



Continuum Control Plane (CCP)

With CCP Glass and Cockpit modules

January 2025

Challenges in managing large cloud, AI and IT estates

Explosion in number of services, tools and processes together with use of emerging AI technologies is generating new challenges for usage and governance



Controlling Complexity



Establishing Governance



Managing Cloud Spend



Assessing Business Impact



Speed and Agility

Hybrid Cloud Challenges Today

- Multi-cloud management
- Legacy processes, tools and system integration
- High volume and constantly changing integration landscape
- High volume of unstructured data

- No clear view against compliance and IT process standards
- Variance in compliance levels across cloud IT estate; difficult to manage drift

- Fragmented visibility on cloud spend
- Lack of accountability on cloud spend
- Difficult to forecast spend

- Lack of correlation between cloud performance and business services and applications
- Lack of decision simulations
- Cross-domain use cases difficult due to silo'd tools and processes

- Lacking automation for day 1 and day 2 operations
- Lacking specialized cloud skills and continuous training and development
- Cloud service provider and tools vendor lock-in hampers agility

Challenges added by AI implementation

- Integrating AI with hybrid infrastructure
- Deploying and managing AI model
- Requires specialized skills and knowledge

- Governing responsible AI usage and navigating regulations
- Protecting data privacy while maintaining transparency
- LLM access control

- Managing and predicting AI infrastructure costs
- Allocating resources efficiently
- Measuring return on AI investments

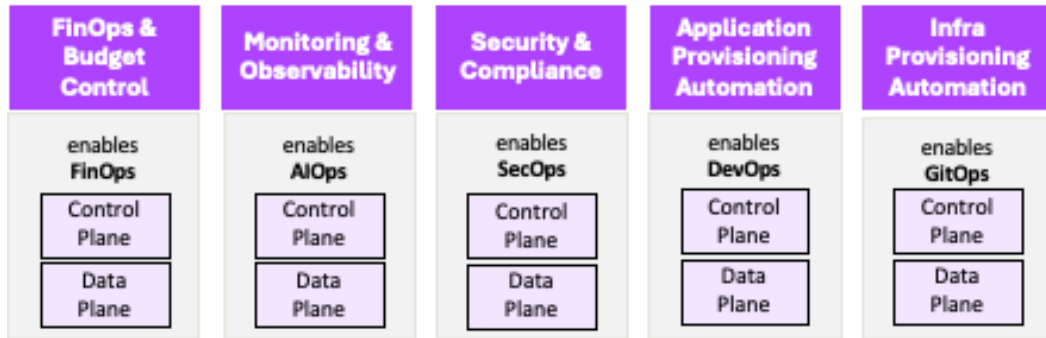
- Aligning AI with business goals and managing change for AI adoption
- Monitoring AI performance
- Balancing innovation and stability

- Rapid AI prototyping
- Scaling AI solutions
- Adapting AI models quickly

Organizations need a new approach to managing cloud and AI complexity



From domain-specific tools, processes, decisioning...

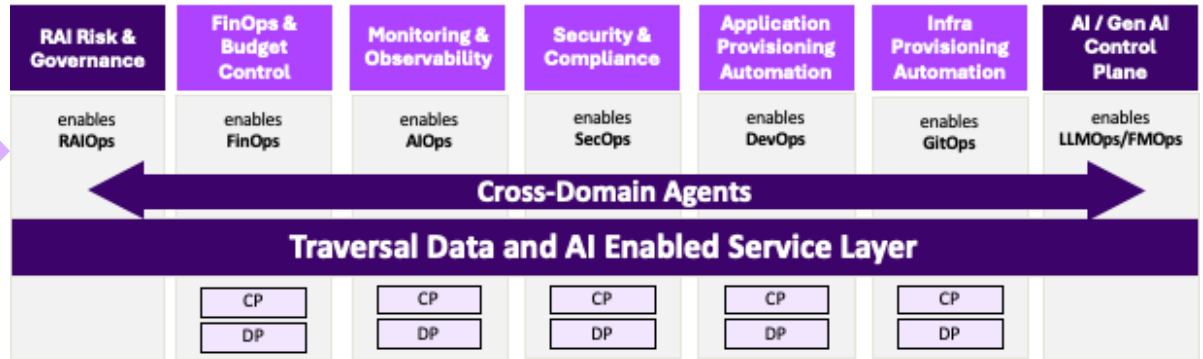


Cloud Service Providers

- Traditional KPIs (cost, tickets, vulnerabilities, etc.)
- No data sharing or integrated strategies across cloud management practices
- Disparate data sources and reporting tools that provide insights, but no ability to action those insights
- Lack of enterprise-level cloud foundations and governance
- Lack of digital skills and awareness of data-driven opportunities across the business



To enterprise-level cross-domain capabilities



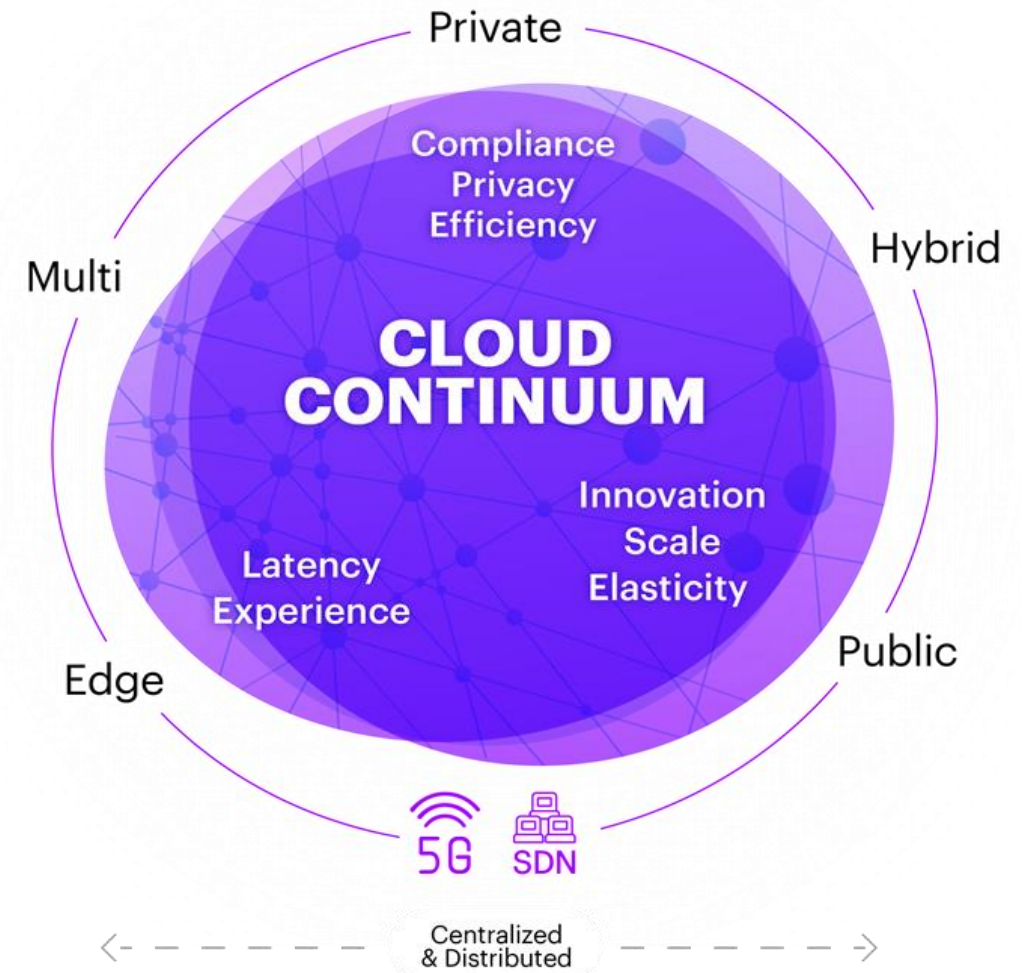
Cloud Service Providers

- KPIs reflecting full business objectives and value tree
- Cross-domain data lake facilitating identification of new opportunities for business optimization
- Cross-domain services to industrialize and scale cloud foundation and establish consistent governance at enterprise level
- Foundational AI/GenAI capabilities enabling cross-domain agents to simplify complexity, increase efficiency and agility
- Extended domain coverage to address responsible usage of AI/GenAI across enterprise

What is Continuum Control Plane?

Continuum Control Plane allows to bring under control cloud complexity creating a foundation for innovation

- A holistic approach to managing the cloud continuum,
- Allows developers/operators to automate common tasks and workflows, at scale
- Not a single tool or platform, but an amalgamation of new processes and technologies



How we're evolving to meet AI and GenAI

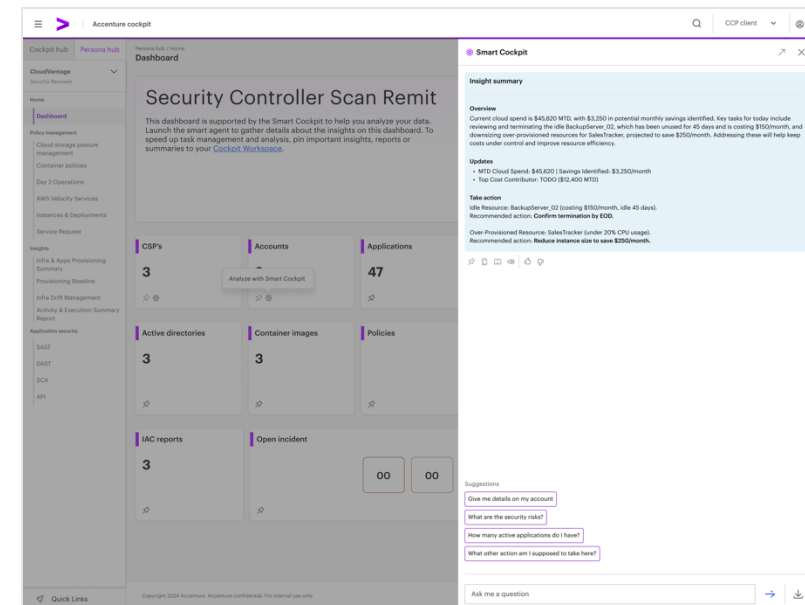
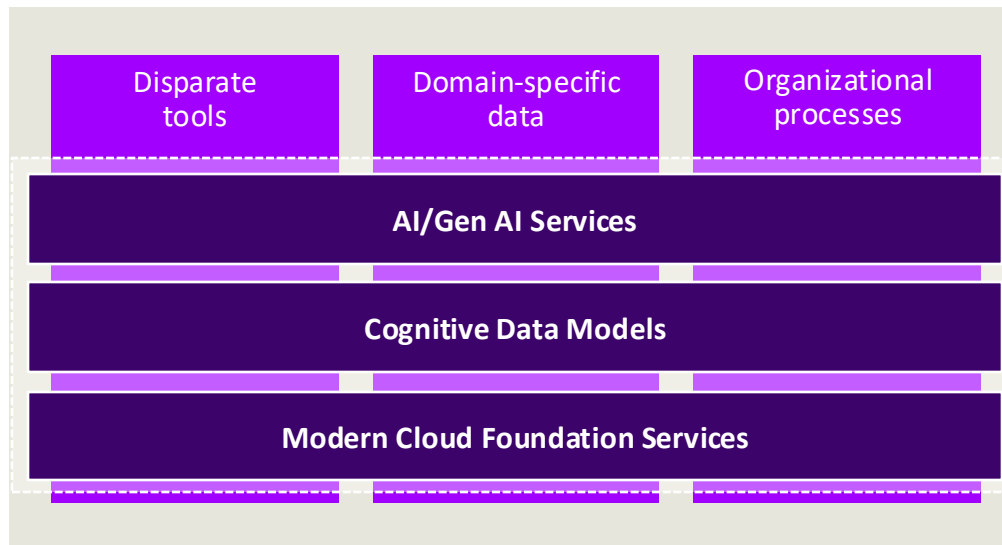
CCP is a unified command, control and orchestration center for single, hybrid and multi-cloud IT estates. The latest updates expands capabilities to provide visibility into an Enterprises' AI capabilities, and embeds AI into the product to help users get to insights and actions faster. We do this via two modules:

Accenture Glass™

- Horizontal foundation services that bring together data and metadata and simplify integrations to cloud IT estate and tools resulting in a unified view and actions capability across the estate
- Semantic layer with domain specific data models to generate understanding out of insights abstracting away from complexity of underlying raw data
- Agent services that provide the ability to create and deploy agents securely to support the needs of the business to optimize ROI on the cloud IT investments and projects

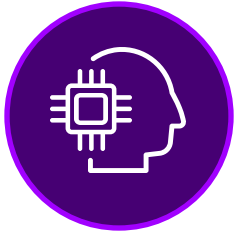
Accenture Cockpit™

- A set of pre-defined AI agents that support business owners and operational staff to plan, manage and execute their cross-domain tasks more effectively
- A personalized hub centralizing insights to the user on their specific area of operations and smart cockpit to interact with the agents to get support on cross-domain tasks to achieve the required outcome faster



Introducing AI agents

CCP Glass and Cockpit work together to enable AI agents, and help users get to value faster.



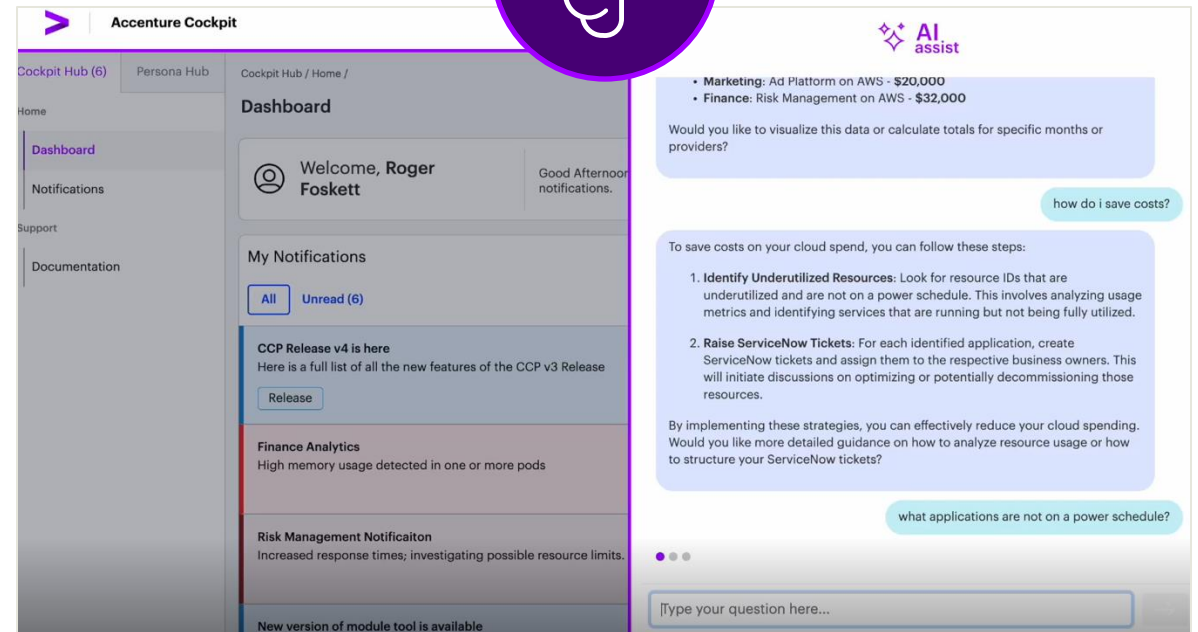
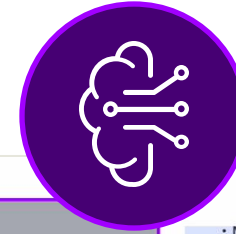
How it works

- A semantic layer powered by **Splunk**
- Generative AI engine connects siloed data and provides a semantic layer on top
- Built-in AI agents help users interact with data across domains, tools and systems
- Agents assist with analyzing, planning and executing actions across the IT landscape



Why it matters

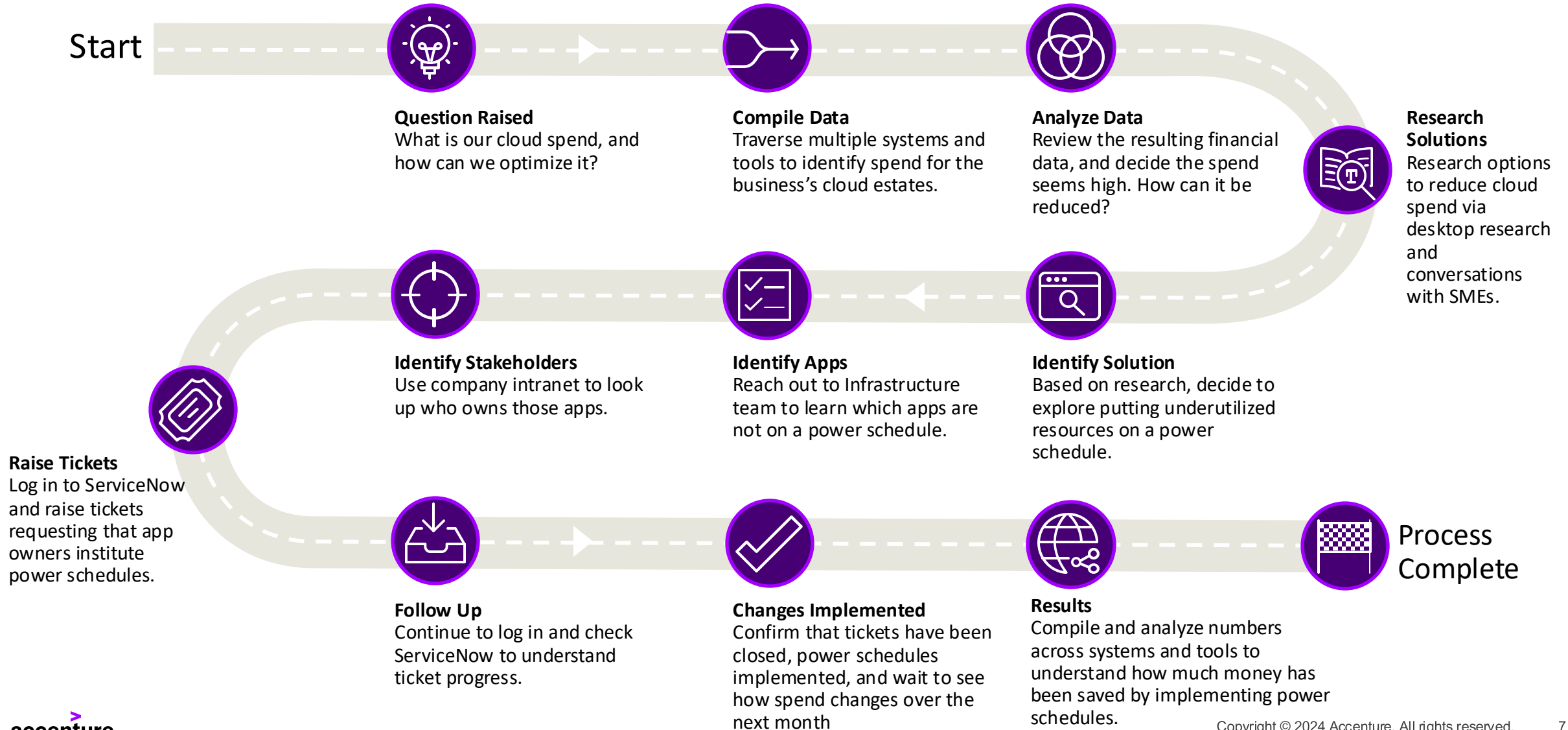
- Users **save time** by getting the data and insights they need from a single source of truth
- Agents collaborate with users to **execute tasks**, so that users can focus on their most important work
- Organizations reduce dependence on pre-configured tasks and dashboards, enabling them to **pivot to meet mission-critical needs**



The screenshot displays the Accenture Cockpit interface. On the right side, there is an 'AI assist' panel. At the top of this panel, it lists two items: 'Marketing: Ad Platform on AWS - \$20,000' and 'Finance: Risk Management on AWS - \$32,000'. Below this, a question asks, 'Would you like to visualize this data or calculate totals for specific months or providers?'. A user input field contains the text 'how do i save costs?'. Below the input field, a list of steps is provided: '1. Identify Underutilized Resources: Look for resource IDs that are underutilized and are not on a power schedule. This involves analyzing usage metrics and identifying services that are running but not being fully utilized.' and '2. Raise ServiceNow Tickets: For each identified application, create ServiceNow tickets and assign them to the respective business owners. This will initiate discussions on optimizing or potentially decommissioning those resources.' A follow-up question asks, 'By implementing these strategies, you can effectively reduce your cloud spending. Would you like more detailed guidance on how to analyze resource usage or how to structure your ServiceNow tickets?'. Another user input field contains the text 'what applications are not on a power schedule?'. At the bottom of the AI assist panel, there is a text input field with the placeholder text 'Type your question here...'. The main dashboard area shows a 'Dashboard' with a welcome message for 'Roger Foskett', 'My Notifications' (6 unread), and several notification cards for 'CCP Release v4 is here', 'Finance Analytics', and 'Risk Management Notification'.

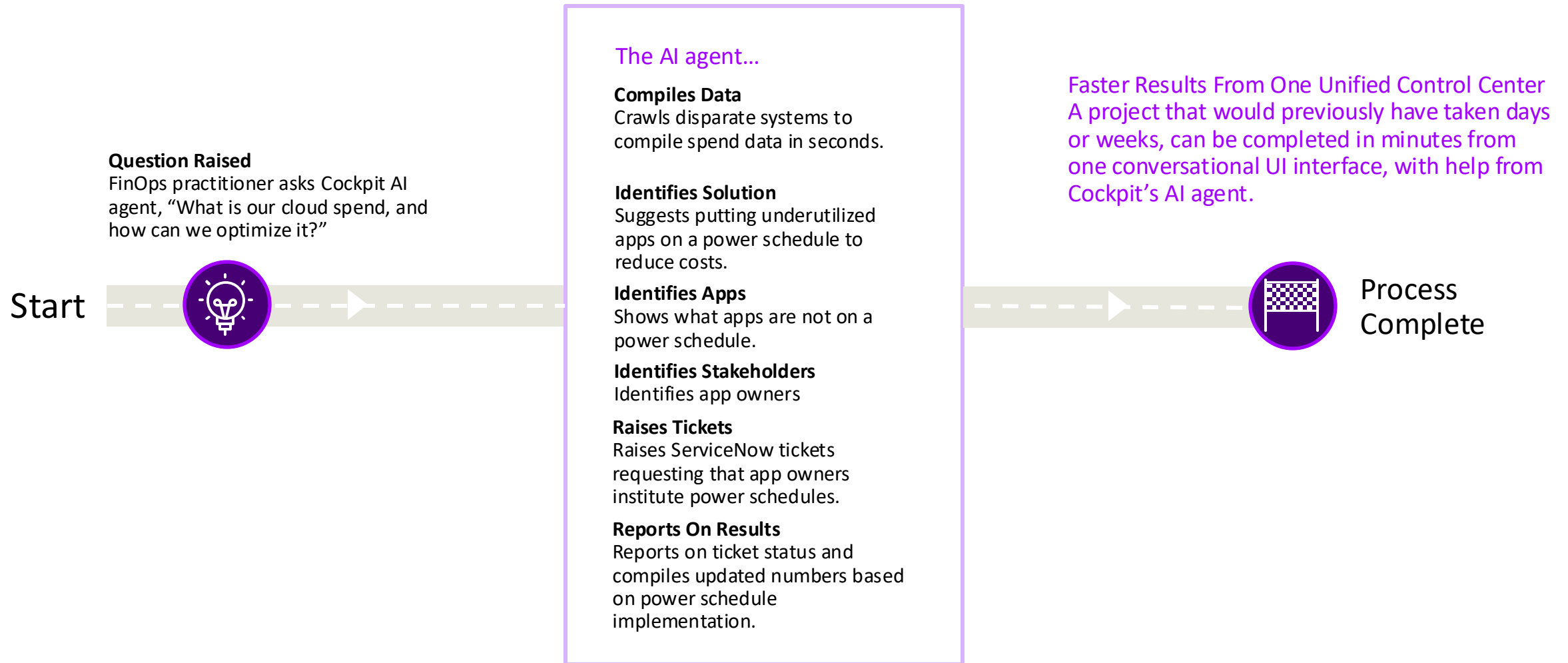
Process before CCP with Glass and Cockpit:

FinOps example



Process with CCP Glass and Cockpit

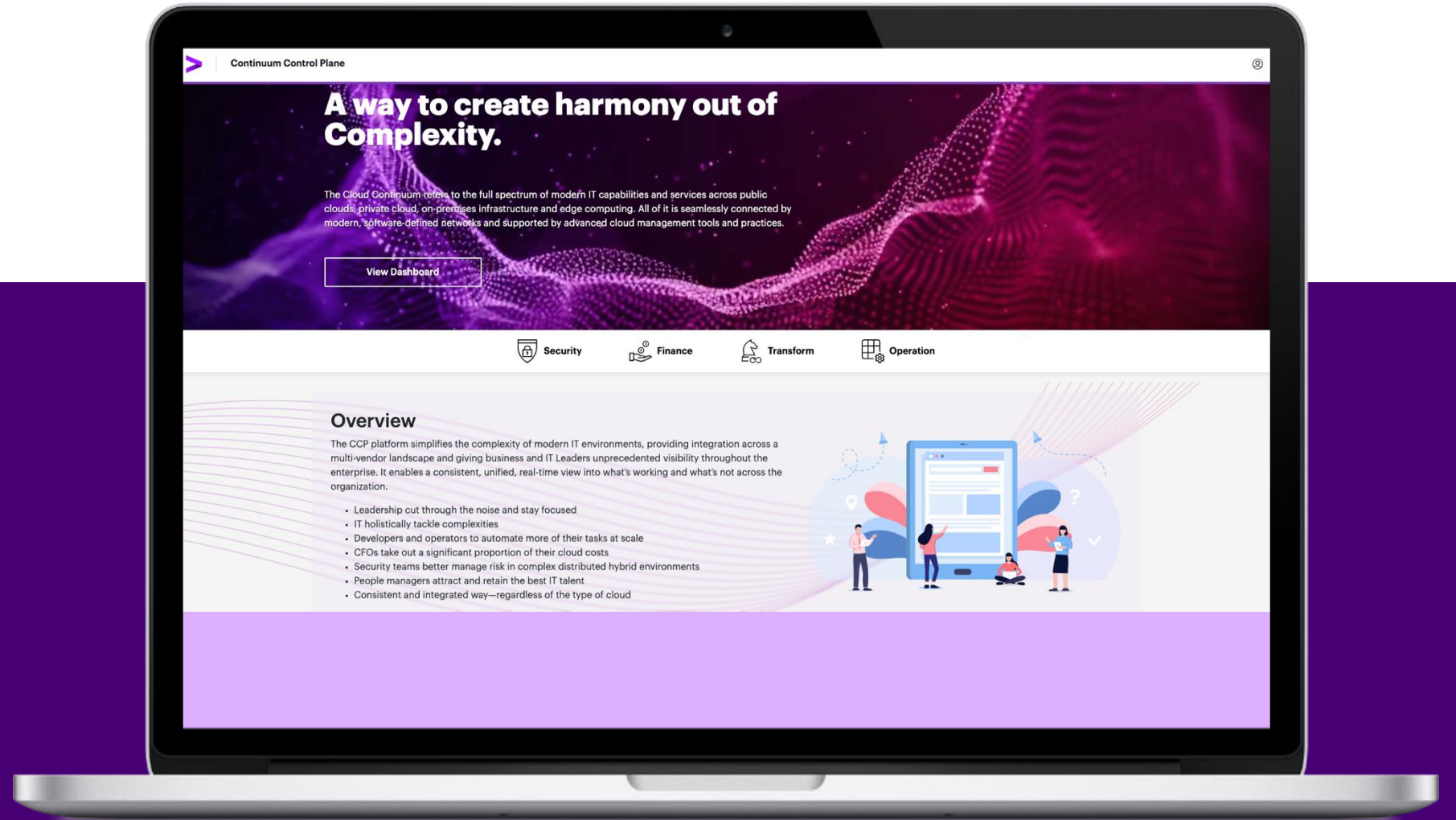
FinOps example



To learn more



[Continuum Control Plane](#)





Thank You
