Rethink to renew and Grow

Unlocking value in the public sector with Microsoft Azure

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Rethink how you operate

The pace of change has accelerated exponentially. Organisations that embrace this change, rather than fear it, will succeed.

There has never been a better time to build the digital maturity required to repeatedly renew and grow, but leaders must break through legacy constraints to enable their organisations to seize the opportunity. Accelerating the shift to the cloud and optimising usage of the cloud is key to rethinking how governments operate across 5 key priorities.

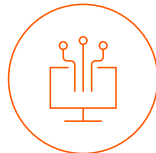| Cost Containment and Optimisation	Talent Agility	The Resilient Core	Citizen Care and Operations	Programs and Services
Moving to the cloud can reduce IT costs. When you optimise as you go, the savings are significant, controlled, and scalable.	Many public service organisations have accelerated digital transformation to enable remote working and service delivery. This means your people need remote, secure access to the systems and apps they use on a daily basis. When these live in the cloud, your talent communities can work effectively.	A disciplined and modular digital transformation approach maximises agility, responsiveness, and trust. With applications, data and workloads in the cloud you are perfectly positioned to adapt as markets change around you.	Citizens and employees expect government and public service organisations to use technology to optimise experiences and efficiency. When your agency or department knows how to take advantage of the cloud, you can meet and even exceed these expectations.	As citizen behaviour changes, your agency needs to be able to accommodate. If citizens demand new programs or services, a flexible cloud platform enables you to adapt quickly and create value while you innovate at scale.

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More than ever, our future is unknown. We will regularly face environmental, social, political, and technological disruptions, while digital is enabling a flexible new hybrid world.

In a world of continual change, digital maturity cannot be achieved through a long transformation program with a singular end point. Equally, moving too fast without a clear vision will result in random acts of digital that don't adequately meet the needs of customers, employees, and partners.

To be digitally mature, organisations must transition from doing digital to being digital. This requires your whole organisation to focus on using digital to learn and adapt at speed. You can no longer wait to get results from digital in five years – three years – or even one year. Business value must be delivered in weeks.

However, organisations that are too short-sighted risk being blindsided by the next disruption.

Digitally mature organisations that strike this balance will thrive; others that don't, will fail. To embrace continual change, you must rethink what it means to be agile, resilient, and put people and their experiences first in our new hybrid world.

Agility

Rethink how to adapt at speed.

Prioritise innovation to solve problems and accelerate value from investment.

People first

Rethink people, processes and partnerships to focus on human impact.

Create human-centred experiences to evolve how we work, live and play in a hybrid world.

Resilience

Rethink how to grow resiliently.

Diversify revenue streams across ecosystems securely as a more inclusive, responsible and sustainable business.

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Optimise the cloud and take control of costs

If cost containment is critical, taking control of expenditure and driving efficiency are high priorities.

Wherever you are on your cloud journey, there are likely significant savings to be made, quickly. When to optimise depends on where your organisation is on its journey and where your current priorities lie. With cloud consumption on the rise due to remote working and changing citizen demands, costs can easily spiral out of control. By eliminating overspending, the significant savings from a rapid cloud optimisation program can help you through tough times, or you can choose to reinvest into innovation and differentiation activities for your organisation.

Focus on the quick wins first – optimise resources

Most organisations are spending more than they need. According to Gartner, 45% of organisations that perform a lift and shift to the cloud without optimisation will overspend by 70% during the first 18 months. With a rapid assessment and initial focus on quick wins, organisations can see savings within two to four weeks.

Oversizing is common, Virtual Machines are often not automatically switched off, dev and test instances don't get shut down. These are just a few of the factors that contribute to overspending. Addressing the quick wins will drive significant savings and allow you to consume on demand.

Get visibility and control

Beyond quick wins, you need visibility. Cloud bills are notoriously complex and we all know that you can't manage what you can't measure. Without visibility consumption easily gets out of control.

You need more than native Microsoft Azure tools to gain true visibility; you need insights so you can understand where you're spending, and why. We can help you create detailed analysis, powerful custom dashboards and built-in alerts, which allow you to quickly spot over utilisation and make informed choices.

Implement governance for sustainable savings/efficiencies

A lack of governance is a recipe for overspending. Excessive admin rights, insufficient processes and approval flows around purchasing and unclear role definitions often cause problems.

The key to maintaining control is through the definition of roles, approval and governance processes that are compatible with your business requirements and fit how your organisation works. Make people accountable, give policy and program teams (as well as IT) approval rights and you'll stop overspending, drive a sense of ownership, and get a better understanding of ROI.

Optimisation is bigger than taking out cost

Once you have consumption under control, these initial optimisation steps should be viewed as a way to start unlocking more capability and business value from the cloud. Making the best of what you have allows you to start leveraging the underlying power of the cloud without overspending. We can help you to drive measurable outcomes across the full range of optimisation criteria.

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"The value of IT is enabling business, not managing infrastructure.

We made the choice to stop losing time and money in infrastructure and partner up with Avanade, a trusted organisation capable of managing our cloud infrastructure.

This allows us to free up time to focus on our core business".

Europ Assistance

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Accelerate your move to cloud adoption and business agility

If speed is your top priority, then start here. The cloud enables agility. The faster and more you move, the better you can respond to disruption, while also saving money on legacy infrastructure and reducing the burden of technology debt.

The inherent reliability and flexibility of the cloud will equip your organisation to be more reactive. Those who have embraced the cloud, or are now moving faster, are seeing how a strong cloud infrastructure and capability is key to building a more resilient core. At this stage you also need to consider how your security posture should evolve, and if your strategy complements the integrated security that comes from cloud vendors such as Microsoft.

Move. Now.

Now is the time to move all your applications and workloads to the cloud. And take your data with you. Whether you're just starting, starting again or needing to accelerate, there is no time to waste, as evolving conditions and business needs bring their own set.

A resilient, secure-by-design cloud infrastructure is critical for scalability, reliability and responsiveness. Accelerating your move to the cloud will enable business continuity and make your business more agile, as will the act of moving data to the cloud and setting up a data foundation. We often see that shifting to the cloud opens the door to innovation for clients, and frequently prompts a wider business change.

Address scalability at speed.

Increasing requirements for digital payments, enabling remote workforces and responding to disruption have created a need for scale like never seen before – an adaptability that needs to remain into the future. Critical business systems need to be more flexible, with greater ability to scale, up and down, rapidly. To meet citizen demand, your applications and core systems need to live in the cloud, so capacity and capability can be shifted at a moment's notice. This is about more than technology scalability, the current climate demands business and cost scalability.

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"Lift and shift" is just the beginning

A "lift and shift" approach is a means to an end, allowing you to emulate the environment you have today, but removing the intrinsic constraints of on-prem. Numerous organisations have tried to transform and become cloud native, but failed or slowed as uncertainty and indecision crept in. An IaaS approach gets you to the cloud, makes you more agile, and perhaps most importantly, gets you moving.

The first step is often the hardest, but is one that builds familiarity with the cloud, and creates momentum. With applications, workloads in the cloud, you can test, experiment and analyse faster, and with greater certainty. You can consider the next steps needed to gain insights and greater value from your data. The simple act of rehosting often begins a cycle of beneficial business change, as your people contemplate the art of the possible, which applications to modernise first and start considering how to be more innovative.

This is the start of a journey towards PaaS and the speed and innovation benefits of a cloud native organisation, building a foundation for the future while giving immediate cost, performance and resilience benefits. There is no better place to innovate, differentiate and elevate experiences than in the cloud. A fast start gets you closer to unlocking the business value of the cloud. Just don't stop once you've started, and ensure you optimise along the way.

"Ultimately, we undertook the programme not just to have this fancy technology, but to make our organisation efficient. We've been able to show our leadership that their investment is starting to have an impact on performance and therefore, a positive impact on our cost per trade and time to market. That's what it's all about."

Centrica Energy Trading

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Use modern architecture to accelerate innovation

Your organisation may not be fully able to respond quickly to new demands or challenges when they arise, and it will take time to adapt. Traditionally, this level of super responsiveness has been hard for organisations that have not completed the journey to becoming cloud native, a journey that takes time and money, but one which should be embraced. There are ways to thrive while you're on your way, whether you need new functionality or you're looking to solve scale and performance issues.

Build new experiences fast and respond to opportunities

Change is often held up by legacy. Questions of "How do we integrate," "What if we break something" and other concerns are common. Organisations that want to move quickly should embrace a "sidecar" approach to new experiences and capabilities, where the sidecar sits outside your normal system. Think of it as a way to benefit from cloud native features, without needing to modernise or risk the entire application. Imagine you need to start gathering and publishing customer feedback – don't change the core system, just create.

Keep it simple

Less is more. Most processes get overcomplicated too easily. With a sidecar strategy, we simplify the approach, to deliver a solution that solves a single business problem. If you need to suddenly support more case workers in the field, it's possible to stand that functionality up fast. If enrolments need to expand for a critical program in, build something new that takes the enrolments, but doesn't affect your core system. Organisations that go through our modern architecture workshop will often quickly identify various business processes that could benefit from a focused solution like a sidecar.

Forget about traditional constraints

As tough as it might be, the hurdles and obstacles of the past need to be forgotten. When you build a process outside of a core application, adverse effects on the core app's performance or capability are negated. We already know the pieces of the puzzle that will come together to solve the problem. Using a prescriptive architecture and secure-by-design approach, the solution gets built in a fraction of the time.

Sidecar architecture

A sidecar is a simple bolt-on way to add functionality to an existing application or system. Create a process that lives in the cloud and connect it to the core system, using our prescriptive architecture. Generate a straightforward business outcome, and use or collect data to amplify the value of your sidecar.

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"Now we have the capabilities, the flexibility and the speed to think about new services, new products, new ways to go to the market. We are thinking about which challenges are coming up and what is going to be next, so we are really excited about this moment."

Axesor

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As you look to the future, keep moving forward

Having accelerated to the cloud and moved all of your applications and workloads, you can move forward faster than ever.

Whichever route you take to the cloud, be it IaaS, PaaS, SaaS or a combination, ensure your security configuration fits your needs.

The future may be unknown, but with access to a significant set of cloud services such as AI, cognitive services and advanced analytics, you can experiment, learn and pivot at speed without fear of breaking the bank as you adapt customer offerings and your product and service portfolio. Don't be afraid to try new things. Look at what you've achieved so far. Be bold and consider what you can achieve in the future.

Why Avanade:

Avanade's cloud-based IAP fuses AI, IA, workflow integration, and RPA to empower every organisation and the citizens they serve to do more. And we're one of the world's leading experts on Microsoft cloud ecosystems.

- We have more certified professionals for Microsoft Azure than any other Microsoft partner

- We are a **Microsoft Azure Preferred Partner** and 14-time winner of **Microsoft Partner of the Year**

- We drive more consumption of Azure than any other Microsoft partner

- Our organisation has more than 24,000 Microsoft certifications, including 25 Microsoft Most Valuable Professionals (MVPs)

- And we were named **Worldwide Consulting and SI Microsoft Azure Alliance Partner of the Year 2017**

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To build, manage and evolve digital maturity to repeatedly renew and grow is not easy. Avanade's cross-industry insights, end-to-end digital expertise, and privileged access to Microsoft can help you adapt at speed to meet the increasingly virtual needs your public sector organisation and sustain growth through continual change.

Please **contact us** today for help.

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About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. With 43,000 professionals in 25 countries, we are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimise operations and transform products, leveraging the Microsoft platform. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.

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