Queuing Up a Cloud Solution

If you've ever waited in a long line for customer service, you understand the pain. If you're on the other side of the counter trying to provide that service, you feel the frustration. If you're in IT, you want to leverage technology to solve the problem.

This was the situation with one of our recent clients. With long wait times queueing, and tempers brewing, this organization needed to modernize their customer service system. Like many companies, they needed to balance their end goal of shortening wait times to provide a better experience with top concerns, including:

- Security
- Scalability
- Efficiency
- Resiliency
- Cost savings
- ROI

To solve for these, Direct Technology leveraged Microsoft Azure in our client's implementation to provide infrastructure and software for a modernized customer service system. A cloud solution that offers hyper-scale compute, storage, networking, and identity management services, Azure has been implemented for many of largest companies in the world and at all levels of government—showing off the government-grade security that everyone wants. Azure was selected for its:

- ✓ Ability to rapidly increase or decrease the compute environment according to real-time demand
- ✓ Efficient scalability
- ✓ High resiliency and disaster recovery
- ✓ Cost savings

The migration helped databases run more efficiently, which was vital for the Business Intelligence solution implemented to help the org understand peak times, see where bottlenecks are, and remediate. Direct Technology also built test, development, and production environments to run and troubleshoot systems.

Due to the client's security concerns with sensitive customer data, Direct Technology was selected in part for our expertise in securing assets in the cloud. We also have extensive experience working with chief information security officers and regional data centers on security strategies. In building out the plan and firewall architecture, we collaborated across key stakeholders and agencies to devise the best phased solution.

Securing Infrastructure with Microsoft Azure

- Azure machine learning that improves security models
- Next-gen firewalls blocking unwanted traffic to the Azure environment
- Network security gateways
- Security compliance packages that continually monitor for threats

What Types of Projects Can Benefit from Azure?

Many modernization projects involve cloud solutions. Here are a few use cases that can benefit most:

- Applications that need flexible compute power
- Applications requiring Active Directory and SQL Services
- Migrating on-premise applications and infrastructure to the cloud
- Business continuity/resiliency projects; leveraging built-in backup and restore
- New programs leveraging business intelligence and predictive modeling

7 Keys for a Successful Cloud Transformation

1. **Assess your environment.** Know which workloads and systems would benefit most from cloud migration. Understand current costs of virtual machines, storage, and other infrastructure.
2. **Review all business and technical requirements.** Ensure the solution aligns with the outcomes you desire and the customer experience you want to provide.
3. **Conduct an ROI analysis**. Understand the benefits and costs of the proposed solution over the lifecycle of your program.
4. **Address security concerns.** Ensure comprehensive data and privacy protection as well as compliance. According to Gartner, public cloud IaaS workloads will suffer at least 60% fewer security incidents than those in traditional data centers. Azure provides a comprehensive set of compliance offerings and certifications.
5. **Make a plan.** Create a technical roadmap and migration strategy and vet it with your stakeholders.
6. **Have realistic expectations.** Azure and other cloud solutions have many benefits, but cloud migration is not a panacea.
7. **Get the right help**. It takes different expertise to manage cloud infrastructure than on-premise solutions. Be prepared to train, hire, or supplement your current IT staff. Consider flexible managed service models that allow you to quickly shift resources to your organization's needs.

Transformation Takes Partnership

Migrating to any cloud solution can be a big job. That's why we recommend doing it with a knowledgeable partner. Our client trusted in Direct Technology's deep expertise in infrastructure needs and security processes, plus our extensive experience working with Microsoft products, and it's paying off for them. Contact us for a free consultation on any questions you have about cloud transition. With cloud security continuing to be a primary requirement, we are confident that Azure will be a strong solution for companies worldwide.