

Multi-Cloud – horses for courses to drive growth post Pandemic

Intro music starts

Hi, you are listening to the HCL podcast. The place where industry experts help us identify, understand, and prepare for future technology trends. Thanks for tuning in...

Host :Hello everybody and welcome to the HCL Podcast On Hybrid cloud services.

My name is Anant Bharadwaj. I am a part of Hybrid Cloud Practice at HCL.

Today I am joined by Rishi who is senior solution architect from AppDynamics where we will be talking about a very relevant topic that is among the top priorities for all CIOs and is driving enterprise digital acceleration.

*So, let us get started and hear about the best practices of adopting a **Multi-Cloud strategy**.*

As businesses are bracing for the long-term impact of Covid-19, one thing is becoming apparent: the ever-growing importance and reliance on the cloud.

To stay competitive in today's dynamic business environment, a company's IT infrastructure must be agile enough to adapt to changing demands placed on it by both the business and its employees. In many cases, businesses are taking one step ahead by adopting more than one cloud service provider—such as Amazon Web Services (AWS), Microsoft Azure, or the Google Cloud Platform—to avail significant productivity and economic gains. A multi-cloud strategy can help you move faster on digital transformation goals.

Also, there is a huge uptick in the demand for developing a continual process of performance improvement. The recent surge being the use of containers as a way to simplify management and deployment of applications, cloud, mobile, virtualization, analytics, and automation is reshaping the requirements for application management delivering the smoothest, fastest **digital experience** to all users

Coming to the first question

Why public cloud adoption has increased during COVID times and how it is helping customers with faster time to market, innovation and grow faster?

The Covid-19 pandemic has turned cloud into an essential service for many organizations and led them to seamlessly manage their operations remotely by creating a virtual workspace with the ability to expand in a moment's notice, managing workforce, storing crucial healthcare data, handling accounting and taxation, and automating the manual processes. Despite the negative outlook, pandemic like situations such as COVID 19 causes uncertainty and creates opportunities for new business models powered by emerging technologies.

Opportunities that can be leveraged from the cloud include:

- **Cost savings:** By using the delivery model of on-demand and pay-as-you-go
- **Improved agility** by accelerating the deployment and expansion management of the IT applications.
- Ability to simply and effectively manage both platforms with **uniform KPIs and SLAs** while maintaining **strong security and governance**.
- Provides **Operational efficiency** that enhances the digital transformation journey for customers to facilitate the maximum possibility of integration of new technologies and applications.
- Ensures **business continuity** and offering a high level of back-up and redundancy at a lower cost by easily managing the technology.
- Faster GTM and business Agility to stay relevant in the market
- Reducing carbon footprint

Now that we have established the importance of cloud adoption, let us hear about:

What is the ideal path to digital transformation - laying out HCL's Vision for Digital foundation, powered by HCL Velocity – a holistic framework to deliver end -to- end services on Multi- Cloud?

Digital transformation is imperative for all businesses, right from small to enterprise. One of the core enablers that drives digital transformation is a multi/hybrid Cloud strategy that helps to accelerate this transformation process with the following key benefits:

- Faster time to market
- Eliminate the complexities of integration
- Application performance management
- Leverage agile and automation to bring efficiencies, advance security and reduce downtime to drive customer's digital initiatives more holistically.

The current solutions still do not cover each and every aspect, are not completely validated, every time building grounds up take months and have limited automation capability around deployment and often end up in post-delivery issues due to multi-vendor support.

So HCL and Cisco saw a clear opportunity to standardize complete stack through Cisco validated design leveraging HCL IP's and domain expertise to help customers abstract, automate and accelerate customer's transformation journey.

Introducing **HCL Velocity – a holistic framework to deliver end -to- end services on Multi- Cloud** that caters both physical Infra and Software across all the layers right from ACI for SDN, Hyperflex for HCI, (AppD) for application performance management etc. and all these products are one of

the best in terms of maturity that are currently available in the industry coupled with Cisco's rich partner ecosystem that facilitated to bring the third-party integrations under the HCL-Cisco approved reference architecture that fast-tracked the program. It is available in flexible commercial construct available for direct consumption. It addresses 40+ highly sought-after multi-cloud use cases some of the prominent among them are :

- Application blueprinting across multi-cloud
- Smart OPS powered by AI/ML
- Security Analytics and Assurance

delivering benefits of up to 40% TCO reduction, 35% faster deployment timelines and 40% faster migration to a multi-cloud end state.

Rishi, can you explain how are the two technology leaders HCL & Cisco AppDynamics partnering to bring a best-in-class multi-cloud framework?

HCL's Velocity is a multi-cloud offering based on certified reference architecture which has been tested and co-developed with Cisco. It enables customers to abstract and automate digital infrastructure components accelerating their digital journey. It is a ready to deploy, catalogue based model available to be consumed based on flexible commercial constructs. The architecture utilizes a combination of pre integrated and validated components like AppDynamics, CWOM, Tetration ACI, Hyperflex, UCSD and Cloud Center. AppD with BiQ is the only solution in the market which can correlate business to technology.

Some the key features of this partnership that I would like to highlight are:

- *Cisco's rich partner eco system facilitating third party integrations under the approved reference architecture.*
- *Cisco AppDynamics(AppD) providing application performance management with real time monitoring of business SLA. This being a foundational element for the larger AIOps vision of Cisco Central Nervous System (CNS).*
- *Integration with DRYiCE providing the autonomies layer to the Velocity SDI.*
- And*
- *HCL NextGen Ops providing the operations framework.*

Rishi, this is fantastic.

For our listeners benefit, can you further elaborate how AppD integration is enhancing the existing features of this innovative solution? Also elaborate on some of the prominent use cases of AppD integration within this multi-cloud solution.

Cisco's AppDynamics (AppD) provides application performance management with a real-time view of applications, irrespective of the underlying infrastructure type.

We provide key insights into metrics which are then used to drive the required actions for an AIOps experience.

So, essentially, providing business observability and full stack observability.

With that, let me talk about some of the prominent use cases.

Let me begin with,

- 1. NGDC Migration – Can you compare each application release to ensure every change and every new feature drives business outcomes. With AppDynamics, you can measure and validate pre and post-migration applications metrics and business KPIs*

Next,

- 1. Release Validation – This is where we connect DevOps and Releases with APM metrics, thereby providing a means to compare and validate that the applications releases are driving intended business results. Essentially, Development & Operations teams can quantify the impact and get real time validation of feature improvements and bug fixes across different releases.*

Next,

- 2. Multi-Cloud/Cloud Native Monitoring – With AppDynamics you get a consistent view across different cloud environments. So, you eliminate the noise and focus on the insights.*

Next,

- 3. AIOps with CNS – Cisco CNS, Central Nervous System provides AIOps. CNS has three pillars*
 - a. Visibility – Provides performance data from application environments.*
 - b. Insight – Ingesting data from the visibility pillar, and with our Cognitive Engine, providing base line performance metrics, anomaly detection, automating root cause analysis and predicting future performance.*
 - c. Action – Uses the data from insights to perform necessary actions, such as orchestration, intelligent workload provisioning, cost optimization or incidence response.*

Moving on to,

- 4. Business Performance Monitoring – I mentioned business observability. BusinessIQ or as we call it, BiQ, provides this by correlating application and business performance metrics in real-time.*

And finally,

- 5. SAP Monitoring – The level of detail that you get with a Java, .NET or NodeJS application, imagine getting that same level of visibility within your SAP system. Essentially, visibility into the ABAP line of code, the IDocs, RFCs, Background jobs, that's part of SAP that's powering your enterprise. All that goodness, with our industry-leading Business Transaction monitoring blended seamlessly with the SAP transaction flow. That's what you get with SAP Monitoring.*

All these use cases are powered by key features of AppDynamics.

- 1. Application Performance Monitoring – Our core. We can monitor, analyze and optimize complex application environments at scale, whether they are microservices, legacy, or cloud-native.*
- 2. End User Monitoring – Providing a complete view of the customer journey. Infact, one of my favorite features is this powerful new feature called Experience Journey Map. This provides the ability to evaluate users' most-traveled web and mobile journeys within a business application. You know exactly how users are interacting with your application, what's the most travelled path along your application.*

Thank you, Rishi for great insights on this innovative solution which brings business agility back for applications to deliver values faster. As they say, "cometh the hour cometh the man". So, I see this as an opportunity for us to handhold our clients with a greater sense of assurance in the capabilities that we offer in the hour of crisis and help them sail through the difficult situation by focusing on Agility, Flexibility, Visibility and Streamlined operations that act as most powerful weapons for businesses to respond effectively and decisively

That's it for today.

Once again, this is Anant Bhardwaj and thank you for your time.

And before you go, do share your feedback

Have a good day. Stay safe. Stay healthy.