Amdocs Cloud Services

Cloud Consulting, Migration, Operations, Security

Adopting Cloud at Scale™

amdocs

make it amazing

> *"Amdocs is one of the top-two IT services companies by revenue in the telco vertical"*
>
> Omdia, 2021

Cloud at Scale™

Adopting cloud unlocks differentiated business and technology benefits. But adopting cloud is not easy. It takes expertise to build and execute a cloud strategy, migrate hundreds or thousands of apps, operate on the cloud, and achieve all that securely, cost-effectively, and at scale. In fact, 84% of large-scale transformations have failed to deliver the expected benefits*.

Amdocs' Cloud at Scale™ approach was developed specifically to help large, highly-regulated, security-conscious organizations to adopt cloud successfully. Our expert consultants and services have helped over 40 of the world's largest service providers from telecoms, media, financial, government and travel industries to unlock innovation, increase velocity, and embrace Cloud at Scale™.

* McKinsey

Amdocs Cloud Experience

40+
Cloud at Scale™ services engagements for telecoms, FSI, travel, government etc.

400+
Cloud consultants

2,500+
Cloud certifications; **10,000+** employees trained in cloud

10+
Years experience in cloud

Premium relationships and expertise with
AWS, Azure, Google Cloud

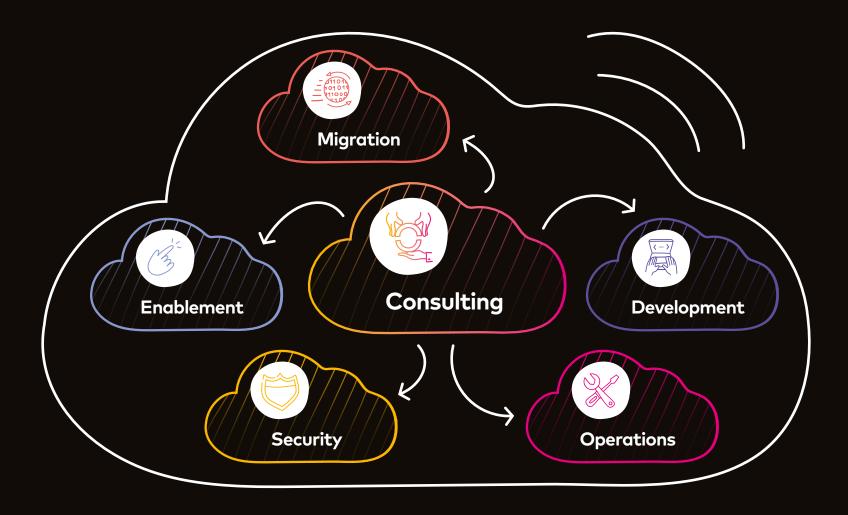End-to-end set of cloud consulting, migration and operations services
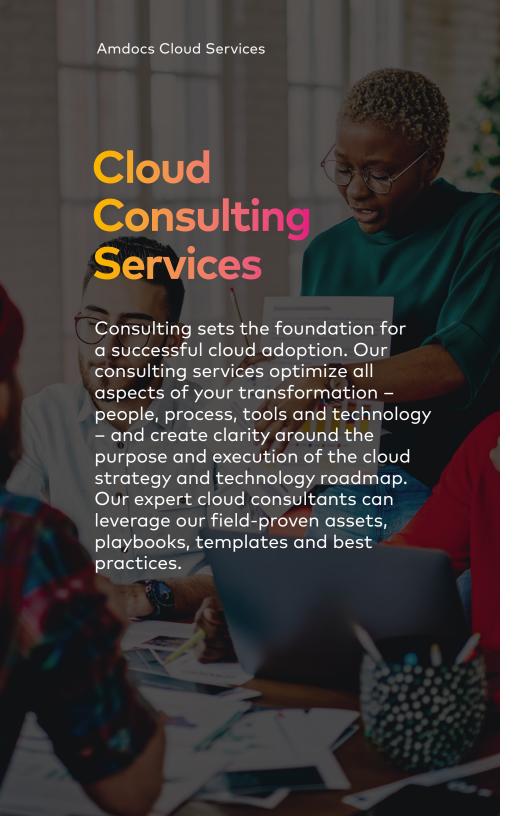
End-to-end cloud-native BSS/OSS suite

SaaS products available on all major public cloud providers

30+
Years helping service providers with transformations

Amdocs Cloud Services

Cloud Consulting Services

Consulting sets the foundation for a successful cloud adoption. Our consulting services optimize all aspects of your transformation – people, process, tools and technology – and create clarity around the purpose and execution of the cloud strategy and technology roadmap. Our expert cloud consultants can leverage our field-proven assets, playbooks, templates and best practices.

Business and Technology Services

These services align the digital transformation business goals with the technology strategies that best deliver them. We help build your own customized and comprehensive cloud vision, a cloud strategy, cloud roadmap and cloud adoption plan. Services such as cloud business case justification and cloud ROI analysis help validate and justify the investment to senior management.
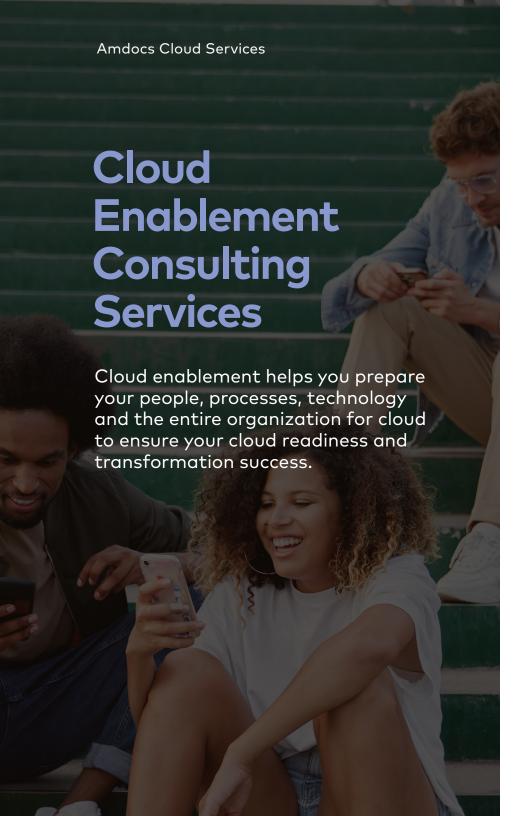
Cloud Assessment Services

These services assess your overall optimization of cloud including readiness of architecture, infrastructure, applications and security. Application assessment, for example, determines which migration strategy to apply to each app, taking into account technology and business considerations such as effort, feasibility, complexity, cost and value. Whether you're just getting on the cloud or hoping to achieve better results years after your migration, our assessment services will ensure your maturity in enterprise-wide adoption.

Migration Planning and Remediation Services

Services to help plan your optimal cloud platform, cloud infrastructure and configuration etc. Cloud architecture, for example, defines a comprehensive architecture as well as plans for the infrastructure building blocks of a new cloud environment, while addressing concerns such as logical structure, resilience, network design, resource management and security. Cloud remediation helps organizations on the cloud to fix issues with their current implementation due to security, cost or performance. Amdocs experts analyze the issue, make recommendations to redress the situation, and implement a solution.

Cloud Consulting Services

- ✓ Cloud strategy
- ✓ Cloud roadmap
- ✓ Cloud adoption plan
- ✓ Cloud business case justification
- ✓ Cloud ROI analysis
- ✓ Cloud readiness assessment
- ✓ Architecture assessment
- ✓ Infrastructure assessment
- ✓ Application assessment
- ✓ Security assessment
- ✓ Cloud architecture
- ✓ Application modernization
- ✓ Cloud remediation

Cloud Enablement Consulting Services

Cloud enablement helps you prepare your people, processes, technology and the entire organization for cloud to ensure your cloud readiness and transformation success.

Cloud Program Enablement Services

A cloud program enablement team offers the cloud program management leadership the tools and techniques needed to manage and measure all essential aspects of a cloud adoption project. This includes a communications plan, portfolio plan, training plans, documentation practices, OKR setting and measurement, change management and best practice playbooks.

Organizational Enablement Services

These services ensure customer staff members have the skills, mindset, and practices needed for a successful cloud journey. It includes agile transformation enablement and customized training unique to your organization, to accelerate and align teams. Organizational design services help analyze and recommend how to restructure the organization to match new ways of working.

Technology Enablement Services

This category offers blended teams of developers to facilitate knowledge transfer from Amdocs experts to your engineers in DevOps, DevSecOps, cloud provider-specific development and CI/CD automation.

Employee Enablement Services

Skills assessment determines the capabilities you need in your workforce, the skills you have today and the gap to close. Skills acceleration, role alignment, team skills, and team alignment services help close that gap. Communications and collaboration strategies ensure employee engagement and buy-in at all levels.

Cloud Enablement Consulting Services

- ✓ Cloud program enablement
- ✓ Ways of working
- ✓ Enablement teams
- ✓ Change management
- ✓ Value stream transformation
- ✓ Domain modeling
- ✓ Organizational design
- ✓ Communities of practice
- ✓ Cloud Center of Excellence
- ✓ DevOps and DevSecOps
- ✓ Skills assessment
- ✓ Skills acceleration
- ✓ Team skills
- ✓ Custom training
- ✓ Technology radar

Cloud Migration and Implementation Services

Migrating your apps, data, workloads and processes to the cloud, accurately, safely and securely is a fundamental challenge of cloud adoption.

Amdocs professionals are skilled and experienced in cloud migrations for telecom, FSI and other verticals.

Migration Services

Amdocs cloud platform rapidly deploys the infrastructure and foundations needed for your cloud platform. The infrastructure includes, for example, a landing zone which is configured according to standards and best practices. A Proof of Concept migration serves as a prototype for a future migration factory and to develop internal expertise. Application migration services execute on the detailed application migration plan. Migration services also encompass data migration and database migration, cloud security framework and change management to ensure orderly transformation.

Application Modernization

This service modernizes apps with microservices, containers, serverless etc., to gain operational efficiencies and leverage the benefits of cloud.
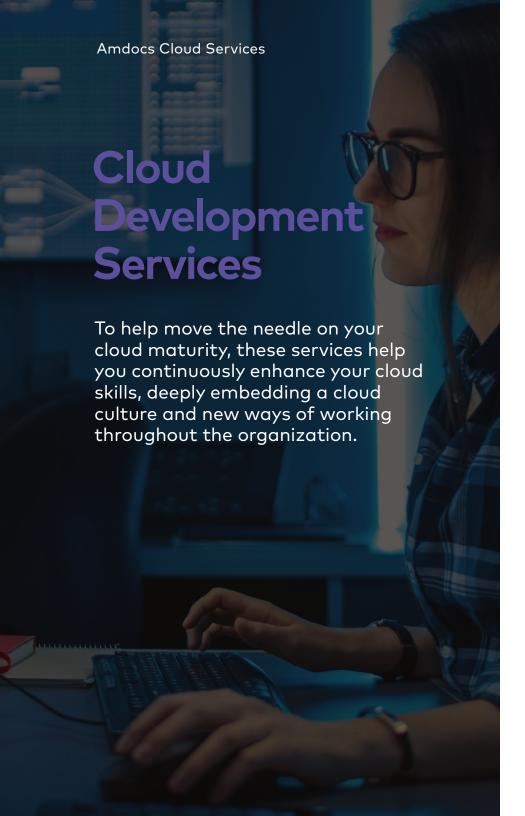
Integration and Testing Services

This set of services includes the integration of applications, infrastructure and operations as well as automated cloud testing services to ensure migrated applications function as expected. Security testing identifies new vulnerabilities.

HA/DR Design

High Availability and Disaster Recovery Design services build plans for resilience in the event of failures (from outages, disaster and attacks), minimizing business interruption and data loss.

Cloud Migration and Implementation Services

- ✓ Cloud migration
- ✓ Integration services
- ✓ Cloud platform build
- ✓ Landing zone
- ✓ Application migration
- ✓ Application modernization
- ✓ Data migration
- ✓ Database migration
- ✓ Proof of concept
- ✓ CI-CD automation
- ✓ Microservices architecture
- ✓ Cloud data migration
- ✓ Change management
- ✓ Testing services
- ✓ High Availability and Disaster Recovery (HA/DR) Design

Cloud Development Services

To help move the needle on your cloud maturity, these services help you continuously enhance your cloud skills, deeply embedding a cloud culture and new ways of working throughout the organization.

Engineering Delivery and App Development with Agile/ SCRUM Teams

Amdocs offers expert Agile/SCRUM or SAFe teams of experienced engineers that are highly skilled in application development and building your custom cloud-enabled solutions using cloud-native technologies such as microservices, containers, serverless, Kubernetes, everything as code etc. The teams can be standalone or blended with customer employees as part of a team acceleration service.
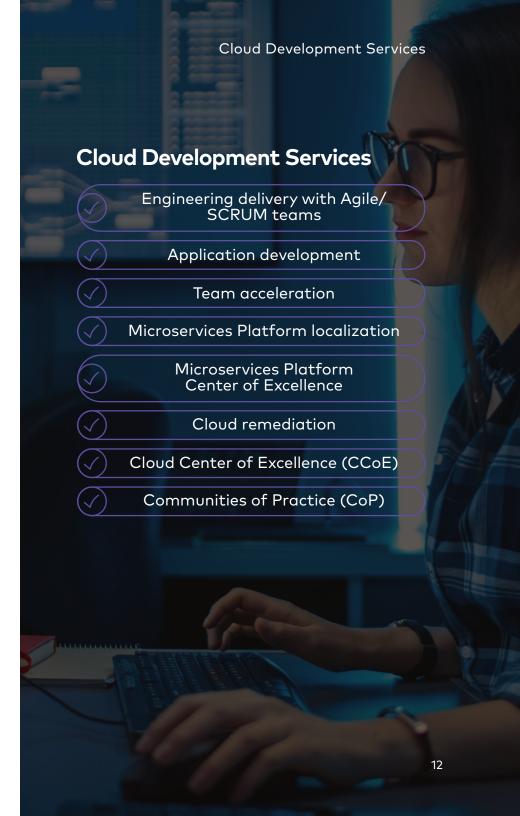
Amdocs Microservices Platform Localization and Center of Excellence (CoE)

Localization, product customizations, SDK evolution, and release governance services enable enterprises to tailor their environments to leverage Amdocs Microservices Platform. A dedicated Center of Excellence distributes and documents knowledge to support developers and platform engineers.

Cloud Centers of Excellence (CCoE)

A CCoE is a jointly-staffed expert team that identifies, supports and documents best practices and standards, disseminates knowledge, and develops expertise in cloud-native operations. CCoE sets enterprise security, governance and compliance standards for cloud adoption across the enterprise and is foundational to establishing Communities of Practice. Specialized CoEs can be stood up for specific needs such as quality engineering.

Cloud Development Services

✓ Engineering delivery with Agile/SCRUM teams

✓ Application development

✓ Team acceleration

✓ Microservices Platform localization

✓ Microservices Platform Center of Excellence

✓ Cloud remediation

✓ Cloud Center of Excellence (CCoE)

✓ Communities of Practice (CoP)

Cloud Operations and Optimization Services

Cloud operations is a continuous journey of cost optimization and increasing efficiency. To achieve these goals, Amdocs offers a cloud management platform to standardize and optimize all aspects of cloud management, leveraging AI-driven automations, FinOps, hybrid monitoring and security.

Hybrid Cloud Management

This service includes central monitoring and governance of both cloud and on-premise applications assets and business processes. It also correlates between business, IT, network and user experience KPI's with application behavior to track operational health and efficiency. Through extensive use of automation, AI-driven anomaly detection and self-healing, repetitive and manual tasks are minimized, reducing human errors. Standardized security and control processes are consistently applied to managed applications to comply with the organization business and IT security policies.
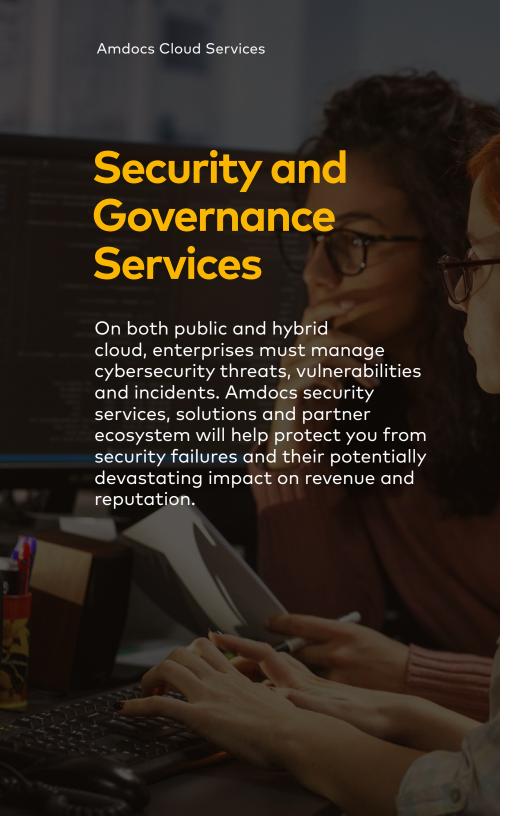
FinOps

FinOps services keep an eye on the use and utilization of resources, rapidly identifying opportunities for savings, and constantly re-evaluating to ensure correlation of resources, needs and costs. FinOps spans the app lifecycle; from initial architecture set up, to central monitoring of production and non-production environments, to ongoing application health analysis.

Cloud Operations Planning and Strategy Consulting

Consulting services to construct an optimal cloud strategy and journey through collaboration with Amdocs CoE, partners and vendors, to ensure your operational targets are met when operating on the cloud.

Cloud Operations and Optimization Services

- ✓ Continuous optimization
- ✓ Cloud operations planning and strategy consulting
- ✓ Cloud remediation
- ✓ Cloud administration
- ✓ Landing zones/account automation
- ✓ Cloud security and compliance
- ✓ Cloud-on-prem connectivity management
- ✓ Cloud infrastructure
- ✓ DevOps
- ✓ FinOps
- ✓ Hybrid monitoring
- ✓ Cloud Center of Excellence (CCoE)

Security and Governance Services

On both public and hybrid cloud, enterprises must manage cybersecurity threats, vulnerabilities and incidents. Amdocs security services, solutions and partner ecosystem will help protect you from security failures and their potentially devastating impact on revenue and reputation.

Cloud Security Assessment

This assessment leverages a security maturity framework to help customer security managers assess the effectiveness of their organization's security and governance practices in the cloud environment. It helps establish a governance and a cloud security culture, builds confidence in security practices, and protects the organization against financial and reputation loss.

Security Framework

This framework provides services and solutions for network security, incident management, governance risk and compliance, identity and access management, operating system and application security and data security.
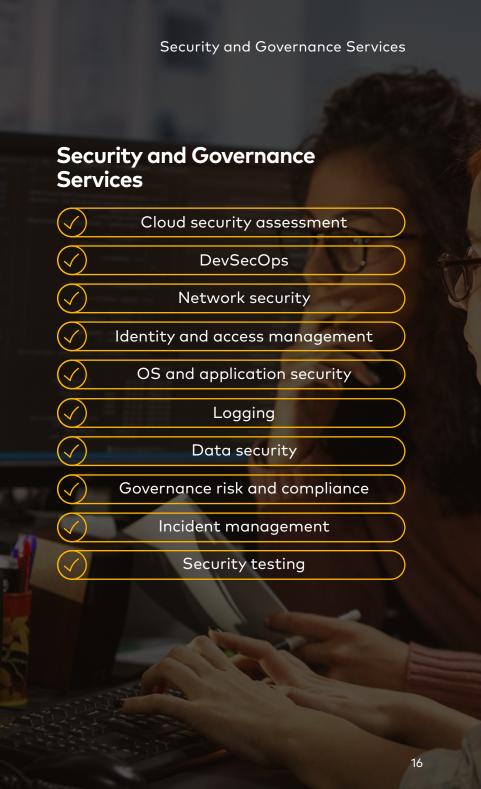
Security Foundation

This set of services includes secure foundations for access, authorization and auditing; visibility compliance and actionable insights for a cross view of your cloud security posture; and serverless computing security builds secure serverless functions with ongoing reviews on permissions, gaps and risks. DevSecOps provides a secure pipeline to runtime security practices with security guardrails.
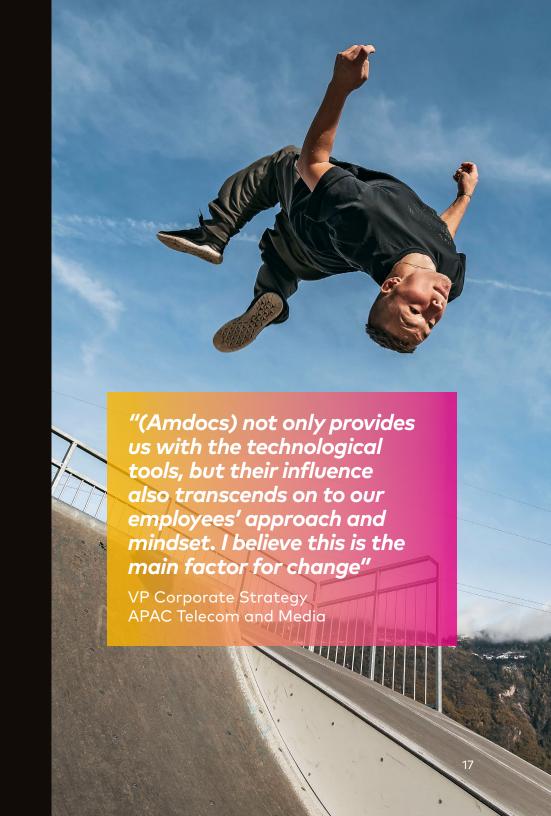
Governance and Compliance

Central governance, monitoring and security across hybrid on-prem, private cloud and public cloud.

Security and Governance Services

- ✓ Cloud security assessment
- ✓ DevSecOps
- ✓ Network security
- ✓ Identity and access management
- ✓ OS and application security
- ✓ Logging
- ✓ Data security
- ✓ Governance risk and compliance
- ✓ Incident management
- ✓ Security testing

Amdocs helps you make the most of the cloud. Our cloud services can scale to support the needs of the largest organizations on the planet and ensure a secure and valuable digital transformation.

With our end-to-end portfolio of cloud consulting, migration and operations services, over 400 experienced cloud consultants, 10,000 trained cloud professionals, our expertise in DevOps, Agile, Security, Governance and Regulation, and our global reach, Amdocs is uniquely positioned to assist enterprises wherever they are on their cloud journey.

Our proven deployment frameworks, managed services, and trusted design patterns enable service providers to unlock innovation, increase velocity, and embrace Cloud at Scale™.

"(Amdocs) not only provides us with the technological tools, but their influence also transcends on to our employees' approach and mindset. I believe this is the main factor for change"

VP Corporate Strategy
APAC Telecom and Media

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Why Amdocs?

40+ satisfied customers

Successful cloud consulting and cloud services engagements in telecoms, FSI, transportation, government etc.

Cloud at Scale™ approach

Unique methodology designed to ensure the success of large-scale, highly-regulated, security-conscious organizations adopting cloud.

End-to-end cloud services expertise

Broad set of services that encompass people, process, tools and technology aspects.

Field-proven templates, playbooks, best practices.

400+ expert cloud consultants.

Full accountability model

Amdocs can take full responsibility and accountability for operations, freeing you to focus on your core business.

For more information on our cloud migration and operational services, and to request a demo, visit www.amdocs.com/solutions/cloud or contact us.

"A cloud-first strategy allows us to be more agile and client-focused so our customers have better experiences and faster access to innovative new products. At the same time, we are improving our operational efficiency and resilience by using the best-in-class security, privacy and compliance delivered through cloud infrastructure"

Group CIO, Global financial institution

Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our 28,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of $4.3 billion in fiscal 2021.

For more information, visit Amdocs at www.amdocs.com

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