

Your Cloud Action Plan: Five Steps to Readiness

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STEP

01

HARNESS THE CLOUD TO ENABLE END TO END BUSINESS PROCESSES:

A strategic plan that maps your end to end business processes to the future can make sure your organization realize the promise of cloud computing. What are your organizational expectations for your path to the cloud? Many organizations have discovered that a cost saving objective alone is a short sighted approach. Cloud strategies don't start and stop within IT but instead can be focused on enabling an organization's mission and vision. Does your ERP roadmap mesh with your preferred ERP provider's upgrade roadmap? Could a cloud and/or ERP upgrade strategy be part of an enterprise wide effort to move your organization into the future?

CHARACTERISTICS OF CLOUD DEPLOYMENTS	CHARACTERISTICS OF ERP IMPLEMENTATIONS
Short implementation (6 months or less)	Delivered over a longer period (12-18 months)
Agile approach to deployment (iterative/incremental/flexible)	Long design phase - high business process redesign
Short design phase – package enabled re-engineering	High consultant hours versus client hours
Limited or no customizations	Consultants are deployed weekly (40/hours)
High client engagement – clients must be trained	Scope modified down to meet deadlines
Higher demand for change management	Implementation targets go live with post go live exit strategy



STEP

02

UTILIZE ORGANIZATIONAL CHANGE ADOPTION SERVICES FOR CLOUD ADOPTION AND ERP UPGRADES:

Here are three basic questions to ask yourself about your company's readiness for cloud computing.

- Does your organization have an overall cloud computing strategy; do you have consensus on the use of cloud services?
- Is your leadership aligned around stated business, IT and strategic goals and objectives?
- Does your company culture foster a collaborative, sharing approach?

Change adoption and organizational alignment initiatives are always needed when change occurs - in structure or in process – and must be woven into the overall fabric of an organization. This dramatic shift in IT thinking and management for cloud computing is no different. It will require a focused, organizational change management approach.

With Organizational Change Adoption built in to your cloud adoption ERP upgrade and planning, you are addressing the human side of the equation, which can be a crucial component for successful implementations. ERP in the cloud may include a given set of features and not have the customizable option you're assuming you can access. Will your future environment need to be supported in a new way? Will your end users be positioned to move quickly forward to embrace new processes that come with upgrades and cloud transitions?

Create a communications plan with messages for all roles that spans initial assessment and exploratory phases and continue through requirements building, implementation, and testing and adoption phases. Put a training plan in place to get support resources and users reskilled for your new cloud, ERP, and/or SaaS environment.

STEP

03

CHOOSE THE RIGHT CLOUD MODEL FOR YOUR ORGANIZATION:

A look at compliance requirements, infrastructure needs and how quickly your organization wants to move to managing service environments instead of physical environments can point to the right cloud for your organization whether it is public or private, on premise or in the cloud – or a hybrid. Not every organization is going to choose to move sooner to the cloud. Some will say, “We don’t need to go there yet”. Other organizations are well on their way and want to make sure they’re getting as many benefits as possible and ultimately building an adaptive enterprise.

ERP upgrades and the business process optimization that accompanies these projects can work as a bridge to future cloud roadmaps. Organizations who are updating strategic roadmaps should consider processes that allow for a path to security and definitive results, and a separate capability for speed and agility. The organization can then identify which type of execution is best for each project and will in turn reinforce and deliver a roadmap that reduces risk and creates a responsive business environment.

ADVANTAGES OF CLOUD SOLUTIONS

 CLOUD SOLUTIONS	 ERP SOLUTIONS
Operating cost	Capitalized over 5 years
Short project with low customer investment	Long projects - High Customer Investment
3 year contracts and low commitment to vendors	10-15 year commitment to vendor



STEP

04

ANTICIPATE NEEDS WITH CLOUD MANAGED SERVICES:

With the shift to Cloud models, SaaS, and hybrid environments, the way organizations access application management services will evolve. At the same time IT is striving for simplicity and streamlining the way it serves the business, there will be complexities to navigate so that modern and effective approaches to managing new solutions can be adopted.

Core to managing new cloud solutions are updated roles for resources who will shift to managing cloud service providers and platforms. New process implementation, developer and user training needs to begin with implementation phases and then extend into ongoing support of new cloud services. Enterprise requirements for governance need to be established to ensure support spans the organization's business environment and the SaaS vendor offering for an integrated and complete coverage of organizational needs.

Forecasting, planning and testing of updates to SaaS applications is essential to get the most of the cloud investment. A provider who can advise clients regarding the impact to their business from standard update material from providers can ensure compliance, continuity and the proper use of new features and functionality. Getting testing support to ensure each update goes smoothly, without disruption to daily operations is also key to ongoing success post implementation.



STEP

05

SECURITY AND GOVERNANCE REQUIREMENTS NEED TO ALIGN TO NEW SYSTEMS

As organizations balance traditional IT systems and an orchestrated shift to cloud computing, hybrid environments will drive different approaches to security and access. Security and risk impacts related to data management, compliance, privacy and access need to be fully evaluated and appropriate security policy needs to be updated and adapted to evolve with an organization's vision. One of the shifts for security in the cloud is managing cloud service provider security practices and integrating with traditional corporate security policy

Organizations have a wide range of competencies related to services management. Some are just beginning on the path to managing externally delivered services and others already utilize third parties for application hosting and managed services. Governance policy will need to be developed to transition ERP, align to integration of services, cloud and SaaS environments.

A plan for service level management, outages and disaster recovery all need to be put in place with expectations and responses well documented. Working with a trusted and expert partner to incorporate service level agreements for SaaS contracts can significantly reduce risk for organizations who are navigating new territory. Knowing the approach upfront for maintaining system availability, response time, support ticket resolution and disaster recovery and requiring reporting and alerts related to credits will increase organizational satisfaction and peace of mind.



Your Cloud Action Plan

At Ciber, we understand that transitioning from your existing system can feel disruptive. We can help create a positive strategy for your organization. For example, beginning with one application allows you to create the standard for business process optimization before migrating entirely to the cloud. Or you may prefer the economy of scale that comes with implementing multiple applications during a single project. That's why we offer assessment, deployment and management solutions to help you create your own cloud strategy.

Ciber is an Oracle Cloud implementation expert

As a platinum-level member of the Oracle Partner Network since 1990, Ciber helps our clients to successfully navigate the Cloud migration process. Trust our PeopleSoft and cloud expertise. Ciber has helped more than 1,000 clients in more than 2,000 separate Oracle engagements. With proven implementation methodologies, Ciber can greatly accelerate your implementation.



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