

6 CLOUD CONVERSATIONS LEADERSHIP TEAMS NEED TO OWN

Drive a holistic cloud transformation with Nordcloud and Microsoft Azure



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Public cloud digital initiatives are at the top of every CEO's agenda, with the expected outcome a predictable, satisfied customer base from now to eternity. What's not expected is the extent of organisational changes that need to be made to get there; changes to the company culture, operational models, capabilities, and workflows to support continuous evolution.

Transformation is hardly ever straightforward. It requires careful planning with an emphasis on: aligning cloud strategy with business strategy, organisational alignment, defining a cloud governance model, and planning deployment.

Leadership teams can achieve a results-focused, top-down cloud transformation by driving these six conversations within their organization.

“ 85% of CEOs are looking for optimisation and 66% transformation from digitalisation.”

— Nordcloud

DRIVE TRANSFORMATION FROM THE C-SUITE, NOT THE DATA CENTRE

Who is driving the cloud initiative—your CIO, IT department, finance? The start of any cloud journey is getting all stakeholders to come to a consensus on the goals of cloud transformation. Who needs to be brought in on the conversation to create a unified cross-functional team?

A bottom up IT-driven cloud strategy is naturally going to have an IT mindset with IT focused results that will have little impact on overall company objectives. As well, procurement roles are heavily focused on KPIs and often lack understanding of the company's overarching vision. **Obtaining organisational alignment is clearly a top priority.**

And so is finding the right transformational partner.

Nordcloud experts start the transition to the cloud with an assessment of the current organisational alignment to help build consensus. By outlining clear goals, requirements, and a roadmap, Nordcloud is able to provide a tailored approach for each stage of cloud maturity.



KEY POINT:

Every business unit leader has a role to play in translating digital ambition into commercial success.

CHANGE FOR YOUR CUSTOMERS, NOT THE BOTTOM LINE

IT modernisation is the biggest piece of the cloud transformation puzzle that is over analysed, overly focused on, and over-emphasized. In many cases—especially with large enterprises—a company embarks on their journey focusing on IT efficiency improvements to systems they already have in place, without a clear vision outside their immediate purview.



KEY POINT:

Ask the question: “Where are our customers going in five months, five years?”

A forward-thinking, fresh cloud model needs to:

Lead transformation from the perspective of the customer and your services

Understand present and anticipated customer facing services

Take into account new time to market with new IT initiatives

Continue to meet customer demand and outpace the competition

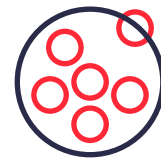
Then begin to lay out the framework of your transformation.

Nordcloud has yet to see cases where adapting the old legacy operating model and organisational mindset to a cloud strategy has been successful.

LOCATE AND REMOVE ORGANISATIONAL SILOS

Organisational hurdles, internal politics, and archaic policies are the biggest roadblocks to a successful cloud transformation. In order to move forward, give stakeholders buy-in and involvement. Create virtual teams, a Cloud Centre of Excellence, and incentivise leaders to collaborate. This will be new for many, since siloes are the working norm, especially for IT.

Make removing unnecessary legacy roadblocks near the top of everyone's priority list—so it's not viewed as a pet project. Tie participation to performance and award bonuses to those who go above and beyond.



KEY POINT:

Think in terms of interdepartmental joint projects, not individual interests.

AGILE ISN'T JUST FOR IT

DevOps can't be fast if business decisions are drowning in outdated procedures and unnecessary bureaucracy. An agile company mindset—that encourages the same philosophy used by DevOps with other business units—can move everything along more quickly.

Start becoming more agile by:

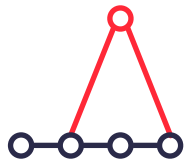
Breaking down responsibilities into small teams

Allowing lower level team members to make decisions

Bringing in specialised knowledge when necessary

Upskilling employees as needed when needed

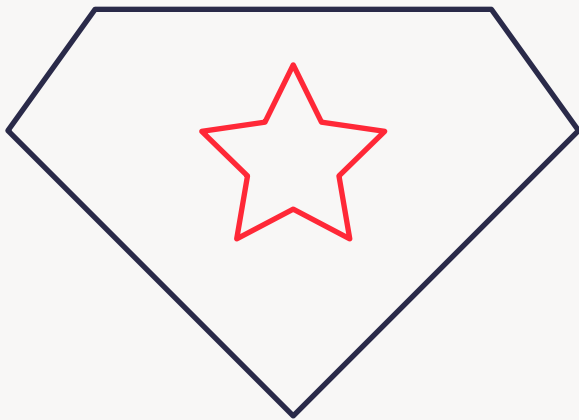
Inducing change and disruption



KEY POINT:

Push the norms across all business units and challenge the status-quo.

STOPPING SHADOW IT REQUIRES TRUST IN IT



You know this well. The “we were doing fine without you” scenario, when departments outside of IT have a strangle-hold on outsourced SaaS. And IT management is having the same cost, compliance, and legacy issues. Both—rapid, reckless development and slow, stable IT—are a bottleneck for digital transformation.

A new cloud-native, customer and end-user facing cloud approach brings the two together. It allows for rapid development of new APIs and microservices while still giving IT control over governance, security, data, identity, uptime, service level agreements, etc.

Nordcloud’s years of expertise have proven public cloud combined with agile processes increases the speed of change both for technology assets and product development.

And that this cannot be accomplished without the internal buy-in and trust in IT.

KEY POINT:

Inventory cloud and SaaS usage during the cloud transformation planning process.

LOOK BEYOND ROI WHEN MEASURING SUCCESS

One of the pillars of a successful move to the cloud is figuring out how to clearly measure progress, performance, and success. From the outset define what metrics will be used for each phase of your cloud transformation.

Emphasizing profits only—a pure ROI-focused initiative—could actually hinder outcomes, especially for your customers. What other tangible or intangible success metrics are critical?

Metrix to measure and track can include:

Utilisation

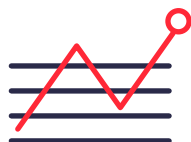
Net promoter score

Time to market

Employee productivity

Uptime and SLAs

Customer KPIs



KEY POINT:

Think beyond ROI—the cloud may or may not save money in the short-term.

Think about how you will measure iterative progress with a multi-stage, multi-year transformation? Are your internal and external service-level agreements and business requirements going to match up?

PARTNER WITH LIKE-MINDED LEADERS FOR SUCCESS



Are you ready for a digital transformation that is holistic, inclusive, customer centric, and forward thinking? Nordcloud and Microsoft Azure can take you there.

Nordcloud is a Microsoft Azure Expert Managed Services Provider. Since 2011 they have helped more than 1,000 enterprises reap the full benefit of their public cloud deployments with better security, agility, and scalability.



NEED A PARTNER WITH A PROVEN, CLOUD TRANSFORMATION ROADMAP?

Nordcloud's four-step approach to future-proof your organisation begins with a cloud migration workshop, IT architecture best practices review, and getting governance policies in place.

Once the green light is given, step two includes developing an agile plan for cloud transformation with iterative development of the cloud strategy.

Next is an agile implementation, i.e. setting up a migration, DevOps, and training. Key parts of step three are: workload optimisation and refactoring, cloud architecture, security, and setting up a cloud centre of excellence.

And lastly, step four is establishing managed cloud governance and capacity management with 24/7 daily monitoring.

Start your cloud transformation with
Nordcloud with Microsoft Azure today.

Learn more at nordcloud.com.



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Sources: ¹ <https://www.gartner.com/smarterwithgartner/mobilize-every-function-in-the-organization-for-digitalization/>

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