

CHECKLIST:

10 do's and don'ts when migrating to the cloud

NL +31 20 316 2880
US +1 571 814 3777
DE +49 69 2475 2860
SG +65 3158 7350

www.leaseweb.com
sales@leaseweb.com

Contents

What you should do

- | | | |
|----|--|---|
| 1. | Share your roadmap | 2 |
| 2. | Check certifications and compliance statements | 3 |
| 3. | Look for a partner who can scale quickly | 3 |
| 4. | Train your people before, during and after | 4 |
| 5. | Consider changes in architecture | 4 |

What you should not do

- | | | |
|----|--|---|
| 1. | Don't forget your current investments | 5 |
| 2. | Don't plan a 'big bang' migration,
but take a phased approach | 5 |
| 3. | Don't simply look at the quoted price,
but calculate the complete TCO | 5 |
| 4. | Don't go at it alone | 6 |
| 5. | Don't forget the human factor | 7 |



WHAT YOU SHOULD DO

From both a business and an IT perspective, migrating to the cloud is the right move for almost every organization. But it is not something you can do on a lazy Sunday afternoon: it takes thorough preparation and communication and, most importantly, a cloud migration needs to be closely connected to your business strategy. We have listed 10 do's and don'ts that will help you get started.

Communication between you and your partner should be one of your top priorities.



I. Share your roadmap

Setting goals is everything. Your goals for migrating to the cloud should be closely connected to your business goals. How fast do you want to grow (i.e. how scalable does your technology need to be)? Which people in your organization need which functionality in order to reach which goal?

Select a cloud partner who is open to discussion about your roadmap and its implementation. Together you can create a technology roadmap that best supports your ambitions. Ideally, your cloud partner is a trusted advisor who shares his expertise with you. Keeping in close contact with your partner and sharing the load will also enable you to divide tasks between you: while your cloud provider focuses on hosting a cloud platform and making sure your servers are up-and-running, you will be able to concentrate on creating more value for your customers.

Do remember that the value of leveraging a third party can only be achieved when both sides understand their responsibilities and expectations. This means communication between you and your partner should be one of your top priorities.



WHAT YOU SHOULD DO



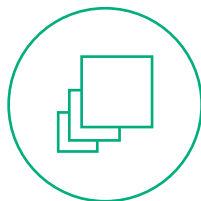
2. Check certifications and compliance statements

Security and compliance are enablers, not obstacles. It is important to know in advance which certifications your cloud partner has, what exactly is covered and which independent auditor monitors this. For instance, privacy and compliance certifications are necessary for organizations supporting compliant workloads.

Since security and compliance are shared responsibilities between you and your cloud provider and perhaps other third parties as well, you will likely be able to benefit from the certifications your cloud provider already has in place. In case your enterprise data is stored on servers in a datacenter owned by your cloud provider, the physical security of the datacenter is the cloud partner's responsibility.

Make sure to find answers to questions such as 'who has access to my data?', 'where is my data stored geographically?' and 'what are the export restrictions?' You may prefer to store data in a specific region, but may also be bound to a location by customer contracts and/or privacy laws.

And not unimportantly: certifications and regulations evolve over time. Cloud providers should follow developments closely and advise on any action you need to take. And you may not want to come across as suspicious, but nevertheless ask your partner to deliver proof of any certifications.



3. Look for a partner who can scale quickly

There are different cloud options and delivery models for specific workloads: private, public, hybrid, hyper-scale, on-premise and off-premise. New ones are developed at a rapid pace. Explore the options (and the degree of service, the security and the expected costs) that are available for your needs.

Whichever partner you choose, select one that can act the moment you need to scale quickly. If your business requires you to add server capacity either temporarily or for a longer period, your partner should be able to provide the flexibility and speed that you need.

COMPLIANCE CERTIFICATIONS YOU SHOULD LOOK OUT FOR

BASIC



PRIVACY AND COMPLIANCE e.g. HEALTHCARE AND FINANCIAL SERVICES

GLBA



HIPAA





WHAT YOU SHOULD DO



4. Train your people before, during and after

Most cloud projects require a different set of skills from your IT staff to implement and manage workloads (e.g. APIs, open source platforms). Traditional skillsets in server, network and desktop administration are not needed in a cloud environment as they are embedded in the service. In most instances, reskilling employees in more DevOps centric areas can be wise.

Instead of acquiring engineering skills, your IT staff will have to learn to think more as a cloud architect (which will probably be more challenging than being an administrator anyway). And since tactical day-to-day support is managed by your cloud partner, IT staff should spend more time developing and delivering services and applications that demonstrate direct value to the business.



5. Consider changes in architecture

We have come a long way from 'one server for one service'. Cloud computing changes the way applications are deployed and resources are delivered. Your current architecture might work in the cloud, but may also need some changes. Some applications may be moved easily, while others might require adaptation, such as the decoupling of data. You might also benefit from taking a more service-oriented approach, from cloud services delivered through API's.

Try to design an architecture that will give you full advantage of native cloud features.

Reskilling
employees in
more DevOps
centric areas
can be wise



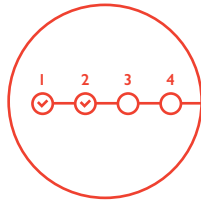
WHAT YOU SHOULD NOT DO



1. Don't forget your current investments

Switching to the cloud means that you might need to change your architecture, and certainly it will often mean rebuilding parts of it. However, it would be unwise from a business perspective to throw away all previous investments; you have probably put a lot of money into your hardware. Instead, leverage your current investments and deal with them smartly: either repurpose them, or (if this is viable) keep them in place in a hybrid set-up where you combine existing and new assets.

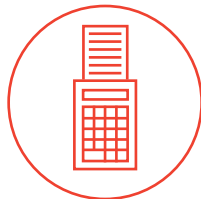
Another attractive option might be to service existing customers in a hybrid environment and starting new customers in a cloud-only environment (the 'green field').



2. Don't plan a 'big bang' migration, but take a phased approach

A big bang migration might be too big a step for your organization and could impact your customers more than you like. Taking a phased, flexible approach where the data is migrated in smaller increments until there is nothing left to move is less risky: issues can be fixed during a longer period of time and you will gain skills and experiences in each phase. This will ensure that your customers will not notice any difference in service levels.

A phased approach is also advantageous for legal issues: it allows you to check whether technical and organizational measures are taken to protect personal data and against unlawful processing of data or accidental loss.



3. Don't simply look at the quoted price, but calculate the complete TCO

The financial issues of cloud procurement are much more nuanced than most people realize. Usually, the value cloud services can bring greatly outweighs the fees. Overall, cloud services can reduce TCO by as much as 30–60% when compared to on-premise hosting.

30–60%

reduction in TCO
by cloud services
compared to
on-premise hosting



WHAT YOU SHOULD NOT DO



When you evaluate cloud services take into consideration your industry and how a scalable, OPEX driven compute model can help drive additional business value. This goes beyond financial cost; consideration of cloud models, staffing, migration, compliance and security will all determine if cloud services are the right strategic match for you.

The key to identifying potential cost savings lies in understanding the true underlying benefit of cloud: enabling business velocity and new opportunities.

4. Don't go at it alone

Your cloud partner needs to understand your journey and ambitions. Invest in finding a partner with expertise, solutions and connectivity who truly helps you realize your ambitions. Not all cloud providers are the same: it's important to know the differences to get the best fit. Consider the following before signing any contract:

- Support and services
- Architectural alignment
- Degree of security and compliance
- Support for data sovereignty and residency requirements
- Financial management
- Cultural/strategic alignment

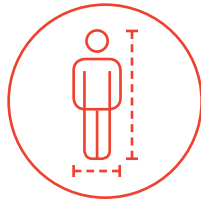
The last item may be the most important on this list. Think about it: for many organizations, using a cloud provider is a new venture and the degree of partnership is an unknown factor. Each provider engages and on-boards clients differently. Most cloud providers assign a team that shares knowledge and best practices to design the best customer solution. Some providers (mostly hyper-scale and bare metal service providers) only offer on-demand tools to enable users to self-provision.

How important is it for you that your partner is easily reachable by phone and e-mail? Would you like to be able to talk to someone who knows your specific needs? Neither solution fits all. Choose a partner whose processes best suit your roadmap and expertise.

Choose
a partner
whose
processes
best suit
your roadmap
and expertise.



WHAT YOU SHOULD NOT DO



5. Don't forget the human factor

Cloud does not only change your IT infrastructure, but will affect your organization on a much broader level. Internally, some people may need to take on new tasks and new responsibilities. Some may even think they cannot do what they love anymore.

Externally, cloud may change the way you work with suppliers. Are your suppliers prepared for changes? Make sure you communicate with them before going live.

Cloud may even have a potential impact on your customers. When you move certain services or communications with customers to the cloud, you will be dependent on the Internet to deliver these. Any connectivity issues can damage customer experiences, real-time sales and brand reputation. All the more reason to put real effort into finding a reliable cloud partner!

Flexibility. Reliability. Performance.
It's in our DNA.

LeaseWeb is a global cloud hosting provider – offering customers on-demand, world-class hosting solutions to boost their business, cut IT costs and help them reach new goals.

Since 1997, we've been supporting businesses across the industry spectrum, including some of the largest, most respected enterprises in the world. Through our continued focus on R&D and adoption of the latest technologies, we are able to deliver the best service at a great price.

That's the commitment we made when we started. And it's driven our success ever since.

NL +31 20 316 2880
US +1 571 814 3777
DE +49 69 2475 2860
SG +65 3158 7350

www.leaseweb.com
sales@leaseweb.com