

PRESIDIO®

THE ADAPTIVE CLOUD JOURNEY

How leading organizations are breaking the reactive cycle, optimizing cloud investments, and preparing for the AI era

ADAPTIVE CLOUD SERVICES

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EXECUTIVE SUMMARY

This guide is intended for business and IT leaders accountable for cloud outcomes - cost, reliability, security, governance, and the ability to innovate at speed. If cloud is necessary to accelerate your business and feels difficult to get there, you're not alone.

Cloud has transformed how organizations operate, yet many leaders face a common reality: rising costs, growing complexity, and teams stuck in reactive fire-fighting. Industry data makes the challenge clear - [20–30% of cloud spend is wasted](#), [cloud waste is a top concern for over 40% of CIOs and CTOs](#), and [FinOps leaders rank optimization](#) as their highest priority.

The issue is not technology. It's operational maturity.

Organizations pulling ahead operate differently. They've moved from reactive to proactive operations, from manual oversight to AI- and analytics-driven insight, and from treating cloud as infrastructure to using it as a strategic business platform. This evolution is what we call ***The Adaptive Cloud Journey***.

Traditional managed services are static by design: fixed scope, fixed response, fixed value. Adaptive Cloud represents a shift to services that continuously learn, evolve, and align to the unique needs of each environment and business.

This eBook outlines Presidio's practical framework for cloud operational transformation. It shows how organizations can regain control, optimize investment, and build the operational foundation required for AI-driven business without slowing innovation.

Whether your environment runs on AWS, Azure, Google Cloud, or spans all three, the destination is the same: cloud operations that adapt as fast as your business does.

The Adaptive Cloud Journey is how leading organizations turn cloud from an operational burden into a sustained competitive advantage.



PART 1: THE CLOUD OPERATIONS CRISIS

The Reactive Trap

Every IT leader knows the feeling. Your team is talented, your tools are modern, but somehow, you're always one step behind. Alerts fire constantly. Incidents interrupt strategic work. By the time an issue is resolved, three more have emerged. This is the reactive trap most organizations are stuck in.

In reactive cloud environments, costs rise not because of usage alone, but because teams lack the time, visibility, and operational maturity to prevent waste before it compounds.

The Hidden Costs of “Keeping the Lights On”

As firms increase their cloud adoption, efficiency gains are often undermined by waste. Unused resources and overages send cloud costs through the ceiling. Constant maintenance, operations, and firefighting leaves limited capacity for innovation, transformation, and competitive differentiation. But the financial cost is only part of the story.

Reactive cloud operations create hidden costs throughout the business; **opportunity cost** as teams spend their time firefighting instead of advancing new initiatives; **talent cost** as top performers burn out; **speed cost** when operational overload limits how quickly new ideas can reach market; and **risk cost** as issues are uncovered only after they've already disrupted performance, security, or compliance.

Why Traditional Managed Services Fall Short

Many organizations turn to traditional managed services providers hoping to break the reactive cycle. But these models often disappoint because they're built on the wrong foundation:

- **Fixed scope:** Rigid contracts that can't adapt as your needs evolve
- **Ticket-focused:** Success measured by tickets closed, not business outcomes delivered
- **Reactive by design:** Waiting for problems to occur rather than preventing them
- **One-size-fits-all:** Generic playbooks that don't account for your unique environment
- **Focus on technology:** The business functions and goals the tech is meant to support are overlooked

The result? You've outsourced the work, but you haven't transformed the operating model. You've traded one set of problems for another.

There's a better way: Presidio's **Adaptive Cloud Services**. A fundamental shift from traditional managed services to true business-aligned partnership.

PART 2:
THE PRESIDIO APPROACH

What “Adaptive” Really Means

The word “adaptive” isn’t marketing. It’s a design principle that shapes everything we do.

Adaptive means:

- **Proactive, not reactive.** AI-driven intelligence and insights identify issues before they impact your business. Predictive analytics anticipate capacity needs, security threats, and cost optimization opportunities.
- **Flexible, not rigid.** Services scale and evolve alongside your business. Start where you are, grow at your pace, and adjust as your needs change without renegotiating contracts or switching providers.
- **Outcomes-focused, not activity-focused.** We measure success by your business results - cost savings delivered, incidents prevented, strategic capacity freed - not by tickets closed or hours logged.
- **Learning, not static.** The service continuously adapts based on your environment’s patterns, evolving best practices, and technology landscape.

An Evolving Partnership

Adaptive Cloud Services provides an integrated approach that connects, secures, and operates modern enterprise technology.

Unlike point solutions that address isolated problems, our integrated approach includes:

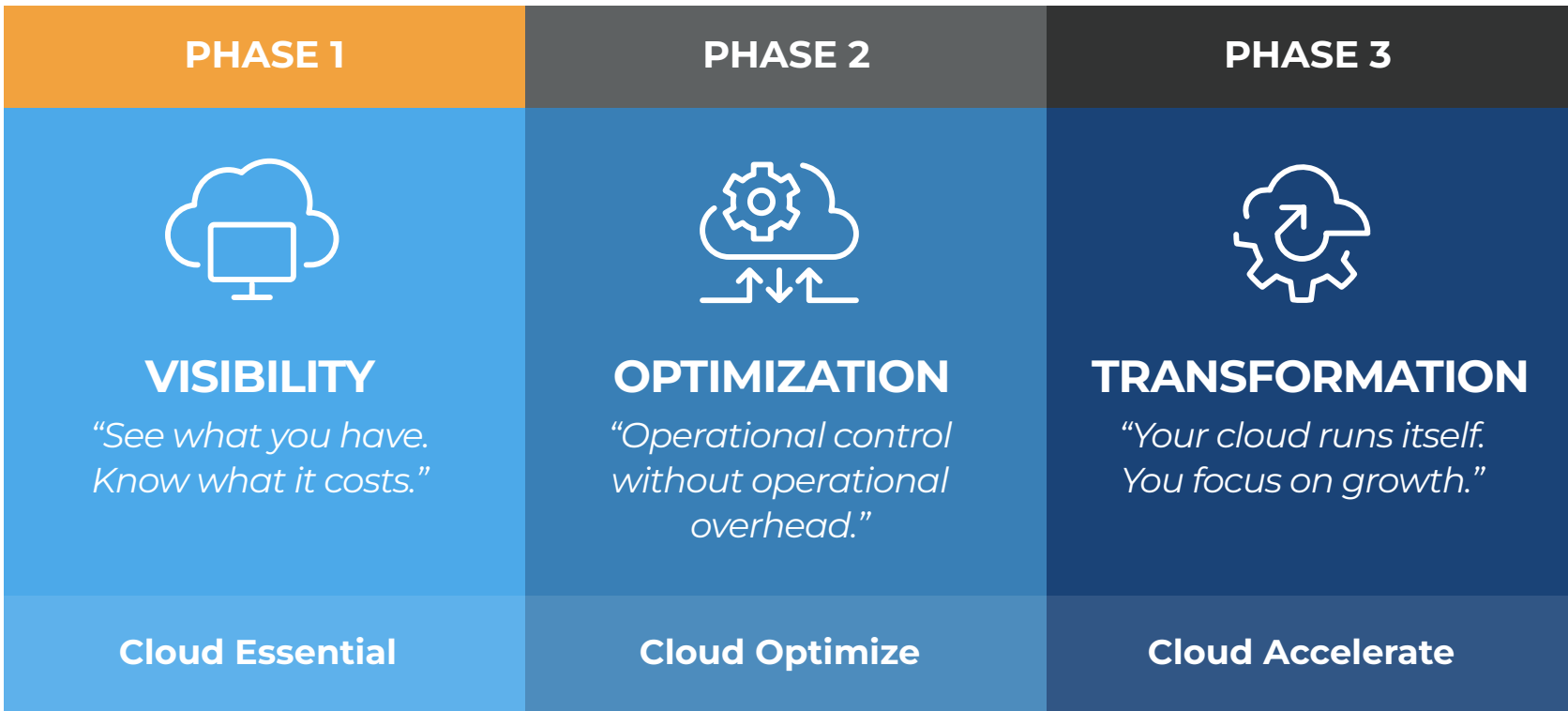
- **Cross-domain expertise:** Cloud, security, networking, data, and AI specialists working together - not in silos.
- **Integrated tooling:** Proprietary platforms combined with best-of-breed partner technologies.
- **Multi-cloud fluency:** Deep expertise across AWS, Azure, Google Cloud, and hybrid environments.
- **Continuous evolution:** Ongoing investment in AI-first automation and emerging capabilities.

But technology is only part of the equation. What truly differentiates Presidio is the depth of our client relationships. We build trust over decades through thousands of successful engagements. That experience has shaped the Presidio Adaptive Cloud Journey.

PART 3: GETTING CLOUD OPERATIONAL MATURITY RIGHT

The three phases every organization must master to move from reactive operations to business transformation

Getting cloud operational maturity right requires progress through three distinct phases, each representing a meaningful step forward in control, optimization, and business impact.



PHASE 1: VISIBILITY

Cloud Essential

“See what you have. Know what it costs.”



THE CHALLENGE

You’ve adopted cloud but lack consistent visibility and control. Ownership is unclear, and governance gaps create risk and blind spots. You may also be evaluating cloud providers or have recently migrated workloads and need to establish operational baselines before determining the right level of ongoing support.



THE OUTCOME

A stable operational foundation with clear visibility and baseline governance, enabling confidence and reducing risk.

KEY CAPABILITIES

- **Continuous environment assessment** across AWS, Azure, and Google Cloud
- **Automated Well-Architected reviews** identifying optimization opportunities
- **Cost transparency dashboards** with attribution by service, account, project, and tag
- **Security and compliance posture reporting** with gap identification
- **Self-service governance tooling** for ongoing management
- **Resource inventory and dependency mapping**
- **Recommendations roadmap** prioritized by business impact



ADAPTIVE CLOUD IN ACTION

Sports Equipment Manufacturer

A small global IT team needed 24x7 support for infrastructure governance and to unify AWS security signals for faster detection, context, and response. **Presidio Cloud Essential** enabled continuous cloud governance reporting for a cleaner security view, with ~50% less time spent by the CISO reviewing/responding to governance alerts.

PHASE 2: OPTIMIZATION

Cloud Optimize

“Operational control without operational overhead.”



THE CHALLENGE

Alert fatigue is real. Every day brings new incidents that pull people away from strategic work. Costs are climbing, but nobody has time to optimize. You’ve tried automation, but without the right expertise, it creates as many problems as it solves.

Your environment is stable, but optimization and governance are inconsistent. Costs rise, performance tuning is reactive, and insight is not consistently translated into action.



THE OUTCOME

Predictable, well-governed cloud operations where cost control, performance, and optimization become part of daily practice. Up to 50% reduction in time spent viewing, assessing, and responding to alerts.

KEY CAPABILITIES

- 24x7 incident and priority escalation support
- CloudOps with best-practice alignment and continuous improvement
- Structured cost governance through Presidio’s PRISM FinOps program
- Technical advisory hours for strategic guidance and architecture review
- Quarterly business reviews tracking progress, savings, and optimization opportunities
- Incident management with defined SLAs and escalation paths
- FinOps cost reporting and visibility



ADAPTIVE CLOUD IN ACTION
Healthcare Software Company

The company needed to prepare a cloud-native, multi-tenant SaaS platform for production while meeting strict security, reliability, and governance requirements. With limited internal resources and no 24x7 operational coverage, the organization turned to **Presidio Cloud Optimize** to assess and remediate its AWS environment against Well-Architected best practices, strengthen security posture, and establish consistent CloudOps and FinOps discipline. As a result, the client launched production workloads with confidence, achieving improved governance, stronger security scores, predictable operations, and ongoing Presidio management that freed internal teams to focus on product innovation and growth.

PHASE 3: TRANSFORMATION

Cloud Accelerate

“Your cloud runs itself. You focus on growth.”



THE CHALLENGE

You’re ready for cloud to evolve beyond infrastructure to become a true competitive advantage. You want to accelerate AI adoption, modernize applications, and scale globally. But getting there requires a strategic partnership with deep technical expertise and shared accountability for outcomes.



THE OUTCOME

A continuously improving AI-driven operating model that enables faster delivery, greater resilience, and confident growth. Your team focuses entirely on innovation and growth while Presidio handles the full operational lifecycle. Cloud Accelerate adds immediate business value, such as proactive issue resolution before security incidents occur. IT becomes a strategic business partner rather than a cost center.

KEY CAPABILITIES

- **AI-driven automation** with intelligent insights and proactive remediation
- **Expert-led, purpose-fit CloudOps and FinOps program**
- **Continuous governance** with automated policy enforcement and drift detection
- **Advanced cost optimization**
- **Quarterly technical advisory hours** with a dedicated team
- **Comprehensive SLAs** for incident response, resolution, and request fulfillment
- **Strategic roadmap planning and modernization advisory**
- **Named cloud SME** who knows your environment deeply
- **Executive business reviews** with strategic recommendations
- **AI readiness assessment and enablement**



ADAPTIVE CLOUD IN ACTION
Biopharma Company

As cloud adoption accelerated, siloed teams and inconsistent delivery models began to erode governance and increase operational risk. The firm needed to standardize container workloads across teams without sacrificing security. **Presidio Cloud Accelerate** services established a governed AWS foundation and a ROSA-based container platform, resulting in consistent, scalable application and analytics workloads. Presidio continues to manage the AWS environment, giving the client long-term operational stability while freeing teams to focus on innovation.

TAKE THE NEXT STEP

Wherever you are in your cloud journey, Presidio provides tailored solutions to support your unique needs. Our certified experts will assess where you are today and build a roadmap to get you where you need to be - at the pace that works for your business.

Ready to Get Started?

- 1. SCHEDULE A DISCOVERY CALL**
— Let's understand your current state, challenges, and goals
- 2. GET A CLOUD HEALTH CHECK**
— We'll analyze your environment and identify opportunities
- 3. BUILD YOUR ROADMAP**
— Together, we'll chart your path through the Adaptive Cloud Journey
- 4. START YOUR TRANSFORMATION**
— Begin with the tier that fits your needs, and evolve as you grow

Contact us at presidio.com to start your journey today.

The Adaptive Cloud Journey Begins Here.

The background is a solid dark blue. It features a large, light blue curved shape on the left side. Scattered across the background are faint, light blue geometric patterns consisting of squares, circles, and diamonds connected by lines. In the bottom right corner, there is a circular inset showing a low-angle view of a modern glass skyscraper against a blue sky with white clouds. An orange arc is positioned over the top left of this circular inset, and a solid dark blue circle is overlaid on the bottom right of the inset.

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