**Business Case: Telco Cloud Infrastructure Migration Project**

**Date: May 2025**

**1. Executive Summary**

Telco Net Communications Ltd. faces growing challenges with its legacy on-premises IT infrastructure that supports critical OSS/BSS systems. This outdated infrastructure limits scalability, increases operational costs, and risks service outages, undermining competitiveness and customer satisfaction. Migrating to a hybrid cloud platform (AWS and Azure) will modernize infrastructure, reduce costs by 30%, improve uptime to 99.99%, and enable faster deployment of digital services aligned with the company’s 5G rollout and growth strategy.

**2. Background and Problem Statement**

The current infrastructure is:

* Difficult to scale during peak demand
* Prone to outages affecting service quality
* Costly to maintain with growing Capex and OpenX
* Lacking agility to support new digital services or regulatory compliance easily

Market trends show competitors adopting cloud platforms to accelerate innovation and reduce costs. Telco Net must modernize to remain competitive and meet customer expectations.

**3. Strategic Alignment**

This project supports Telco Net’s strategic objectives:

* Digital transformation and modernization
* Enhancing network reliability and customer experience
* Preparing infrastructure for 5G services
* Achieving operational efficiency and cost optimization

**4. Options Analysis**

| **Option** | **Description** | **Pros** | **Cons** |
| --- | --- | --- | --- |
| Do Nothing | Maintain current infrastructure | No immediate costs | Increasing outages, high long-term costs, loss of competitiveness |
| Upgrade On-premises | Refresh hardware and software | Familiar environment | High upfront cost, limited scalability |
| Full Cloud Migration | Move systems to public cloud | Scalability, Opex model, disaster recovery | Initial complexity, migration risk |
| Hybrid Cloud Migration | Mix of on-premises and cloud | Balance flexibility and control | Complexity in management and integration |

**Recommended Option:** Hybrid Cloud Migration for balanced risk, control, and scalability.

**5. Cost-Benefit Analysis**

| **Item** | **Estimated Cost (USD)** | **Estimated Benefit (USD)** |
| --- | --- | --- |
| Cloud Services (12 months) | $120,000 | Reduced CapEx & OpEx |
| Migration & Tooling | $30,000 | Increased productivity |
| Training & Change Management | $15,000 | Faster adoption |
| Vendor Consulting | $40,000 | Expertise reduces risk |
| Contingency (10%) | $20,500 | Mitigates unforeseen issues |
| **Total Costs** | **$225,500** |  |

**Benefits:**

* 30% reduction in operational costs (~$200,000/year savings)
* Improved uptime reduces revenue loss risk (estimated $500,000/year)
* Faster time-to-market for services increases revenue potential

**Return on Investment (ROI):** Positive within 18 months based on cost savings and risk reduction.

**6. Risk Assessment**

| **Risk** | **Likelihood** | **Impact** | **Mitigation** |
| --- | --- | --- | --- |
| Data loss during migration | Medium | High | Full backups, staged testing |
| Service downtime | High | High | Off-peak migrations, fallback plans |
| Regulatory compliance lapses | Low | High | Legal involvement, compliance checks |
| Skill gaps in staff | Medium | Medium | Training programs, vendor support |

**7. Implementation Timeline**

12 months project duration:

* Months 1-3: Assessment, design, and vendor selection
* Months 4-6: Pilot migration and security configuration
* Months 7-10: Phased migration of core systems
* Months 11-12: Testing, training, go-live, and closure

**8. Conclusion and Recommendation**

The Hybrid Cloud Migration project is critical for TelcoNet’s competitiveness, agility, and cost management. The strategic benefits outweigh initial costs and risks. It is recommended to proceed with the project with strong governance, skilled resources, and rigorous risk mitigation to ensure success.

**9. Approval**

| **Name** | **Title** | **Signature** | **Date** |
| --- | --- | --- | --- |
| [Sponsor Name] | Chief Information Officer | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_ |
| [Project Manager] | IT Project Manager | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_ |