CloudForte Blog #2 – Post in Jan 2018 on Unisys.com by Peter ODonoghue and on social media

**Title: Next Generation Cloud Services Enable Real-Time AWS Innovation with Unisys CloudForte™ Expertise**

Federal agencies are well versed in Cloud-First mandate requirements and are now actively engaged in their public cloud migration journeys. According to Gartner, the worldwide [public cloud services](http://www.gartner.com/smarterwithgartner/cloud-computing-enters-its-second-decade/) market is projected to grow 18 percent in 2017 to total $246.8 billion, up from $209.2 billion in 2016\*.

Now that agencies are leveraging public cloud as a preferred target platform, it is important to share the Unisys perspective on how managing an Amazon Web Services (AWS) cloud environment is different from a traditional managed services environment.

Unisys is a Managed Service Provider (MSP) of commercial cloud, private cloud, on-premise commodity, and on-premise mainframe-based managed services. We have a wealth of experience helping our Federal customers overcome the challenges of the design and delivery of the various managed service models. This expertise, coupled with the journey of our own award-winning internal systems and service offerings to cloud-based managed services, uniquely positons Unisys to help make the Federal Government’s journey to the cloud smoother and more efficient.

**The benefits of scale, efficiency, and cost of public clouds are well known, but the way in which clients consume these services in an efficient, repeatable fashion with oversight, visibility and governance is less well known.**

Most Cloud Service Providers (CSPs) provide individual tools to take advantage of the benefits of cloud, however our market research in 2017 revealed that some agencies still face many barriers to cloud adoption. The complexity is realized when agencies start to consume individual tools or services, combine and integrate systems, and add modern security to meet operational challenges at enterprise scale with the availability, flexibility, and durability that their mission demands. This is where a next-generation MSP like Unisys offers expertise and enhanced value, allowing our customers to be less concerned with delivery complexity and more concerned with the benefits and outcomes achieved. Outcomes include increased efficiency, cost savings, and reskilling of agency staff in cloud practices through AWS training and certifications.

In our traditional managed service model, Unisys owns the technology stack from top to bottom, from the hosting facility (commonly known as ping, power, and pipe); the hardware (computers, networks, and storage); the base software (hypervisors, management software, and mainframe management software, etc.); and the operations, maintenance, and delivery of this capability as a service to our clients. All of the responsibility for innovation, service enhancements, technology enhancements, updates and refreshment, facility upkeep and other tasks associated with meeting and consistently exceeding client Service Level Agreements (SLAs) can be delayed due to operational inefficiencies in this model.

With the constant innovation of cloud services and enhancements provided almost daily by AWS, the major difference we believe Unisys brings is to leverage constantly improving AWS Managed Services that partners perfectly Unisys’s legacy of highly satisfied customer delivery expertise allowing AWS’s proven, accredited, secure and FedRAMP certified cloud services platform to handle the hosting and all hardware. This allows Unisys IT experts to be continuously innovating and improving our services to clients while offering a more competitive price due to the economies of scale from AWS. The result is real time access to ongoing AWS service updates and improvements with immediate access to AWS improving technology.

**Our clients receive the same consistent and reliable benefits of our traditional managed service offering, at a much more competitive cost and a more rapid pace of innovation.**

We also ensure no vendor lock-in many agencies fear. An AWS managed environment can be moved from one cloud provider to another with relative ease, allowing clients to have more freedom and power in demanding enhanced services, which Unisys encourages and welcomes as government needs change.

Understanding the value of the AWS MSPs is growing, and analysts like Gartner and Forrester are writing about the trend. Unisys recommends clients consider next-generation MSPs that offer the following capabilities to maximize efficiency and achieve desired outcomes:

* **Support the full complement of AWS Services, the moment they are released to the public.** Most MSPs offer a layer of much needed management over AWS, but this layer should not impede the adoption of new AWS services once they get approved for use by the enterprise.
* **Ability to rapidly change with the pace of AWS innovation.** Integration into AWS should be adaptable and keep the pace of AWS releases in real-time. MSP providers that cannot keep up with this pace based on proprietary integration or API integration that cannot keep up or does not offer full coverage will limit what clients can approve for use.
* **Make sure the MSP provider does not simply offer managed hosting services - your next-generation MSP should offer a robust catalog of volume-based and expert advisory services.** Your MSP should be the AWS experts your organization can count on. Your MSP should have repeatable delivery patterns that offer you accelerated, proven, easy to deliver, and accredit services that can help you achieve faster innovation with better consistency, security and reliability.
* By **NOT preventing direct access** to the AWS management console, API or CLI in environments makes the most sense for the agency, like research and development and testing environments. Development teams need the flexibility to experiment while still requiring a level of governance, management and oversight enterprises or agencies demand.
* Have **expertise in delivering truly AWS cloud native applications,** much like the major successful stories of today’s exponentially growing enterprises like Netflix, Workday, FINRA, etc.

Many enterprise and government organizations have pockets of AWS or cloud operating at a project or proof of concept level today. Much like Unisys did, as your enterprise decides to either go “all-in” or heavily invest in moving to the cloud, we hope the items that we have shared above may become part of your agency’s decision tree to bring more relevant enhancements and transformation to your infrastructure. We believe it is of extreme importance that federal agencies start thinking about these issues and bring these topics into your next discussion with your existing or potential managed services provider.

If your enterprise or agency needs help with your journey to AWS, Unisys is ready to help consult, strategize, plan, deliver on your migration and cloud operations initiatives. Contact [XXXXX@unisys.com](mailto:XXXXX@unisys.com) for more about Unisys’s CloudForte™ next-generation AWS MSP.

\*Source: <http://www.gartner.com/newsroom/id/3616417>