Assessing the Cloud: crucial, costly or chancy?

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Cloud… what cloud?

I am very happy with on premise

We're still a few years away

Our team and systems are not ready for Cloud

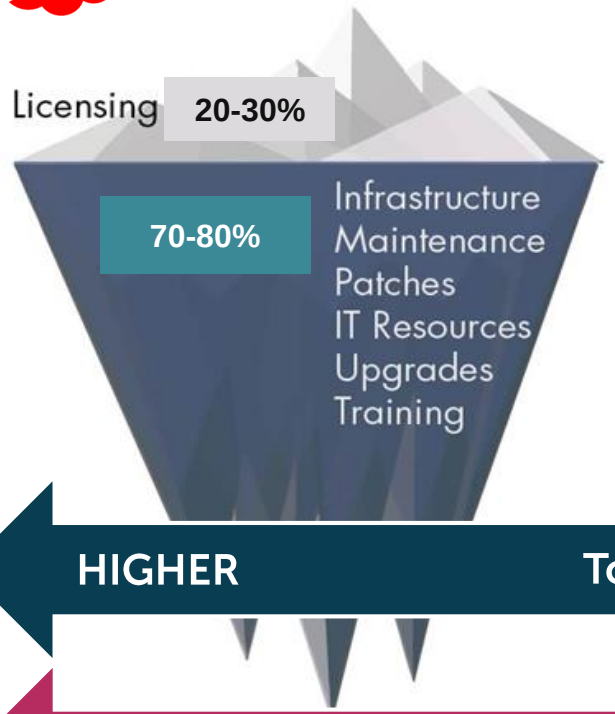
civica

Cloud… what do you mean?

> “The pace of change has never been so fast, and yet it'll never be this slow again”

The way people use “SaaS” is a bit cloudy!

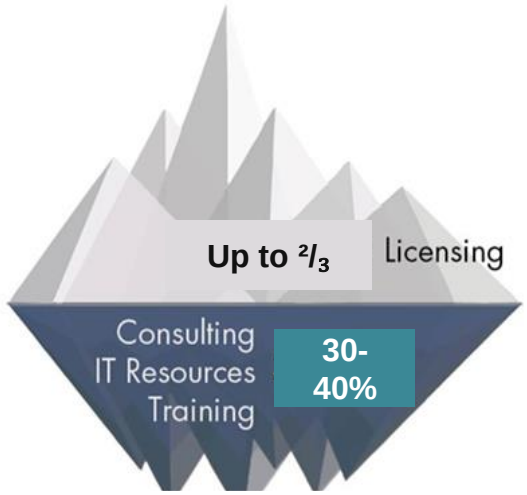
On-Premise



Iceberg model

Key question: what is below and above the water line?

Software as a Service



HIGHER — Total cost of ownership for customer — LOWER

LOW — Share of customer IT spend with Software/Cloud Vendor — HIGH

What can we learn from my experience at SAP?

“The Cloud company”

World leader in Enterprise Software

- One of world’s 100 highest valued companies
- 400,000+ customers
- 95,000+ employees
- €25bn+ in revenues

Insight #1: Cloud adoption is coming faster than you may think

In 2014, SAP expected to reach the time when customers would buy as much Cloud than on premise for new contracts around 2020

In the UK, it began in 2016

Don’t assume we are years away (even if you might not be convinced yet), the time is now

Insight #2: Cloud is the door opener to new technologies

Digital transformation and cloud migration are multi-year journeys that will transform the way we work

At SAP, possibly the most important reason customers moved to Cloud was not Cloud itself, but the fact it opened up access to the new technologies (AI, chatbots, analytics, etc.)

Even if you are not ready to migrate everything to the cloud, focus on building a vision for the journey: prioritise where cloud-enabled technologies will help you serve your customers for the next 10 years

Insight #3: Beyond technology, cloud is a culture change

For SAP customers, migrating to cloud means rethinking the way they work, as typically the processes as well as the user experience within cloud applications are simplified (e.g. to embrace best practice)

But with cloud enabling flexibility, faster pace of change, and new technologies, it was also an opportunity to improve how they work

Cloud is a culture shift where not only the applications change but also the way you work and interact with technology. And therefore a unique opportunity to rethink how you work

Insight #4: This is about finding a trustworthy partner for the journey

Many SAP customers knew they had to move to the Cloud but not how to do it

Most of value was created from thinking about value & transformation, not just technology

This is an essential transformation, you need to look for a partner you can trust to go on that journey

The world has been talking about cloud for some time now
What's changed?

#1 Public Services are ready to embrace Cloud, and looking for a trustworthy partner for the journey

#2 Cloud solutions are better, faster, cheaper and greener… than ever before

#3 We at Civica are Cloud centric, ready to help our customers with this wave of growth

What I’ve gathered about public services after 5 months at Civica

#1 Your budgets have increasingly been constrained, austerity has taken its toll

#2 Your citizens expectations are changing fast with technology, especially the younger generation

#3 Your team and your other colleagues are pushed to achieve more every day

#4 Security is increasingly complex, and regularly you have to address new compliance requirements

#5 The number of IT systems you manage and the complexity of your IT environment is (very) high

Spoiler alert – a controversial view is coming

It is meant to be thought-provoking, not offend in any way

My controversial view as to why public services have to embrace cloud now

#1 Your budgets have increasingly been constrained, austerity has taken its toll
My controversial view: You can't afford the real cost of old technology anymore

#2 Citizens expectations are changing fast with technology, especially the younger generation
My controversial view: You're already behind citizens' expectations, especially the younger ones

#3 Your team and your other colleagues are pushed to achieve more every day
My controversial view: Despite your best efforts, you can't offer the systems required to deliver more

#4 Security is increasingly complex, and regularly we have to address new compliance requirements
My controversial view: You're likely already behind on the changes needed for security & compliance

#5 The number of IT systems you manage and the complexity of your IT environment is (very) high
My controversial view: You can't cope anymore with the complexity/inflexibility of your legacy systems

There is no other rational choice than to embrace Cloud

Cloud is at a tipping point in Public Services – don't just take my word for it

50%
of the UK enterprise software market will be SaaS by 2021, double today's sales figure [1]

77%
of NHS & government say cloud is the most important technology in their IT strategy today [2]

60%
of IT professionals expect their on-premises IT requirement to be met by public cloud or SaaS in 2019 [3]

80%
of English councils are now using public cloud services [4]

Cloud is more than the direction of travel

Source: 1 TMV; 2 Solarwinds; 3 Research 451; 4 GovTech Leaders

So – why should you move to the cloud?

To put it simply: it's better, faster, cheaper … and greener

"Cloud provides the scalability that's critical to a rapidly growing and evolving organisation like us"
PeoplePlus

"Migrating to the cloud will enable us to save as much as 40% over the next 10 years — potentially up to £3.5m"
University of Roehampton

We at Civica are cloud-centric

1,000+ customers use cloud-based Civica solutions

Majority of new contracts signed with our customers are now Cloud

Over 250 Civica products & services on the UK Government's G-Cloud framework

Great successes across our markets from Local Gov to Health & Care, Education or Housing

Stronger momentum then ever for Cloud with our Digital Services customers

Not only helping customers with Civica Solutions but also with broader Cloud agenda

Tees, Esk and Wear Valleys NHS Foundation Trust	£8.8m multi-product deal, 7500 users accessing Paris system daily
Government of South Australia Department for Education	10-year partnership to provide cloud suite for 900 schools across SA
Rail Delivery Group / National Rail	Product Management System for 6m ticket prices & 20m possible journeys
Alliance Homes	IT modernisation to consolidate on Cx Housing & Coldharbour platform
NDORS	Managing driver offender re-training courses for 1.4m people a year
University of Roehampton London	Cost-effective migration to Azure initial projected savings of £3.5 million. Increased to **£4.18 million in 2.5 years**

Don’t wait until it’s too late. The time is now

The time for a cloud-enabled future is now

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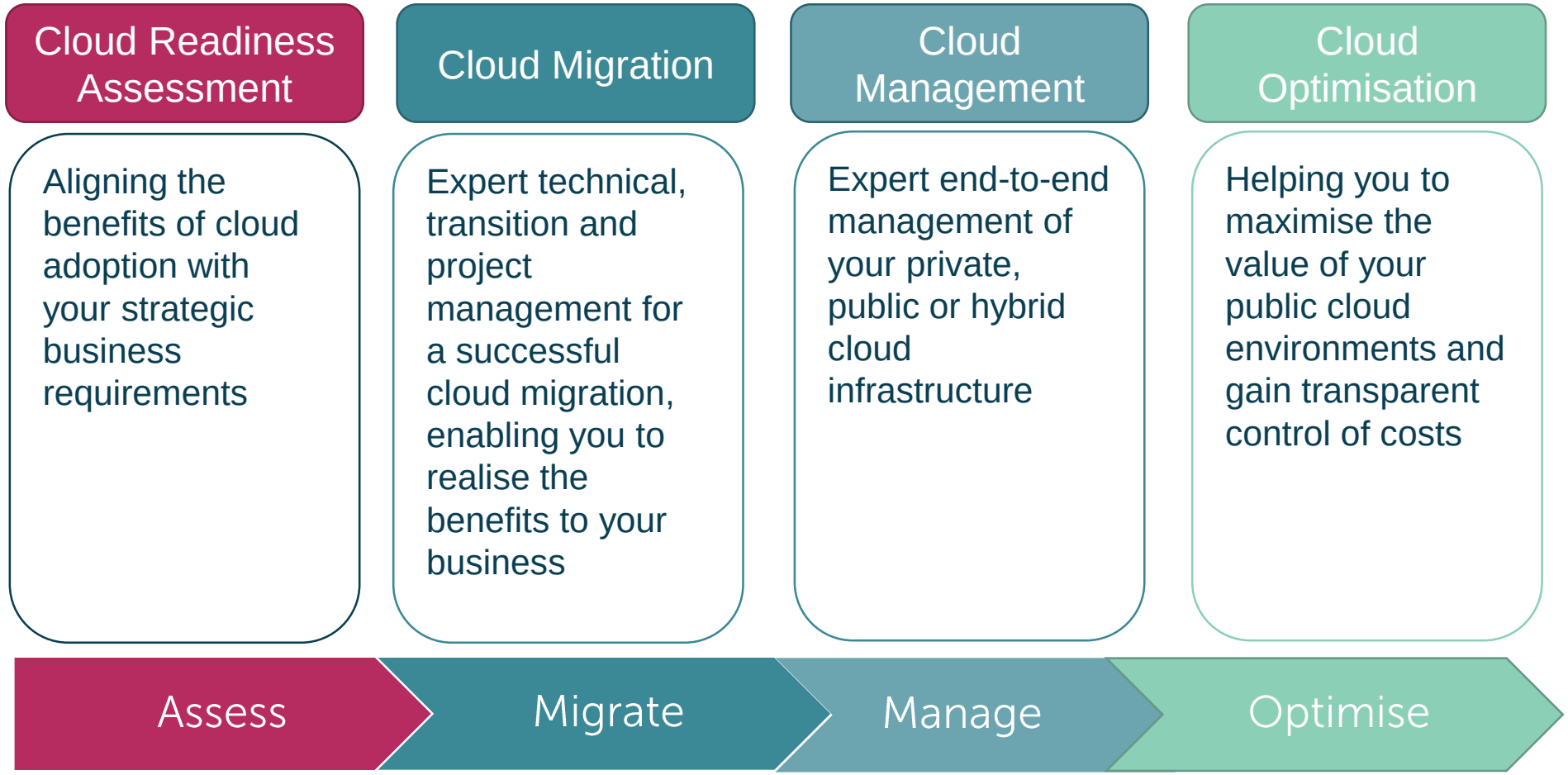
Are you ready? Now is the time to start your journey!

Let’s partner and accelerate your digital future

Cloud
IS
COMING

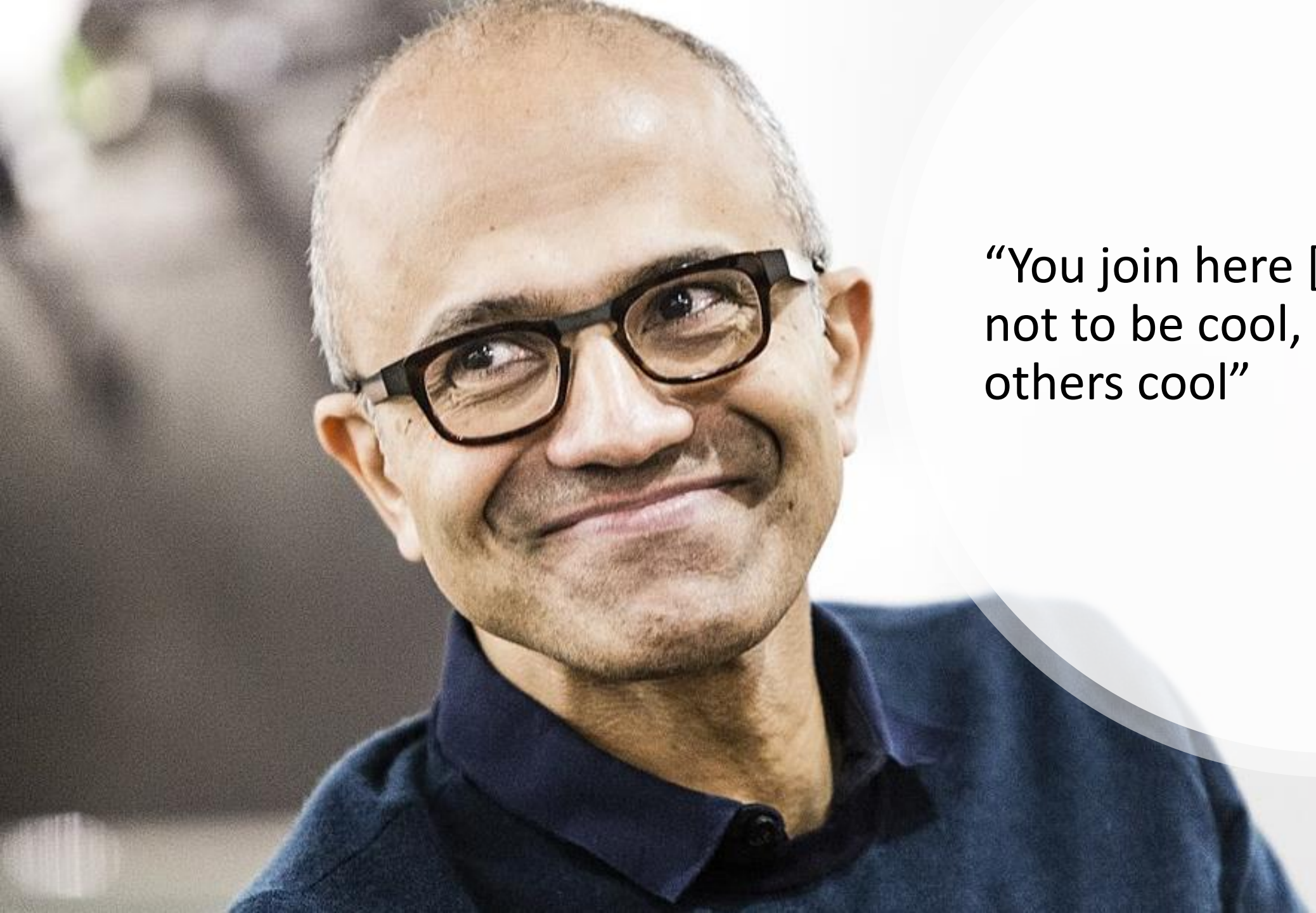
Our unique approach makes us a trusted partner at every stage of the cloud journey


Cloud Readiness Assessment
Cloud Migration
Cloud Management
Cloud Optimisation
Aligning the benefits of cloud adoption with your strategic business requirements
Expert technical, transition and project management for a successful cloud migration, enabling you to realise the benefits to your business
Expert end-to-end management of your private, public or hybrid cloud infrastructure
Helping you to maximise the value of your public cloud environments and gain transparent control of costs
Assess
Migrate
Manage
Optimise

Microsoft

Housing Technology 2019

Felix Ashwood
Microsoft
Territory Channel Manager



“You join here [Microsoft] not to be cool, but to make others cool”

Gaming

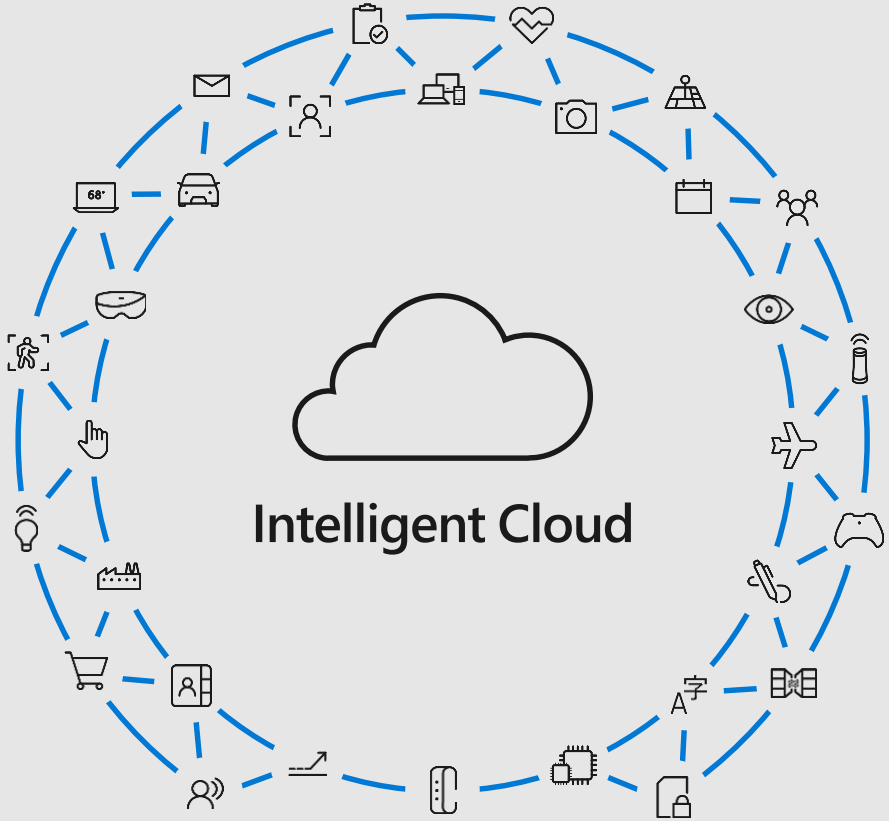
Modern life

Modern workplace

Business applications

Applications & infrastructure

Data & AI



Empower employees

Engage customers

Optimize operations

Transform products

Accessibility: required by 1+ billion; benefits all

Accessible technology benefits everyone, including people with:

- Permanent disabilities like those listed below
- Temporary impairments like cataracts or a broken arm
- Situational requirements like working hands-free and eyes-free while driving.

Visual

- Colorblind
- Low vision
- Blind

Hearing

- Hard of hearing
- Deaf

Cognitive

- Learning disabilities
- Autism
- Seizure

Speech

- Speech impediment
- Unable to speak

Mobility

- Arthritis
- Quadriplegia
- Spinal cord injury

Neural

- Bipolar
- Anxiety
- PTSD
- OCD
- Depression

Disabilities come in many forms both visible and unseen

Any questions?