

CLOUD KEEPS ITS PROMISES, BUT HAS IT MADE LIFE SIMPLER FOR IT?

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ANGUS DORNEY :: DIRECTOR AND GENERAL MANAGER FOR RACKSPACE AUSTRALIA AND NEW ZEALAND

Many companies are approaching – or have passed – the 10-year milestone of cloud adoption. It's definitely made life better for the business, but the question is, has it made life simpler for IT?

It's been about a decade since we started seeing enterprise IT turn the corner in favor of cloud computing. In July 2008, then-Forrester analyst [James Staten](#) wrote, "It's still early days and we certainly aren't seeing the type of enterprise implementations we would expect to signal a high growth phase, but it's starting to look like cloud computing may have greater legs than the utility computing efforts that came before it."

CLOUD SOON TO EQUAL 80% OF IT BUDGETS

How far we've come! Earlier this year, [Intel Security released a survey report](#) finding that cloud services are used by 90% of organizations globally, and that survey respondents predicted 80% of their IT budgets would be cloud-based within an average of 15 months. That survey was conducted in September 2016, so we should hit that mark at the beginning of 2018.

Cloud has revolutionized the provisioning of IT assets and services. But it's not necessarily making life easier for the IT pros at the helm.

In a SiliconAngle article, IT industry observer [Paul Gillin](#) cites research showing that fewer than half of surveyed companies described their recent cloud migration as a success. While cloud adopters say they'd do it again,

"despite the assumption of many that a main benefit of moving to the cloud is simplifying their IT setup, that is far from the case when all is said and done," Gillin writes.

IS THIS WHAT WE WERE PROMISED?

Quocirca analyst [Clive Longbottom](#) laments in a Computerweekly.com article that the promise of on-demand, self-service falls short. "Trying to carefully craft something that meets both the business and technical needs of an organization seems to be just as hard, if not harder, than when systems architects acquired all the hardware directly and built their own platforms," he writes. "Surely, this isn't what the promise of the cloud was meant to be? Indeed it is not."

Rather than a complete cloud platform service, Longbottom's take is that enterprises are offered "a set of poorly defined and difficult-to-integrate building blocks that can be assembled to create a new platform that could be used to run a useful service on."

DEALING WITH NEW COMPLEXITIES

The problem is that cloud as we know it today introduces its own complexities into the IT realm. In particular, there is no single enterprise cloud; rather, what has evolved in most organizations is a [multi-cloud](#) reality where different workloads rely on different clouds. That may make for optimal performance, but somebody has to manage it.

"With so many clouds to manage, each playing a critical role in the function of their business, correct support and knowledge of the technology is crucial to the longevity and growth of the business," observes [Angus Dorney](#), Director and General Manager for Rackspace Australia and New Zealand. The skills needed to manage this multi-cloud environment represent a steep challenge for many organizations. That's leading many to look to managed cloud service providers to help simplify the lives of IT. Click [here](#) for insights on how to tame multi-cloud.