AZURE CLOUD READINESS REVIEW 2-DAY ASSESSMENT

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THE FUTURE STARTS NOW

13K+

Associates

41

Offices
Europe, USA & APAC

12+

Countries
With SoftServe clients

78

NPS score (Global)

10,500+

Engineers

1700+

Certified
Cloud Engineers

ISO

27001 : 2013
Standard

30%

CAGR

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GLOBAL NETWORK

13,000+ EXPERTS IN

41 OFFICES GLOBALLY

OUR PEOPLE MAKE THE DIFFERENCE

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FEATURED CUSTOMERS

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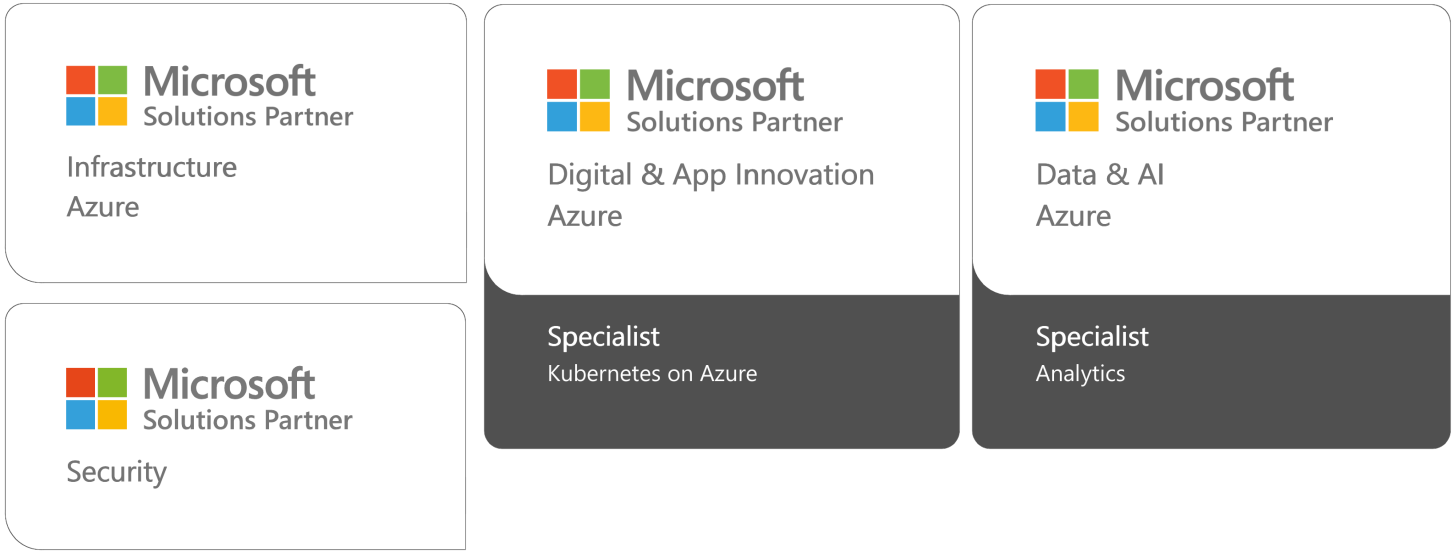
SOFTSERVE + MICROSOFT OVERVIEW

MICROSOFT SOLUTIONS PARTNER

Partner since **2004**

MICROSOFT PRACTICE

- **2** Microsoft MVPs
- **500+** Satisfied Customers
- **1,000+** Delivered Projects
- **500+** Microsoft Certified Professionals
- **250+** Azure Certified Professionals



PROGRAM PARTICIPATION

- ECIF Eligible
- AMM Eligible
- Azure Innovate Eligible
- MRPP Partner
- CAF Ready Partner
- **20+** Marketplace Offerings

4x SOLUTION AREAS

- Data & AI
- Digital & App Innovation
- Infrastructure
- Security

2x SPECIALIZATIONS

- Kubernetes on Azure
- Analytics on Azure

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SOFTSERVE CTO ORG CENTERS OF EXCELLENCE

RESEARCH & DEVELOPMENT

- R&D Innovation
- Feasibility Study
- R&D as a Service
- Deep Tech Research
- Advanced AI

EXPERIENCE DESIGN

- Design Thinking
- Design Research
- Design Strategy
- Product Design
- Service Design
- Design Ops

SOLUTIONS

- Digital Strategy
- Business Analysis
- Product Management
- Architecture
- Performance Testing

INTELLIGENT ENTERPRISE

- Big Data
- Data Science, AI/ML, MLOps
- IoT
- Robotics
- Extended Reality (AR / VR / MR)
- GDPR
- Blockchain
- Technical Due Diligence

PLATFORMS

- Salesforce
- Sitecore
- MS Dynamics
- AEM
- EPiServer
- MuleSoft
- Magento
- Dell Boomi
- Shopify
- Drupal

CRITICAL SERVICES

- Cloud & DevOps
- Security & Governance
- Operations Support
- Application Support

INNOVATION

- Innovation Strategy
- Innovation Platform

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CLOUD EXPERTISE HIGHLIGHTS

900+
Cloud-Based Solutions Engagements

3000+
Cloud Experienced Professionals

1000+
Engineers with cloud-related certification

100+
Hyper-Converged Projects

150+
Data Cloud Experts

10 YEARS

PROVEN DELIVERY OF CLOUD-BASED SOLUTIONS

300+
BUSINESS ANALYSTS

- Consultants
- Business Analysts
- Usability Experts
- Project Management
- Project Managers

3000+
TECHNOLOGISTS

- Cloud Enterprise Architects
- Data Architects
- QA Engineers
- DevOps
- Technical Support

150+
STRATEGISTS AND DESIGNERS

- Digital Strategists
- Subject Matter Expertise
- Program Managers
- Experience Design and Usability
- Visual Designers

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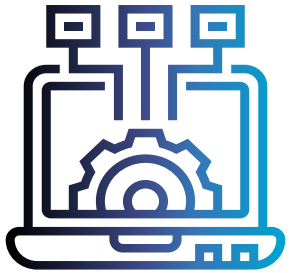
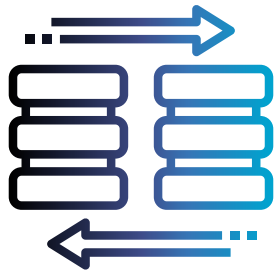
AZURE EXPERTISE



APPLICATION MODERNIZATION



CLOUD ADOPTION & MIGRATIONS

DEVOPS TRANSFORMATION

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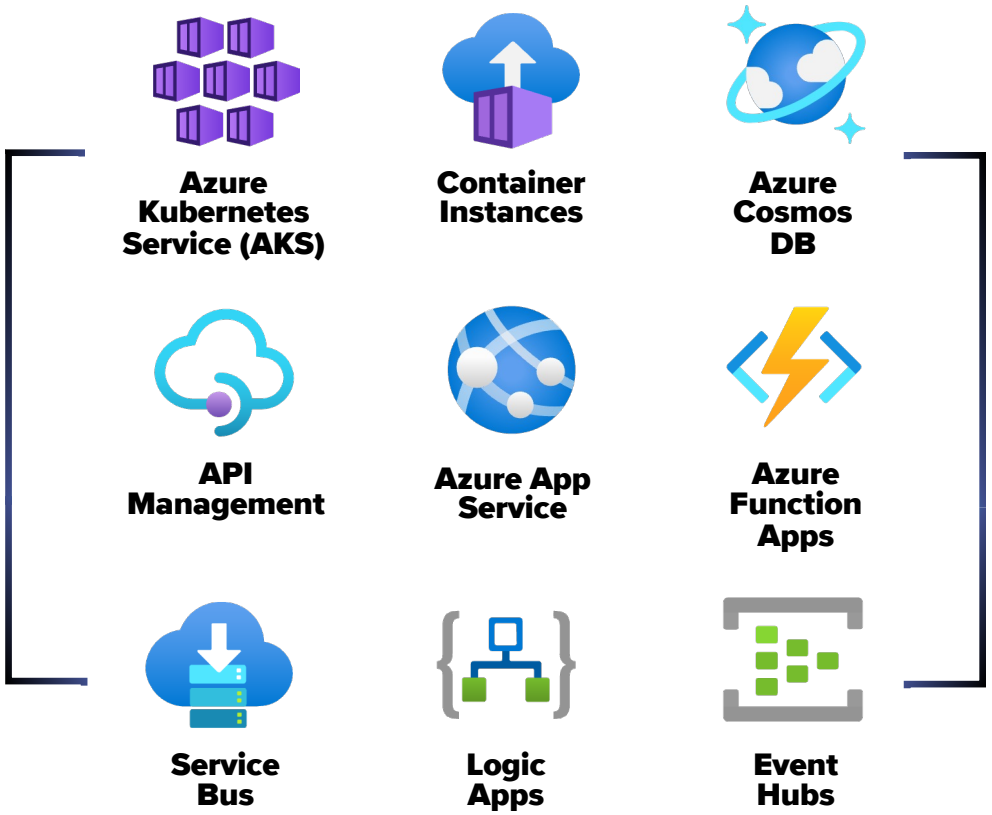
APPLICATION MIGRATION & MODERNIZATION

Modernization is where you enhance existing applications to improve operations, increase efficiency, maximize developer velocity, and minimize cost.

With minimal effort, our proven migration approach, based on experience and industry standards, allows achieving modernization goals.

WE PROPOSE:

- Legacy applications re-architecture
- Application portfolio modernization
- Cloud-native applications development
- Modern application development transformation



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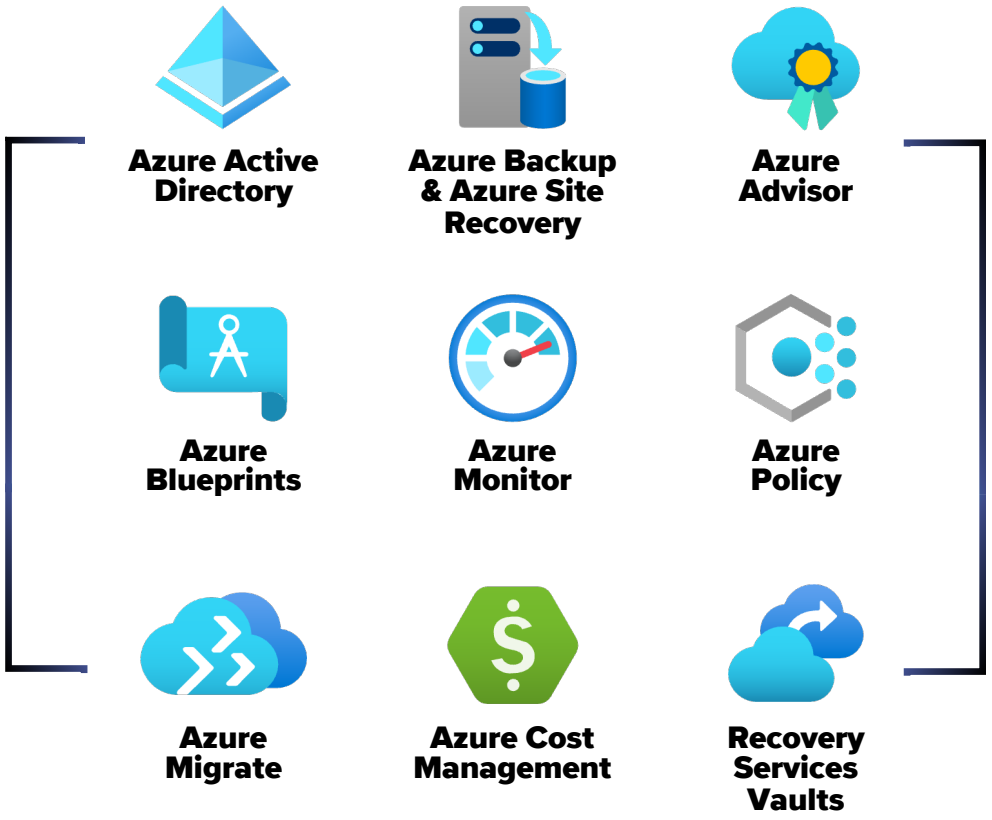
CLOUD ADOPTION & INFRASTRUCTURE

Cloud Adoption provides numerous business, technical, and organizational benefits.

Utilizing Azure according to best practices, well-known standards, and frameworks allows unblocking all cloud possibilities to build solid, reliable, cost-effective modern solutions.

WE PROPOSE:

- Briefing sessions
- Assessment and discovery
- Build Azure Cloud Strategy
- Migration Factory
- Cloud Optimization
- Consulting and advisory



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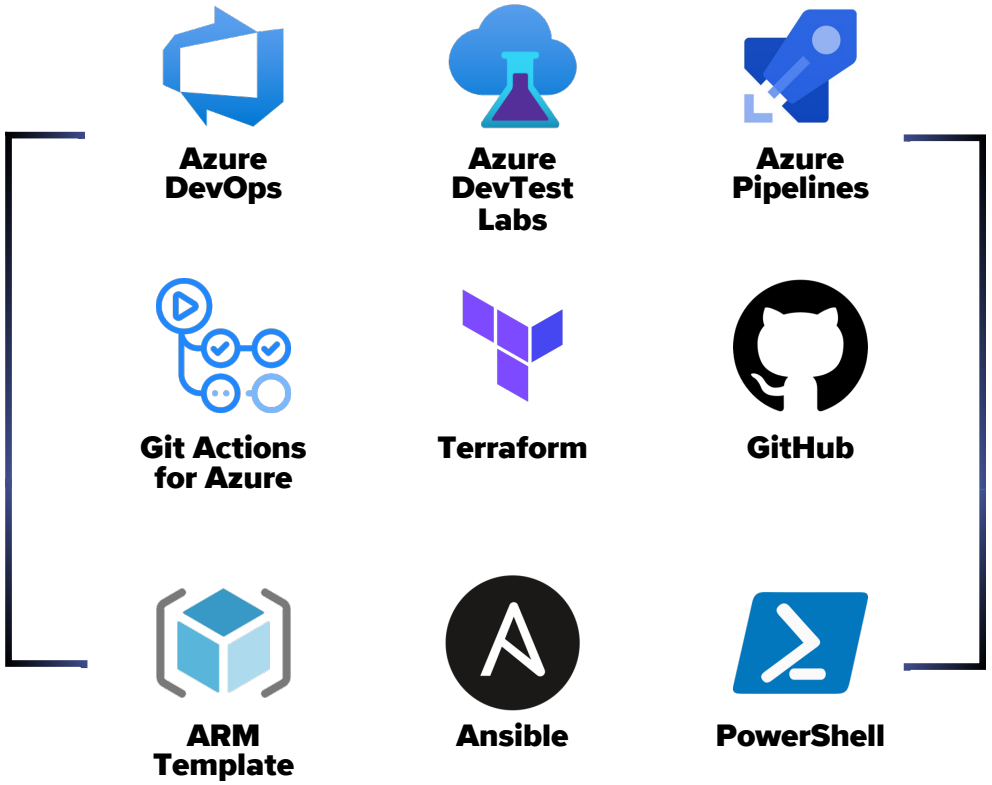
DEVOPS & AUTOMATION

DevOps & Automation is a progressive choice for the successful path of modern business. Everything as Code approach opens new benefits like having highly repeatable tasks, scaling operations easily, reducing the risk of human error, tracing the steps, and much more.

WE PROPOSE:

- Design and implementation
- Migrations to Azure DevOps and GitHub
- Infrastructure as Code
- DevOps processes optimization
- Automation and tooling development
- DevSecOps adoption



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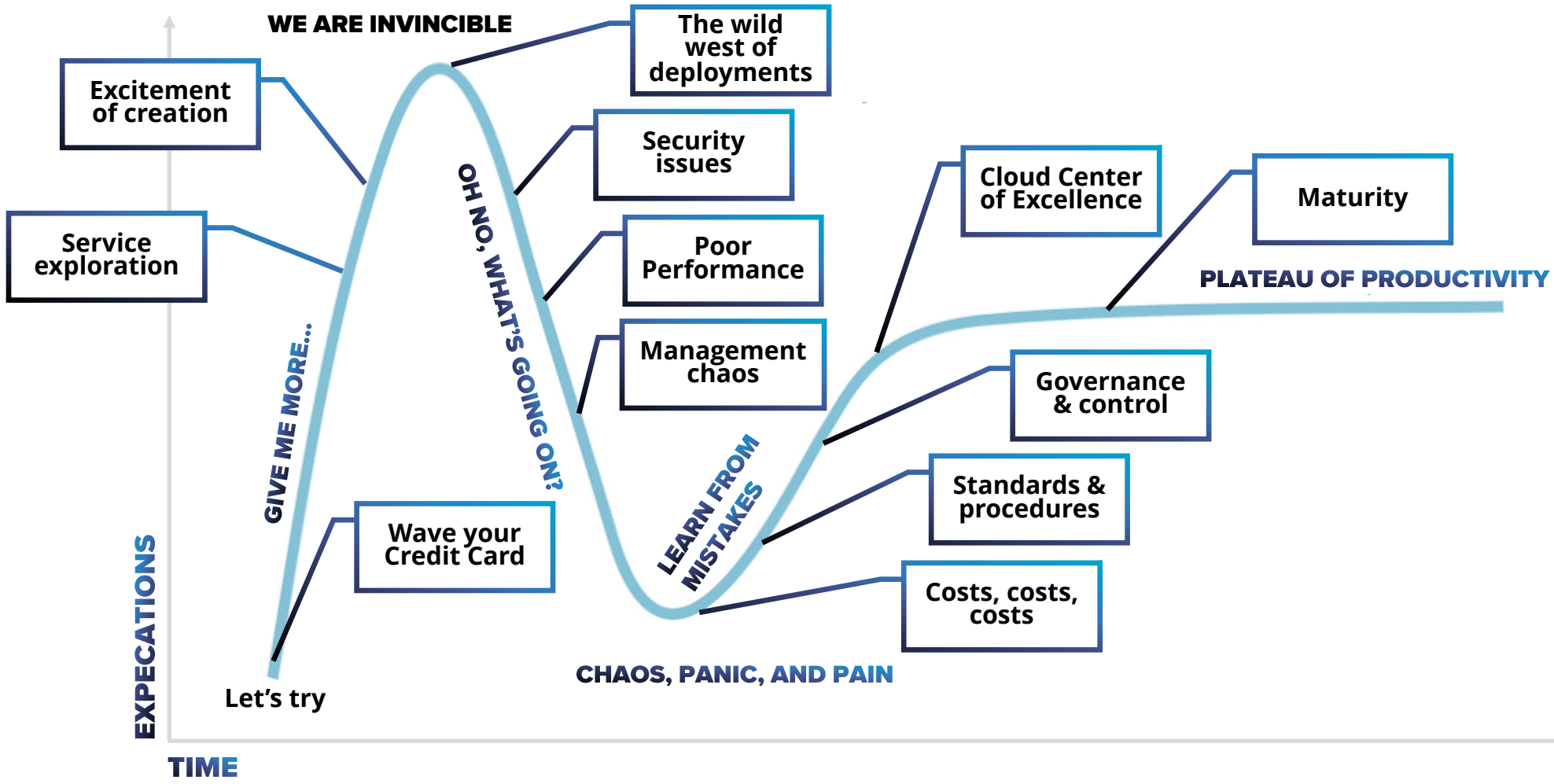
WHY DO YOU NEED CLOUD READINESS REVIEW?

WHY CLOUD ADOPTIONS FAIL

- UNREALISTIC BIG-BANG APPROACH
- POOR FINANCIAL BUSINESS CASE – LACK OF ATTENTION TO CLOUD „HIDDEN COSTS”
- LACK OF ALIGNMENT BETWEEN CLOUD AND AGILE/DEVOPS TRANSFORMATION EFFORTS
- LACK OF STRUCTURED DECISION FRAMEWORK FOR MIGRATION PLANNING AND EXECUTION
- LACK OF BUSINESS STAKEHOLDER ENGAGEMENT
- IGNORING THE OPERATION MODEL AND REQUIRED PROCESSES / TALENT
- INABILITY TO „DIVIDE & CONQUER” A COMPLEX IT ENVIRONMENT
- „ANALYSIS PARALYSIS” WHEN ATTEMPTING TO CAPTURE TO MUCH DATA IN ADVANCE
- SECURITY „BOLTED ON” AS AN AFTERTHOUGHT RATHER THEN INCLUDED FROM THE GET-GO

WHY DO WE NEED CLOUD ADOPTION FRAMEWORK?



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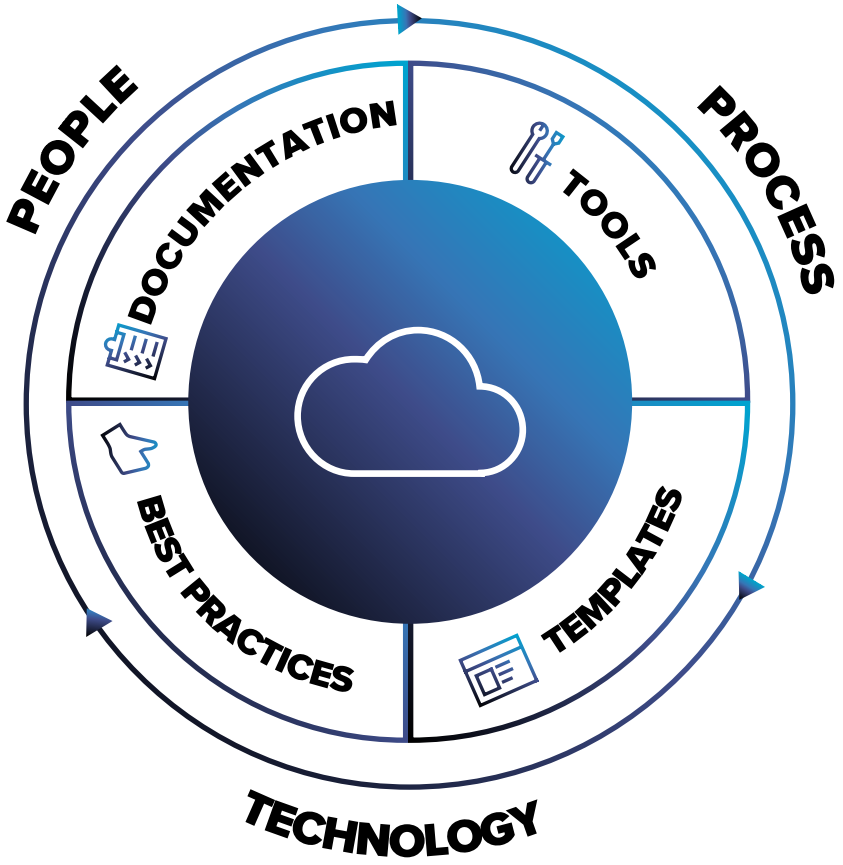
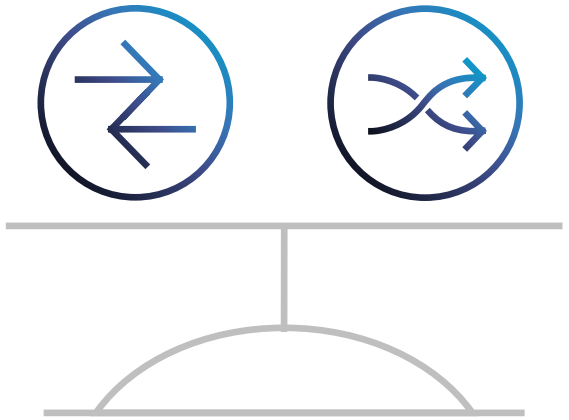
MICROSOFT'S SOLUTION: CLOUD ADOPTION FRAMEWORK

MICROSOFT CLOUD ADOPTION FRAMEWORK FOR AZURE



ACHIEVE BALANCE



Align **business, people, and technology strategies** to achieve business goals with **actionable, efficient, and comprehensive** guidance to deliver fast results with control and stability.

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BUILDING THE FRAMEWORK

Modular approach, meeting the customer in their journey

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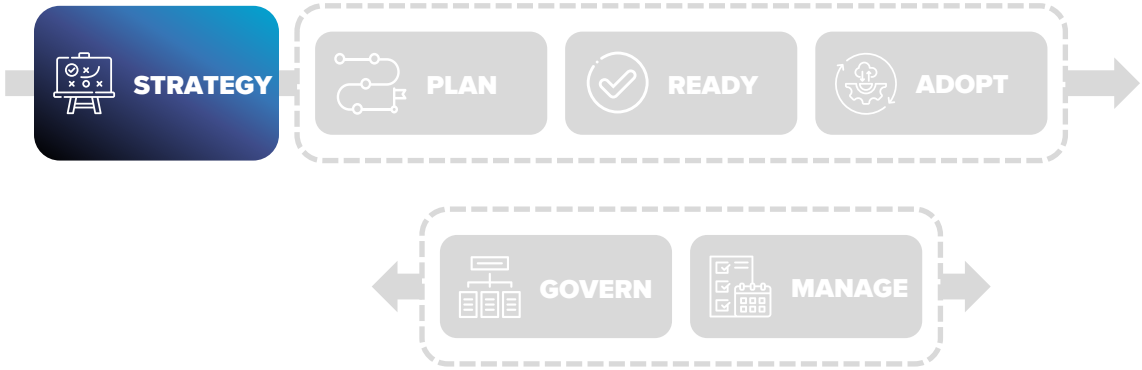
DEFINE STRATEGY



Documenting the cloud strategy will help business stakeholders and technicians understand the benefits the organization is pursuing by adopting the cloud.

MOTIVATIONS

- Executive mandate
- DC Exit
- Merger and acquisitions
- Cost savings
- Optimization
- Agility
- Tech capabilities
- Market demands
- Geo expansion
- Migration
- Innovation

BUSINESS OUTCOMES

- Fiscal: revenue, cost, profit
- Agility: timer to market, provisioning,
- Reach: global access, sovereignty
- Customer engagement: cycle time, from request to release
- Performance: SLAs, Downtime, operations, reliability

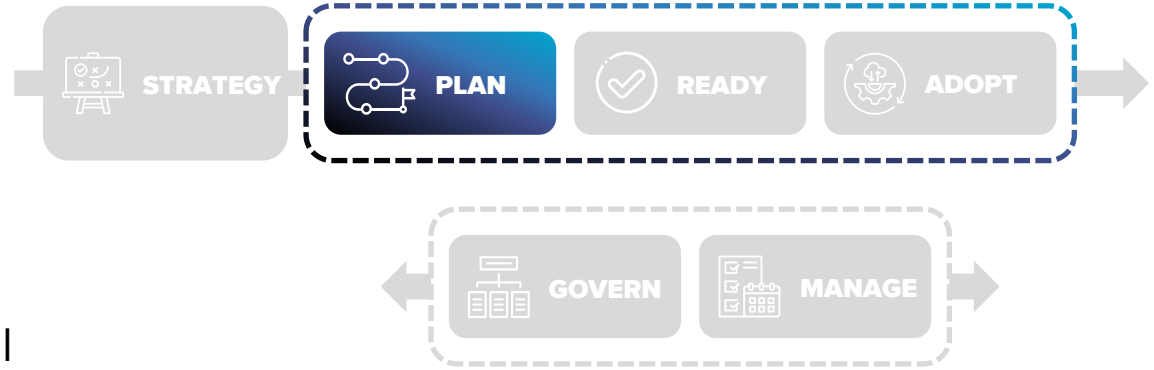
BUSINESS JUSTIFICATION

- Business case: the cloud is not always cheaper, mirroring is not cloud, servers drive cost analysis
- Financial model: Capex/ Opex, ROI, gain, cost avoidance/reduction
- Cloud accounting: cost center, procurement, profit center, revenue-generating, chargeback

FIRST PROJECT

- Business criteria: workload supported by a BDM
- Technical criteria: minimum dependencies and test path, no governance
- Qualitative analysis: Current Team analysis

PLAN



Cloud adoption plans convert the aspirational goals of the cloud adoption strategy into actions. It will help guide technical efforts, in alignment with the business strategy.

DIGITAL ESTATE

- Rationalization: inventory
- Quantitative analysis: asset optimized and sized properly
- Qualitative analysis: operational process

INITIAL ORGANIZATION ALIGNMENT

- Cloud Strategy Team:
  - Business IT: requirements and needs
  - IT management operations: traditional IT
  - Governance: executive sponsor, finance, business leadership, legal, security, HR
  - Cloud platform vendor: account success team
- Cost management
- IT-business alignment
- Governance MVP

SKILL READINESS PLAN

- Organizational readiness
- Governance and security alignment
- Initial organization alignment
- Building technical skills: business/technical, and certifications
- Change management guidance

CLOUD ADOPTION PLAN

- 5R strategy: rehost, refactor, rearchitect, rebuild, replace
- Infrastructure migration: VM, server, database focus
- Application innovation: born in the cloud applications, APIs
- Data-driven innovation: Focus on data consolidation and analysis

READY

Ready establishes a cloud foundation or Adoption Target that can provide hosting for any adoption efforts. This should consist of common denominators across **80–90%** of cloud adoption.

AZURE READINESS GUIDE

- Resource management: management groups, subscriptions, resource groups, resources tree hierarchy
- Naming Standards
- Resource tags

LANDING ZONE INFRASTRUCTURE

- Network design: Vnet, hybrid, firewall, hub, front door, endpoints
- Storage design: disk, file, blobs, CDN
- Compute design: VMs, containers, apps, serverless
- Data design: Structured/ unstructured

LANDING ZONE ID

- Identity and access
- Role-based access control RBAC
- Manage to least privilege

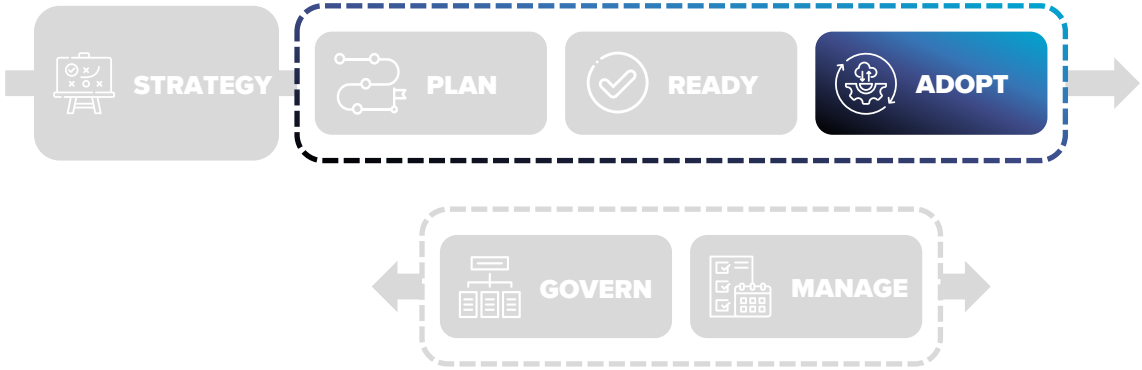
LANDING ZONE COST

- Costs and billing
- Analyze Cloud Costs
- Monitor with budgets
- Optimize with recommendations
- Manage invoices and payments

BLUEPRINTS

- AI
- BigData
- Hybrid networks
- Identity management
- IoT
- Serverless
- SAP
- VMs
- WebApps
- DevOps

ADOPT: MIGRATE



Cloud adoption will include workloads that do not warrant significant investments in the creation of new business logic. These workloads are candidates for migration to the cloud.

ASSESS

- Evaluate assets and establish a plan
- Validate pre-requisites: landing zone, skilling
- Drivers: reducing capex, freeing up DC
- Quantitative factors: VMs, networking, compatibility
- Qualitative factors: process dependencies, critical business events

MIGRATE: REHOST

- Replicate (lift and shift) on-prem functionality using cloud native technology
- Leverage Azure Migration Guide

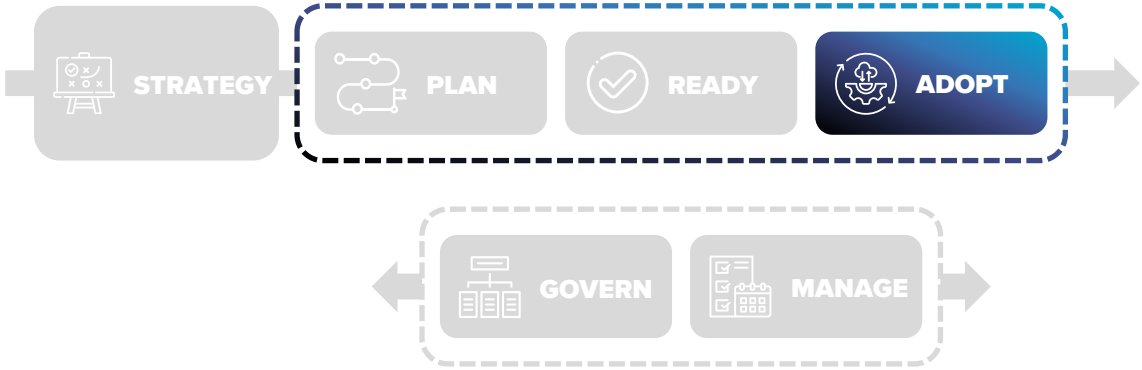
OPTIMIZE

- Balance performance and price
- Deliver the right experience within budget
- Resize VM size, resize storage, resize database

SECURE AND MANAGE

- Prepare the migrated asset for ongoing operations: security, monitoring, configuration

ADOPT: INNOVATE



Older apps can take advantage of many of the same cloud-native benefits by modernizing the solution or components of the solution. Modern DevOps invites the process to create shorter feedback loops and better customer experiences.

INFRASTRUCTURE ABSTRACTION

- Cloud native applications built from the ground up optimized for the cloud:
- Resiliency
- Global scale
- Agility
- Security
- Autoscaling

INNOVATE: REFACTOR

- Refactoring an application to fit a PaaS/Serverless-based model or refactoring code to deliver on new business opportunities.
- Drivers: faster and shorter updates, code portability, greater cloud efficiency (resources, speed, cost)

INNOVATE: REARCHITECT

- Modify existing applications into managed containers to take advantage of cloud-native benefits
- Drivers: application scale and agility, easier adoption of new cloud capabilities, a mix of technology stacks

INNOVATE: REBUILD

- A new code base is created to align with a cloud-native approach. App Data and AI Services
- Drivers: accelerate innovation, build apps faster, reduce operational cost

DEVOPS

- Culture
- Development
- Testing
- Release
- Monitoring
- Management

GOVERN

Policy definition ensures consistency across adoption efforts. Alignment to governance/compliance requirements is key to maintaining a well-managed cross-cloud environment.

BUSINESS RISK

- Document evolving business risk
- Document risk tolerance based on data classification, and application criticality

POLICY & COMPLIANCE

- Convert risk decisions into policy statements
- Establish cloud adoption boundaries

PROCESSES

- Establish processes to monitor violations
- Adhere to corporate policies
- Cloud Center of Excellence

COST MANAGEMENT

- Evaluate and monitor cost
- Limit IT spend
- Scale based on business demand
- Create cost accountability

SECURITY BASELINE

- Compliance with IT Security requirements
- Apply security baseline to all adoption efforts

RESOURCE CONSISTENCY

- Consistency in resource configuration
- Enforce on boarding, recovery and discoverability practices

IDENTITY BASELINE

- Enforce identity and access baseline
- Apply role definitions and assignments

DEPLOYMENT ACCELERATION

- Centralize templates
- Drive consistency and standardization

MANAGE

Manage and operations enumerates, implement, and iteratively review related to the expected operational behavior of the service.

MANAGEMENT

- Identify critical operations for business operations
- Map operations to services
- Analyze service dependencies
- Create high-level view service dashboards

MONITORING

- Enable data collection
- Identify operations baseline
- Generate alerts
- Measure Service Metrics and generate SLAs

RESILIENCY

- Enable a resilient platform
- Recover from failures with minimal downtime and minimum data loss before
- Evolve to a highly available platform

MICROSOFT CLOUD ADOPTION FRAMEWORK FOR AZURE

STRATEGY

- Understand motivations
- Business outcomes
- Business justification
- Prioritize project

PLAN

- Digital estate
- Initial organization alignment
- Skills readiness plan
- Cloud adoption plan

READY

- Azure readiness guide
- First landing zone
- Expand the blueprint
- Best practice Validation

ADOPT

Migrate

- First workload migration
- Expanded scenarios
- Best practice validation
- Process improvements

Innovate

- Innovation guide
- Expanded scenarios
- Best practice validation
- Process improvements

GOVERN

- Methodology
- Benchmark initial best practice
- Governance maturity

MANAGE

- Business commitments operations baseline
- Ops maturity

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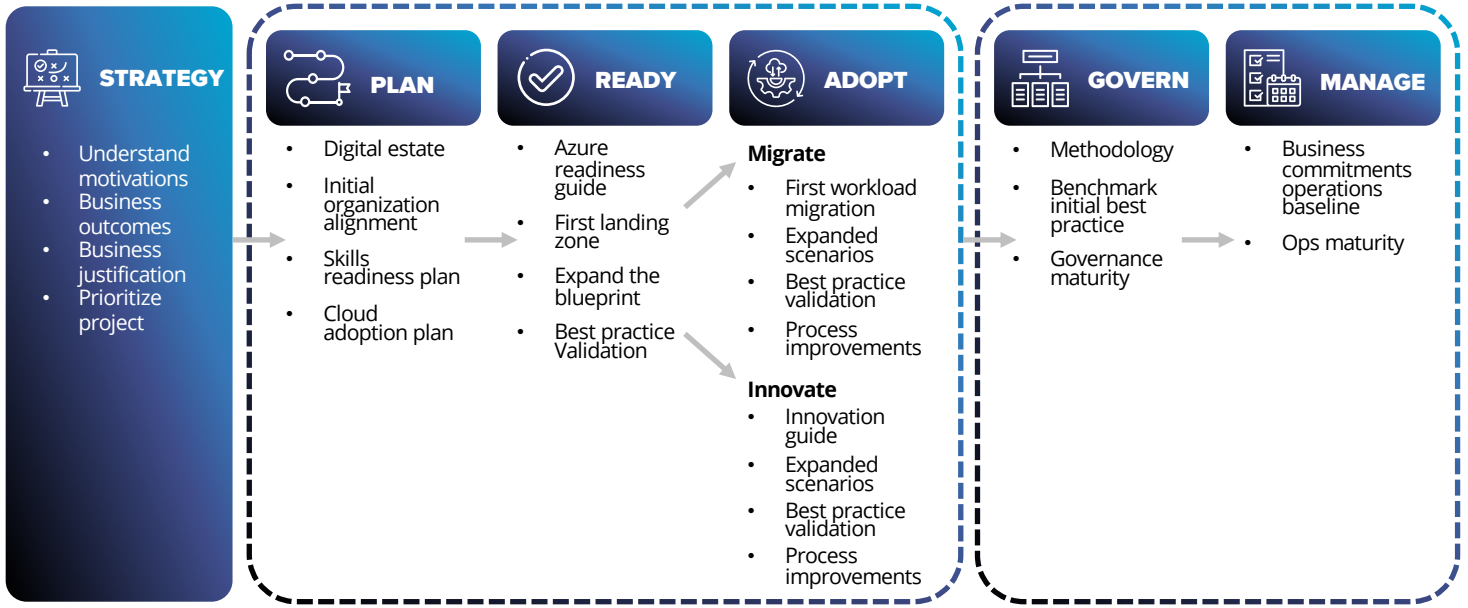
SOFTSERVE'S APPROACH: AZURE CLOUD ACCELERATOR

SOFTSERVE CLOUD ACCELERATOR



ENVISION — THINK AND PLAN

- Goals, business needs, expectations
- Vision, strategy, plan
- Digital estate, plans

ALIGN — PREPARE

- Organizational alignment, skills radiness
- Architecture dezigns, landing zones
- Guides, cloud and automation designs

LAUNCH — DEPLOY

- Build Landing Zones,
- Establish DevOps and automation toolset
- Create migration factory framework

ENHANCE — IMPROVE

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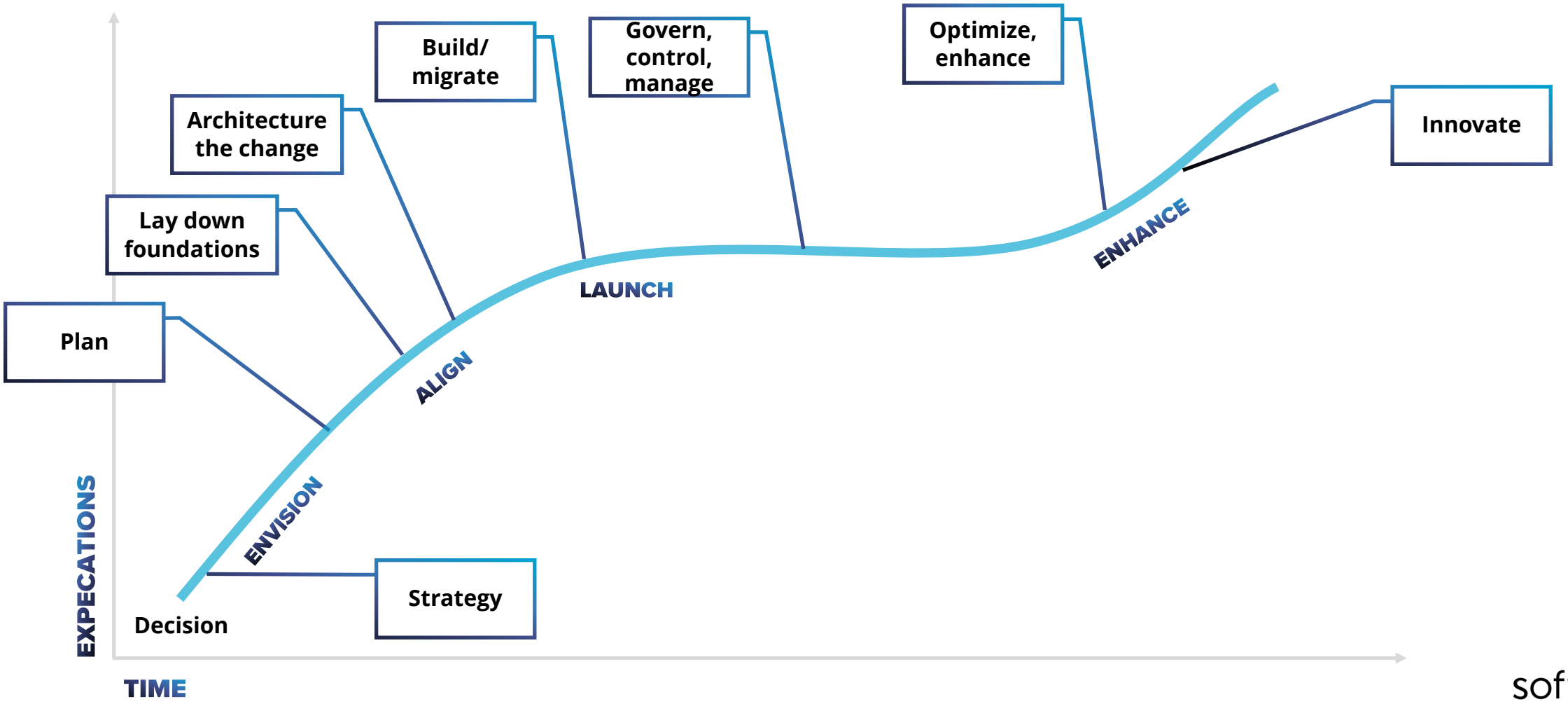
SOFTSERVE COUD ACCELERATOR
SMOOTH CLOUD JOURNEY



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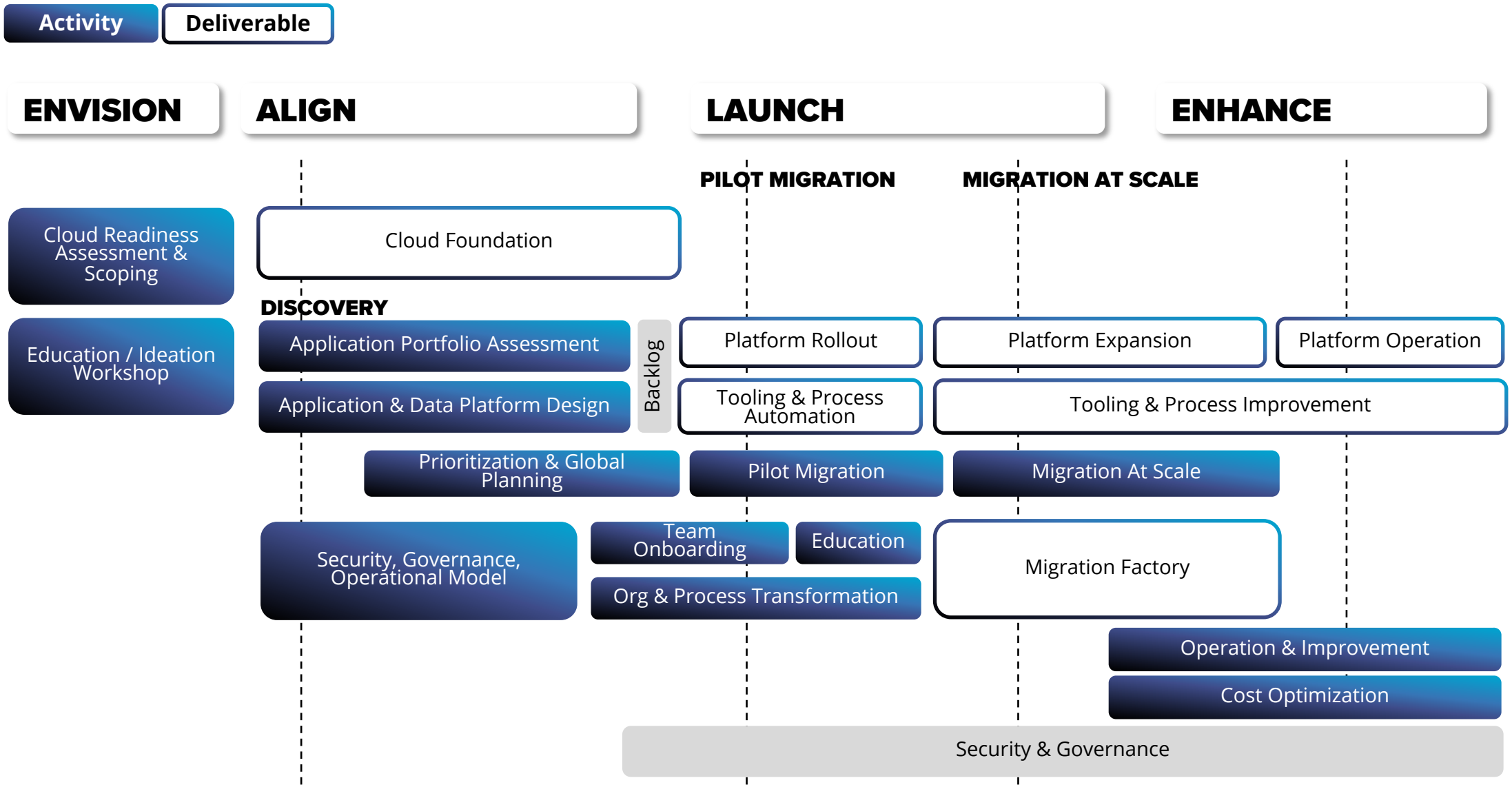
CLOUD ACCELERATOR ACTIVITIES



AZURE CLOUD READINESS REVIEW APPROACH

FIRST STEP

- Workshops
- Educate, Share Best Practices
- Build Trust
- Identify future MVP Scope

- Identify Maturity and Cloud Readiness State
- Align Scope with Business Goals
- Identify design pattern for Cloud Foundation
- Produce High-level Effort Estimate

CLOUD READINESS REVIEW DETAILS

- During the Cloud Readiness Review, you will have a **workshop type of conversation** with our Azure experts.
- We will discuss high-level initiatives, plans, and expectations. **Assess your technical and organizational capabilities** and alignment with business needs.
- Our architects will **address key elements of Microsoft Cloud Adoption Framework** and SoftServe's best practices based on Cloud Accelerator.
- The final report will **show your progress** in your cloud journey and **highlight areas that need your focus** to guarantee success.
- You will **get an action plan** that sets you on the right course with your subsequent cloud efforts.

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REVIEW PROCESS

DURATION

- Remotely
- 7h sessions + report creation
- Free of charge and no commitment for customers

TEAM COMPOSITION

- Cloud Certified Professional Solution Architects from SoftServe
- Business and Technical stakeholders from the Client

ACTIVITIES

Deliver review using Cloud Journey Tracker and SoftServe author tools, while keeping the focus on five pillars:

- **Strategy readiness**. Understanding of your motivations. Definition of your business justification and expected business outcomes
- **Planning**. Awareness of your digital estate. Required organization alignment. Skills readiness and cloud adoption plan
- **Readiness**. Azure general design. First landing zone. Best practice Validation. Toolset and integrations.
- **Adoption**. Workload migration. Best practice validation. Process improvements. Innovation guides.
- **Govern**. Governance methodology. Benchmarking. Best practice.
- **Manage**. Business commitments. Maintain operations baseline. Ops maturity

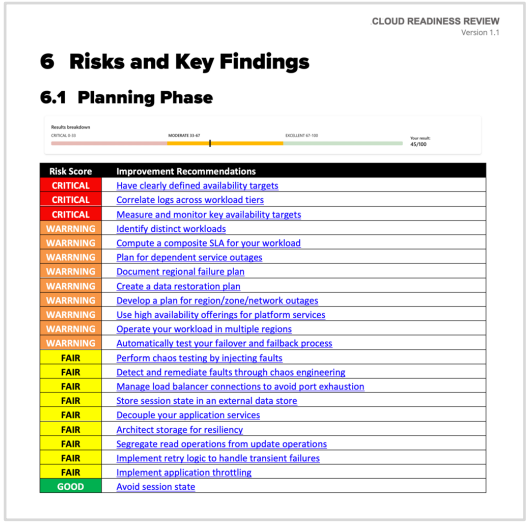
DELIVERABLES AND BENEFITS

BENEFITS

- Assessment report with detailed findings
- Better understanding of Microsoft's Best Practices
- Awareness of your strengths and weak points
- Action plan for efficient cloud adoption

DELIVERABLES:

- Report based on Cloud Journey Tracker enhanced with our observations.
- The vision of the areas where you need to put your priority
- Action plan on how to effectively stream your cloud adoption efforts

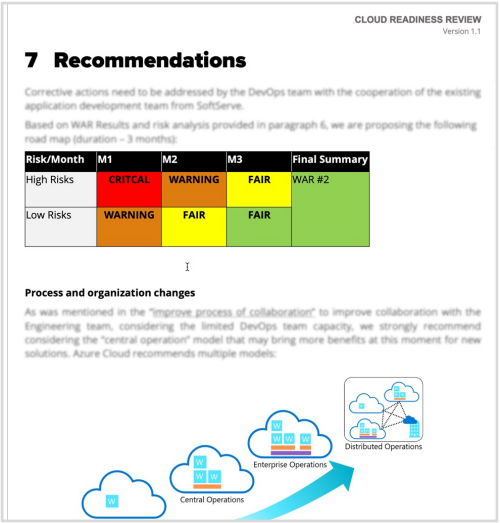


CLOUD READINESS REVIEW
Version 1.1

6 Risks and Key Findings

6.1 Planning Phase

Risk Score	Improvement Recommendations
CRITICAL	Have clearly defined availability targets
CRITICAL	Correlate logs across workload tiers
CRITICAL	Measure and monitor key availability targets
WARRNING	Identify distinct workloads
WARRNING	Compute a composite SLA for your workload
WARRNING	Plan for dependent service outages
WARRNING	Document regional failure plan
WARRNING	Create a data restoration plan
WARRNING	Develop a plan for region/zone/network outages
WARRNING	Use high availability offerings for platform services
WARRNING	Operate your workload in multiple regions
WARRNING	Automatically test your failover and failback process
FAIR	Perform chaos testing by injecting faults
FAIR	Detect and remediate faults through chaos engineering
FAIR	Manage load balancer connections to avoid port exhaustion
FAIR	Store session state in an external data store
FAIR	Decouple your application services
FAIR	Architect storage for resiliency
FAIR	Segregate read operations from update operations
FAIR	Implement retry logic to handle transient failures
FAIR	Implement application throttling
GOOD	Avoid session state



CLOUD READINESS REVIEW
Version 1.1

7 Recommendations

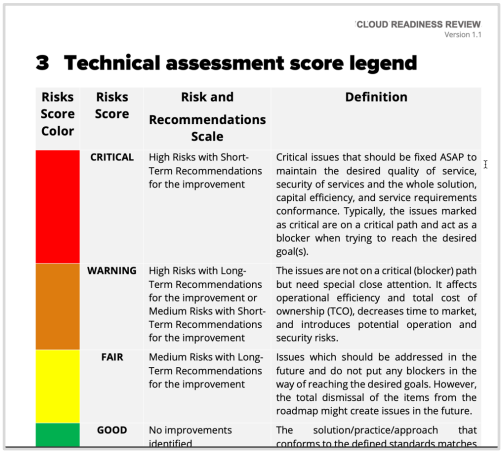
Corrective actions need to be addressed by the DevOps team with the cooperation of the existing application development team from SoftServe.

Based on WAR Results and risk analysis provided in paragraph 6, we are proposing the following road map (duration – 3 months):

Risk/Month	M1	M2	M3	Final Summary
High Risks	CRITCAL	WARNING	FAIR	WAR #2
Low Risks	WARNING	FAIR	FAIR	

Process and organization changes

As was mentioned in the "improve process of collaboration" to improve collaboration with the Engineering team, considering the limited DevOps team capacity, we strongly recommend considering the "central operation" model that may bring more benefits at this moment for new solutions. Azure Cloud recommends multiple models:



CLOUD READINESS REVIEW
Version 1.1

3 Technical assessment score legend

Risks Score Color	Risks Score	Risk and Recommendations Scale	Definition
	CRITICAL	High Risks with Short-Term Recommendations for the improvement	Critical issues that should be fixed ASAP to maintain the desired quality of service, security of services and the whole solution, capital efficiency, and service requirements conformance. Typically, the issues marked as critical are on a critical path and act as a blocker when trying to reach the desired goal(s).
	WARNING	High Risks with Long-Term Recommendations for the improvement or Medium Risks with Short-Term Recommendations for the improvement	The issues are not on a critical (blocker) path but need special close attention. It affects operational efficiency and total cost of ownership (TCO), decreases time to market, and introduces potential operation and security risks.
	FAIR	Medium Risks with Long-Term Recommendations for the improvement	Issues which should be addressed in the future and do not put any blockers in the way of reaching the desired goals. However, the total dismissal of the items from the roadmap might create issues in the future.
	GOOD	No improvements identified	The solution/practice/approach that conforms to the defined standards matches

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FOR THE FUTURE

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