

## AUTOMATION/SOFTWARE DEVELOPMENT

*For application development, API integration, virtual computing power, and beyond, bring in expert support—and start with an assessment.*

### THE CHALLENGE

Advances in IT modernization have transformed what's possible in technology and business—accelerating the development of new features and apps, rallying the power of thousands of servers in mere minutes, and automating infrastructure and processes to previously unimaginable degrees.

But many organizations, in their haste to realize the benefits, move too quickly into this area of digital transformation. They unsuccessfully try to transfer legacy applications to a public cloud. They embark on software-defined networking without the necessary expertise in API integration. And they end up with a Platform as a Service solution that doesn't drive business outcomes.

Often, these mistakes occur because organizations fail to comprehensively assess their needs, resources, and requirements first, or recognize what they don't know about this complex area of IT modernization—and the need for an expert guide.

In a public cloud environment, for example, antiquated operating systems aren't supported, and 20-year-old applications may work ineffectively, if at all. In-house cloud teams might not know the programming languages for

writing or rewriting code. And IT specialists may be difficult (and expensive) to hire and retain, given how prized these skills are in today's marketplace.

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When organizations do enlist outside expertise for an automation or DevOps solution, they often discover it to be an incomplete fix. Highly skilled specialists may not be available when needed or able to work onsite. A rotating stream of temporary consultants may not fully understand the organization's IT environment or business goals—leading to solutions that fail to boost productivity, optimize resources, or drive business outcomes as promised.

How can you avoid a similar fate and fully realize the value of high performance computing, software-defined networking, automation, and other IT modernization initiatives? By bringing in a dedicated team of specialists and starting with a comprehensive assessment.



### OUR INSIGHTS

Making virtual servers, infrastructure automation, or a continuous integration/development pipeline a high-performance reality doesn't happen overnight. Bringing this digital transformation to life requires the right skills, plus a thorough understanding of the resources you're working with and the business outcomes you aim to achieve.



#### **Begin with a comprehensive assessment**

Every new technology spurs changes to your operations when it's introduced—and has a cascading impact if it fails.

For this and many other reasons, including the overall complexity of automation and DevOps solutions, your statement of work should be very specific, encompassing the problem, proposed solution, deliverables, and acceptance criteria in great detail.

But will the solution actually work? Your SOW should account for compatibility issues, pre-platforming, refactoring, and should be the product of a proven concept and in-depth onsite meetings.

#### **Bring in the right skills**

IT modernization today is too specialized, complex, and constantly changing to embark upon without the guidance of a trusted advisor. This partnership should last from the initial assessment through implementation. From extending legacy applications to writing code to ensuring security and beyond, you'll require expert support at every step.



Your trusted advisor should have proven experience in all of automation/DevOps' overlapping skillsets: public cloud automation, Platform as a Service, collaboration, networking, security, and API integration. Given IT modernization's multifaceted and evolving nature, they should be skilled at working across practices and in the field and dedicated to keeping up with new skills and trends on the horizon.

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Finally, your trusted advisor's capabilities should include managed services. Someone beyond your IT team—who already has a full to-do list driving value for your organization—will need to oversee the new cloud, software, licensing, and security solutions on an ongoing basis. Ideally, managed services should be delivered from a single source. Otherwise, you may waste valuable time and resources reconciling multiple partnerships, rather than achieving the efficiencies and ROI promised by IT modernization.

#### **FOR MORE INFORMATION CONTACT:**

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