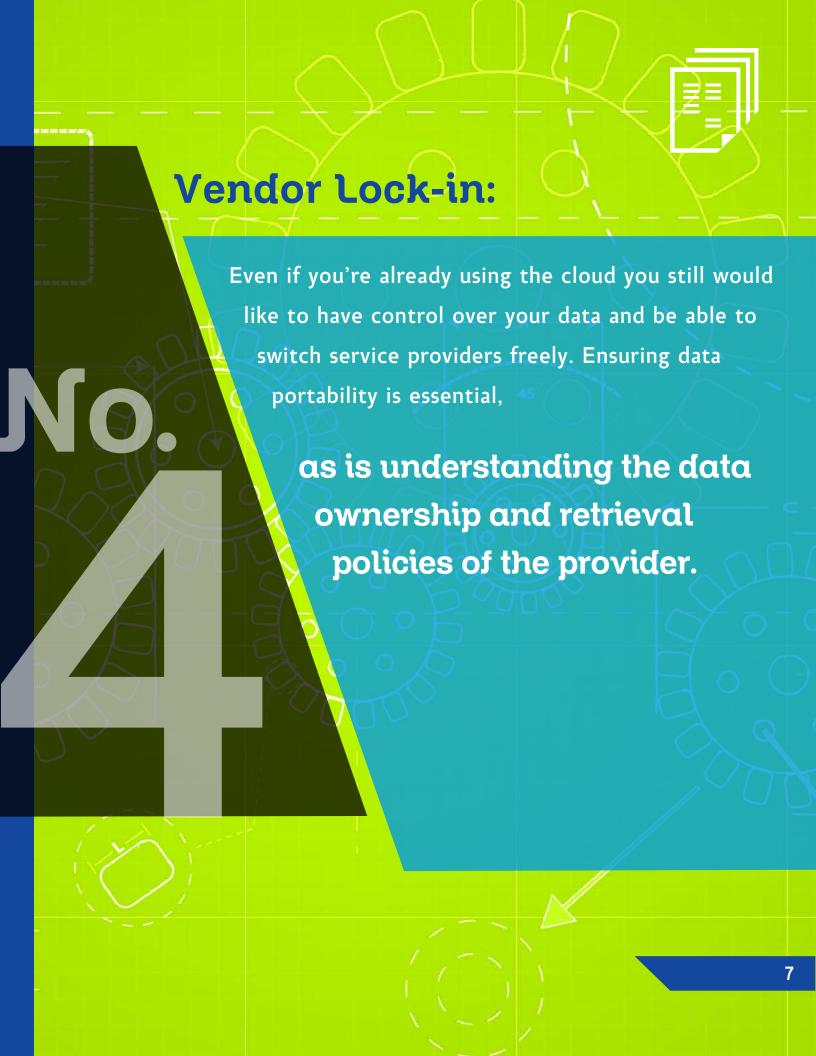
Business case first, cloud implementation last.

No. 2

Lack of Executive Support:

This is a difficult challenge with many fathers. In one way or another, a lack of support generally comes down to fear, uncertainty and doubt. Winning favor begins with speaking the language of business, understanding business issues and goals and, as above, building a sound business case for your proposals.

Align proposal with major corporporate campaigns.

No. 3

Loss of Control:

It's tough letting go. This is not always a matter of security either. Entrusting a third party to be a responsible, honest and reliable business partner (and one for which you are being held accountable) is a cause of frequent agita for some. Think of the other revenue-generating projects and business contributions IT can accomplish

when a chunk of operational responsibility is lifted from your shoulders.

Vendor Lock-in:

Even if you're already using the cloud you still would like to have control over your data and be able to switch service providers freely. Ensuring data portability is essential,

as is understanding the data ownership and retrieval policies of the provider.

Security and Compliance:

They comprise the 800-pound gorilla. There may be some data or applications that your organization will never feel comfortable letting out of sight. However, This is also an area of intense focus by some service providers because the demand is so great, and it's a major point of competitive differentiation. Security and compliance are not cloud computing issues per se; they are more cloud service provider issues. Some will excel at providing security and compliance, some will dabble in these issues,
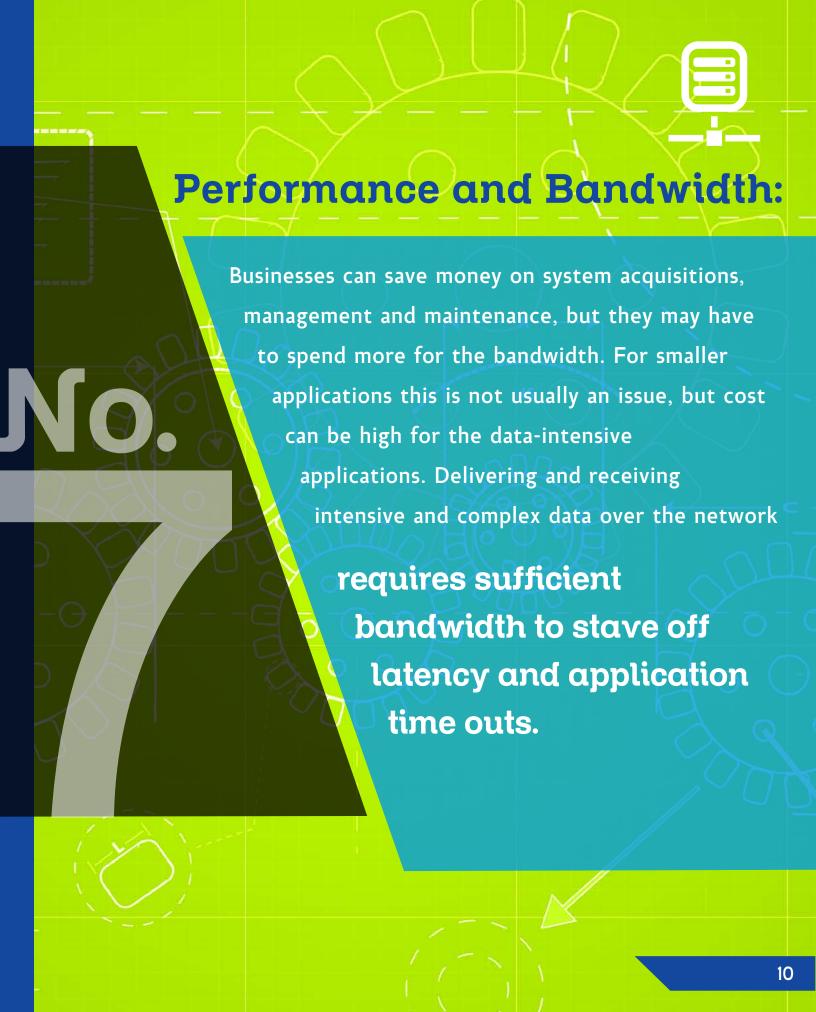
and others will not have it in their business model.

No. 5

Lack of Skills, Knowledge and Expertise:

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It's different in the cloud, and many IT organizations may not have the necessary tools or resources to implement, monitor and manage cloud solutions. It's not what they are geared to do. Educating staff about new processes and tool sets, or hiring staff with new skills, may be necessary...increasingly so as more of your operations and applications move to the cloud over time. Selecting the right service provider

will definitely help ease the transition and fill gaps.

Performance and Bandwidth:

Businesses can save money on system acquisitions, management and maintenance, but they may have to spend more for the bandwidth. For smaller applications this is not usually an issue, but cost can be high for the data-intensive applications. Delivering and receiving intensive and complex data over the network requires sufficient bandwidth to stave off latency and application time outs.

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Vendor Transparency:

"Trust me" is not what you want to hear from your service provider. If that's what you get, respond with "show me." Short of divulging trade secrets or competitively sensitive operational information, a service provider should be open about it processes and methods for delivering on its SLAs. The service provider should also be willing to provide customer references, reports of compliance (ROC) if applicable and other

documentation that backs up its claims.

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Integration with Existing Infrastructure:

No. 9

This is a difficult yet essential piece of maximizing the value of cloud services. Frankly, it must be addressed. For many IT departments this challenge already exists within their organizations in the form of shadow IT and BYOD. Further, the incremental gains that result from Introducing discreet cloud services into an organization will never achieve what a well-integrated environment can deliver. Developing a cohesive strategy is paramount, an effort that will be aided greatly by a governance strategy,

first at the corporate level and then within IT.

Application Optimization:

No. 10

A poor-performing application will run no better in the cloud than in your data center. It may perform worse or, perhaps, not at all. Some applications were not written for a virtualized, multi-tenant, highly scalable cloud computing environment. Others may have many interdependencies with other business operations. Modifying or tuning can overcome shortcomings of many applications. Evaluating the cloud readiness of applications will result in

greater satisfaction with your choices.

Don't Go It Alone

The issues covered in this eBook are far from the only ones you may be experiencing -- or will experience moving forward. While it's a good idea to continue doing your own research, at some point you'll need to take the next step. Don't go it alone. Peak 10 has helped organizations, large and small, successfully implement cloud services. Even more important, we can help ensure those services are

tailored to your specific needs.

In the Meantime,

here are some resources to help you prepare for implementing cloud services:

eBook: Five Workload-to-Cloud Migration Methods

White Paper: The Production Cloud... Because All Clouds are Not Created Equal

To talk with one of our Implementation Specialists call

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