



Outsourcing Infrastructure Services

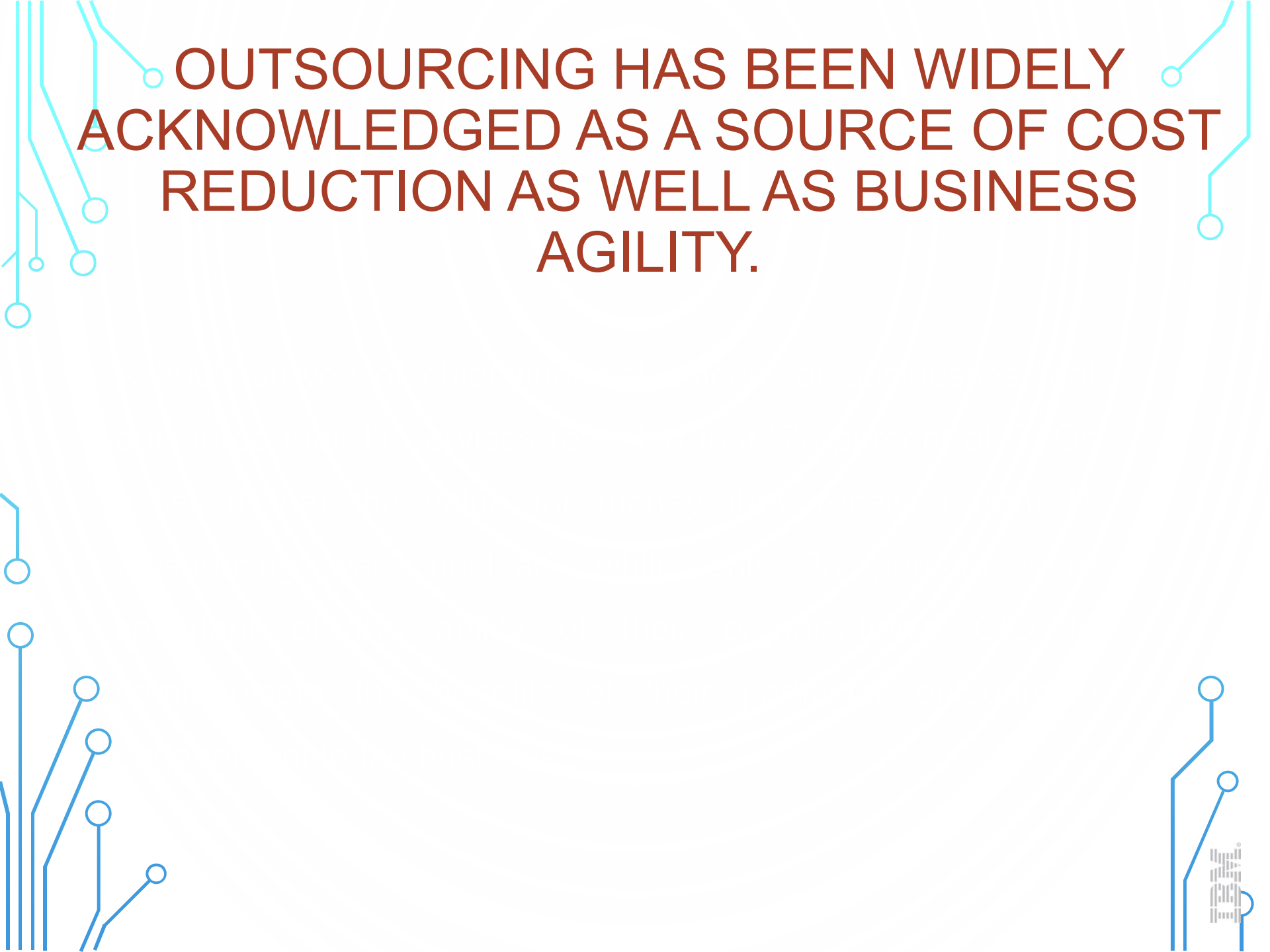
Ing. Vladimír Vágner



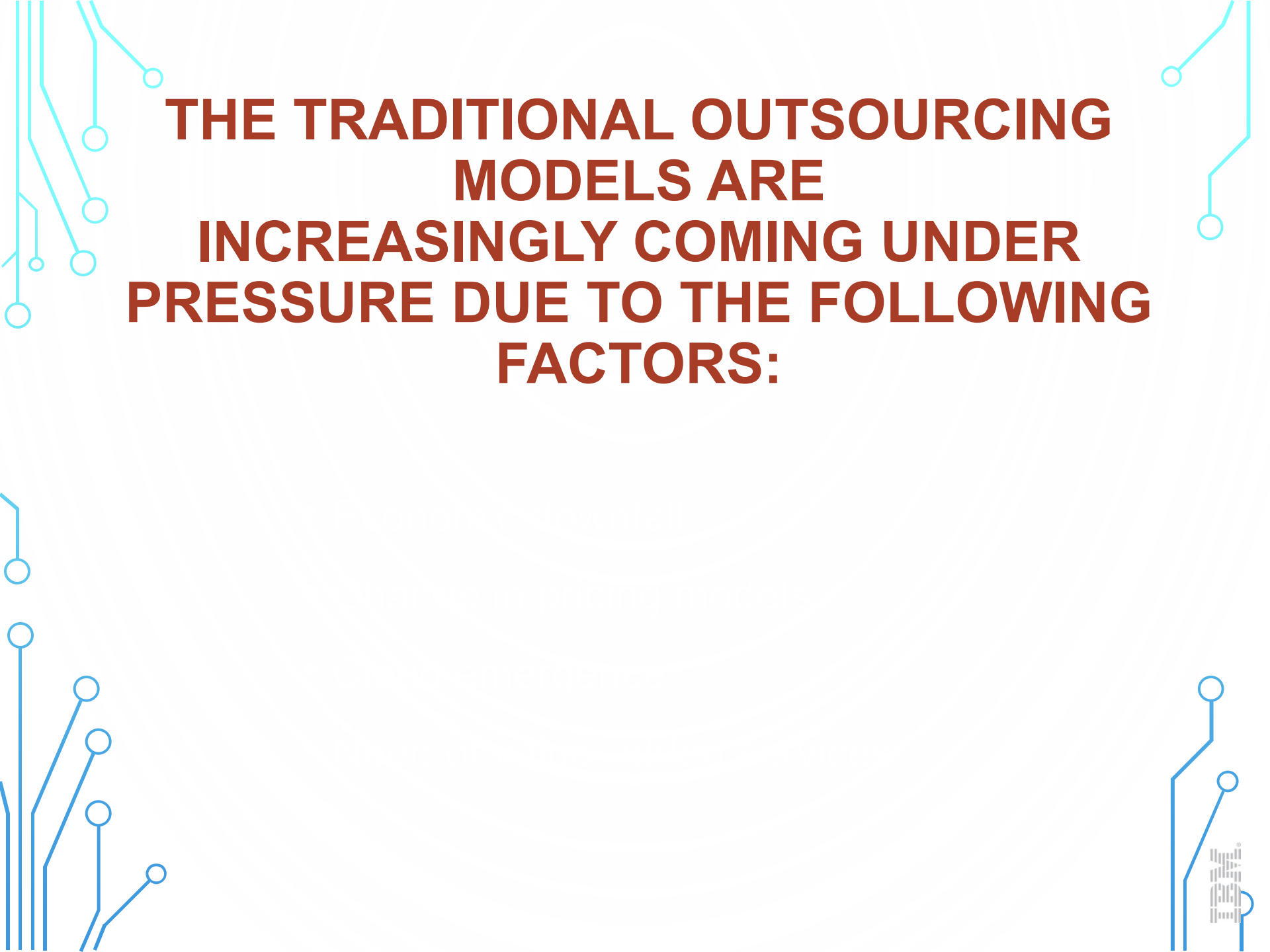
Agenda

- Traditional outsourcing under pressure
- New way of delivering the IT services
- XaaS
- New business model





OUTSOURCING HAS BEEN WIDELY
ACKNOWLEDGED AS A SOURCE OF COST
REDUCTION AS WELL AS BUSINESS
AGILITY.

The image features decorative blue circuit-like lines in the corners, consisting of straight lines and small circles, resembling a stylized PCB or network diagram.

**THE TRADITIONAL OUTSOURCING
MODELS ARE
INCREASINGLY COMING UNDER
PRESSURE DUE TO THE FOLLOWING
FACTORS:**

IT Services in new economic sectors

Business services

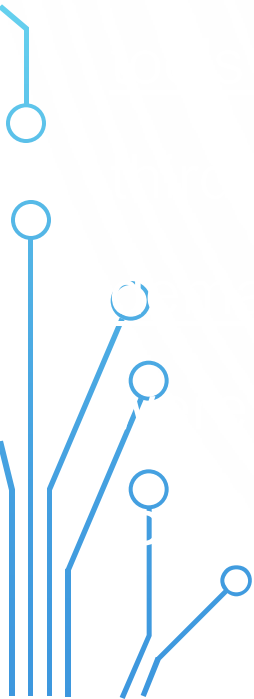
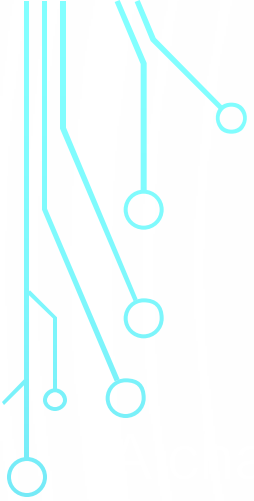


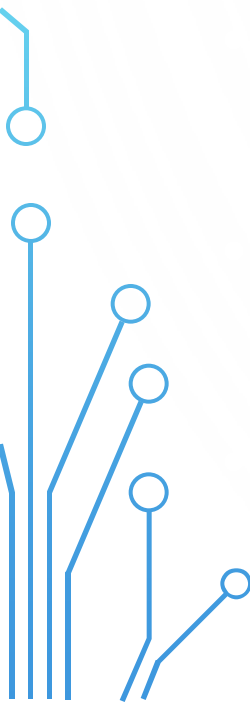
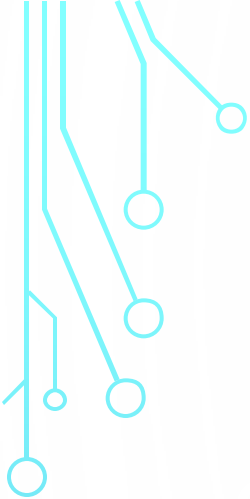


new 'sector'

traditional services
pure digital assets

traditional goods





THE UNIVERSITY OF CHICAGO

Service Pass

100



Business Process as a Service

Enabling business transformation

Business Process Solutions

Application

Application

Application



Software as a Service

Marketplace of high value consumable business applications

External Ecosystem

Industry

Collaboration

Human Resources

Analytics

Commerce

Marketing



Platform as a Service

Composable and integrated application development platform

Development

Analytics

Data

Integration

Mobile

Security

Traditional workloads



Infrastructure as a Service

Enterprise class, optimized infrastructure

Compute

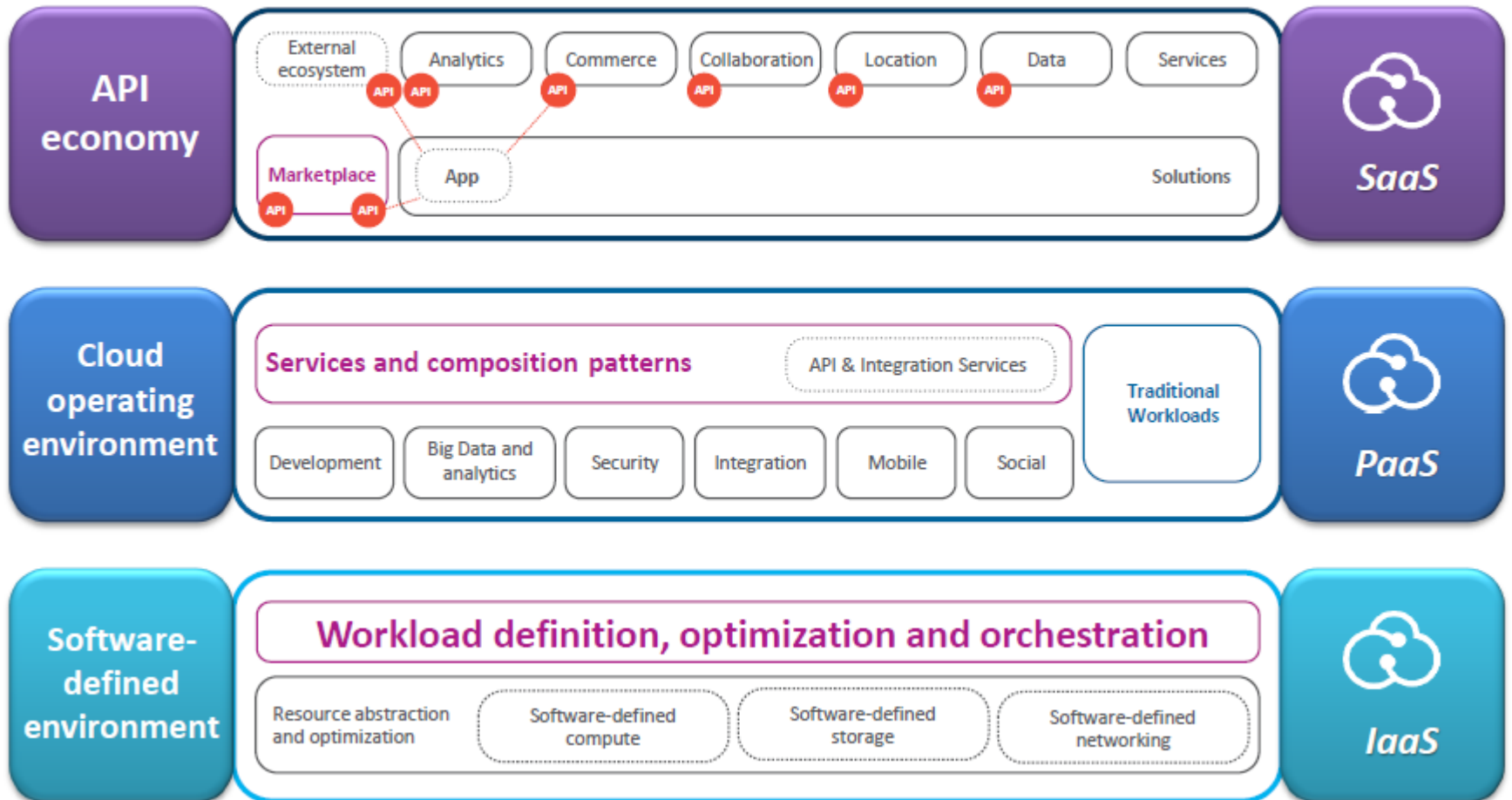
Storage

Networking



The Composable Business is built on the “as a Service” environment...with a goal of enabling the API economy

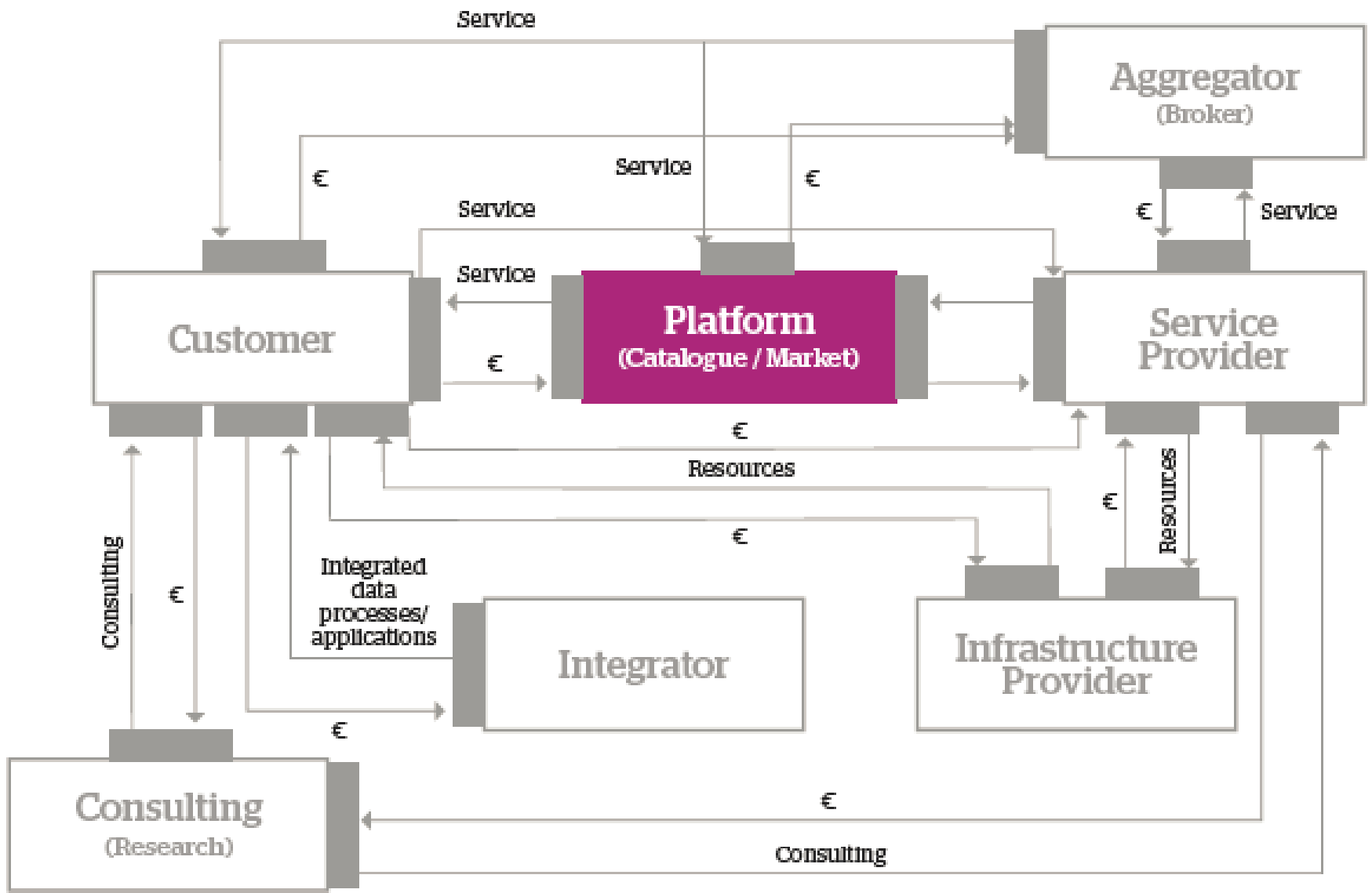
From Software Defined Environments to Cloud Operating Environment to an API Economy



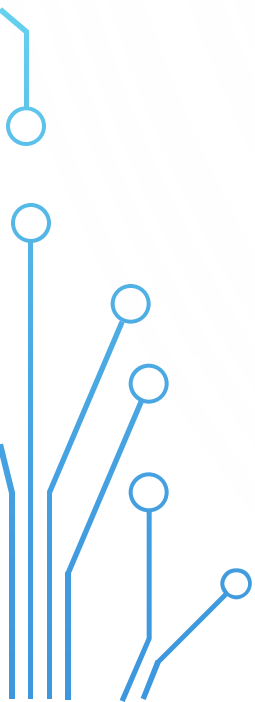
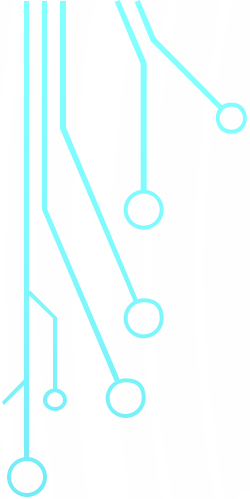
The image features a white background with decorative light blue circuit-like lines in the corners. These lines consist of vertical and horizontal segments connected by small circles, resembling a stylized PCB or network diagram. The lines are positioned in the top-left, top-right, bottom-left, and bottom-right corners, framing the central text.

XaaS

Anything as a Service



XaaS Benefits



- The numbers show that SaaS is a far more attractive economic model than the perpetual license model.
- Over the next 3 to 5 years, the sharp distinction between SaaS and traditional and their



d other
d itself

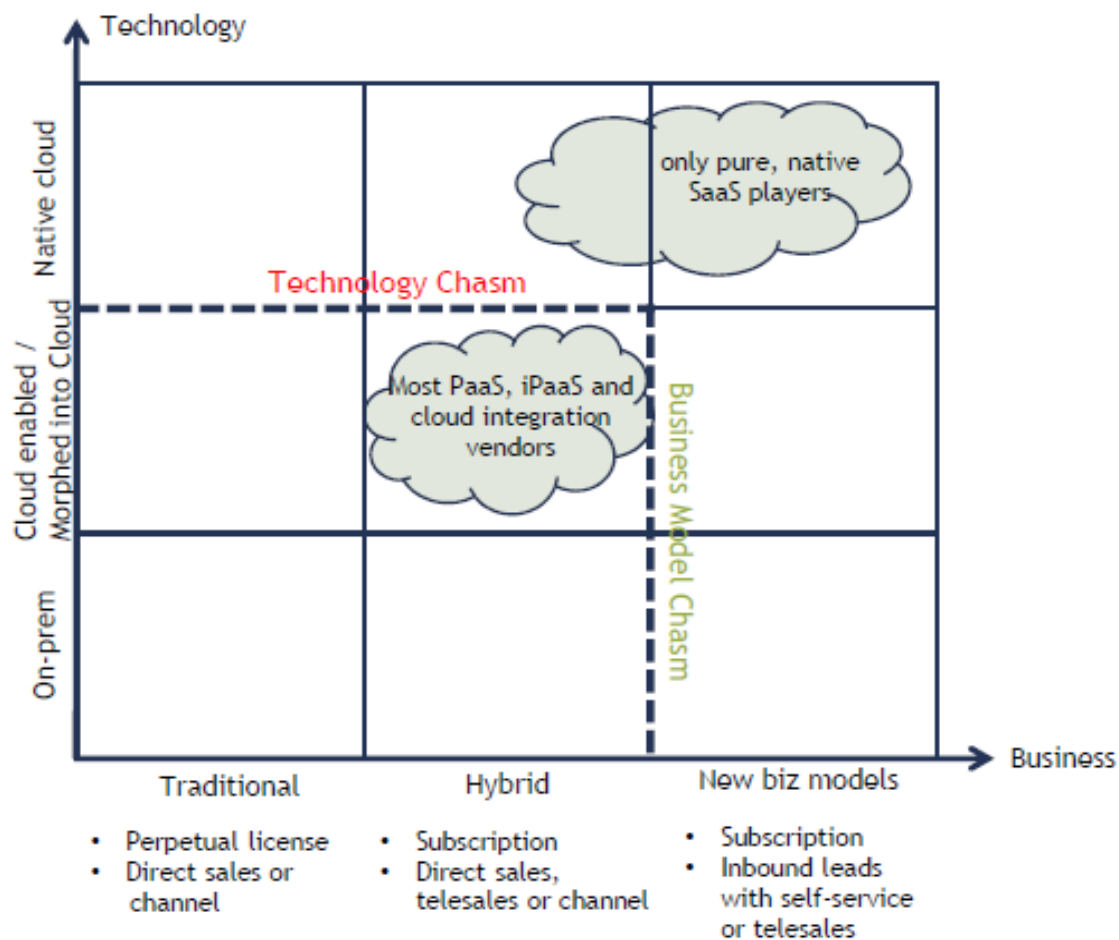
- Afford consolidation of development and support efforts around single versions of code

*Jie Liu, Professor
Department of Computer Science
Western Oregon University*

XaaS categories

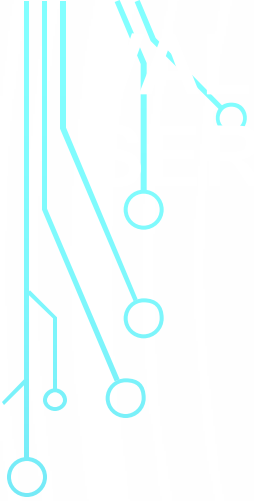
real SaaS
(i.e. apps) →

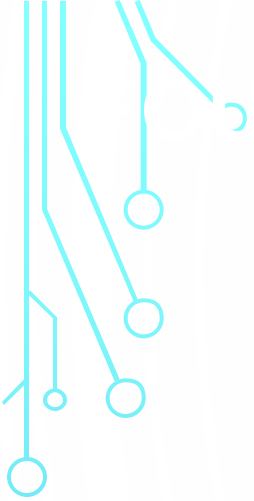
most PaaS
stop here →



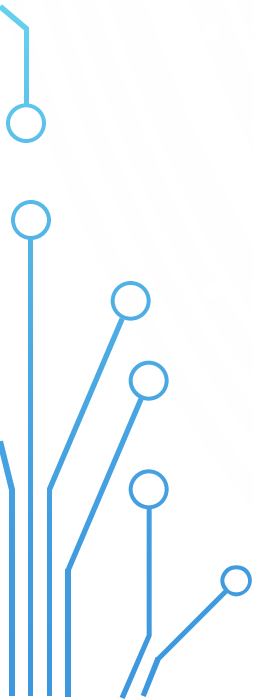
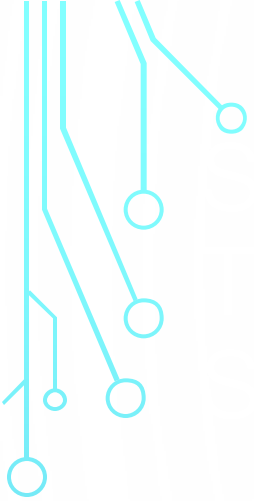
The image features a white background with decorative light blue circuit-like lines in the corners. These lines consist of straight segments connected by small circles, resembling a stylized PCB or network diagram. The lines are positioned in the top-left, top-right, bottom-left, and bottom-right corners, framing the central text.

**XaaS is not a question of “if”
but rather of “when”.**



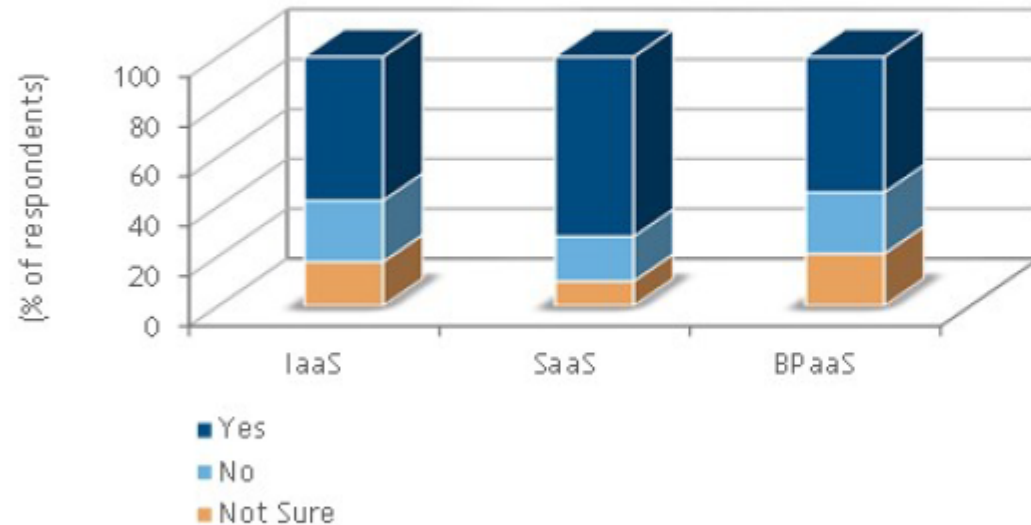


THE EQUATION



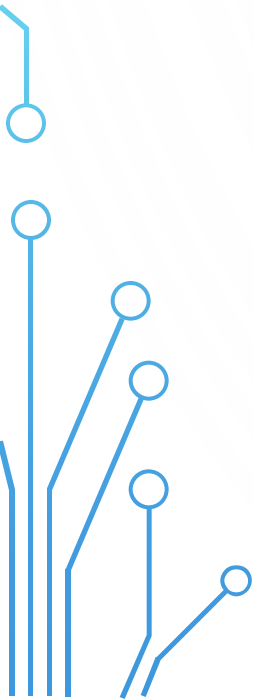
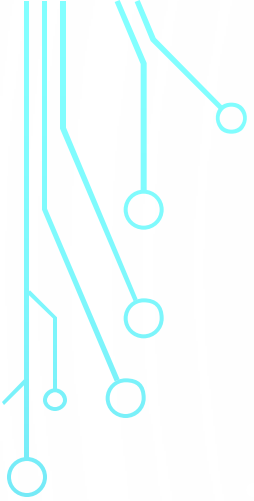
U.S. Buyer Substitution of Traditional for Cloud Services, 2015

Q. *Whether or not you currently outsource or plan to outsource, please indicate whether you would prefer utilizing a cloud option in place of a traditional outsourcing model of service delivery (e.g., provider taking over and managing your company's assets for you on an ongoing, 24 x 7 basis) for each of the following areas. In the next 12-24 months, we would prefer to use a:*



n = 410

Source: IDC's *U.S. Outsourcing and Managed Services Survey, 2015*



The slide features decorative circuit-like lines in the corners. The top-left and bottom-left corners have cyan lines, while the top-right and bottom-right corners have blue lines. These lines consist of straight segments connected by right-angle turns, ending in small circles.

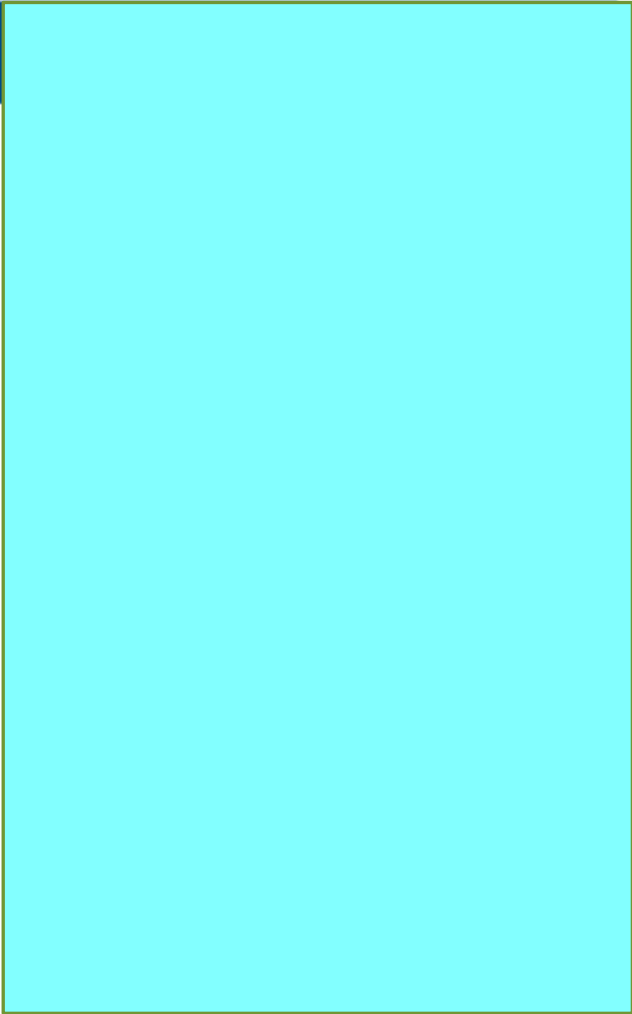
**Goals in outsourcing
remains the same**



***Business Model of a Cloud Service
Provider: The Auto Industry at Retailer
Prices Delivered as a Utility Service***

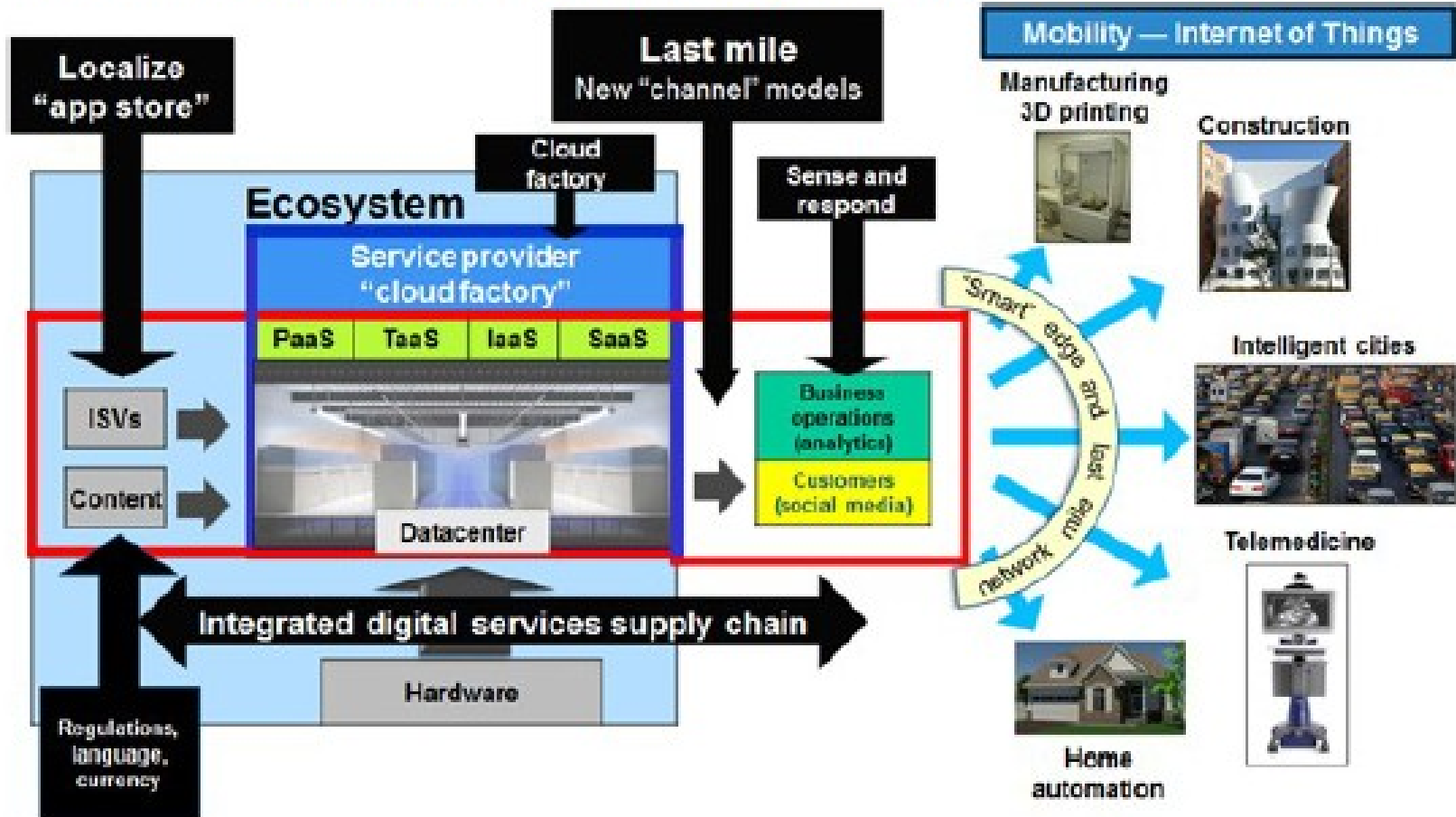
The Auto Industry: Blueprint for the Outsourced-Managed Cloud Services Delivery Model

Customer	Auto industry
Portfolio of offerings	Component parts for tailored models
Localize	Product supply chain
Timeliness	Just in time (JIT)
Self-service	Custom-configured car
Scalability and cost optimization	Flexible manufacturing
Quality (service level)	The brakes work
Mitigating risk	Legal



Source: IDC, 2016

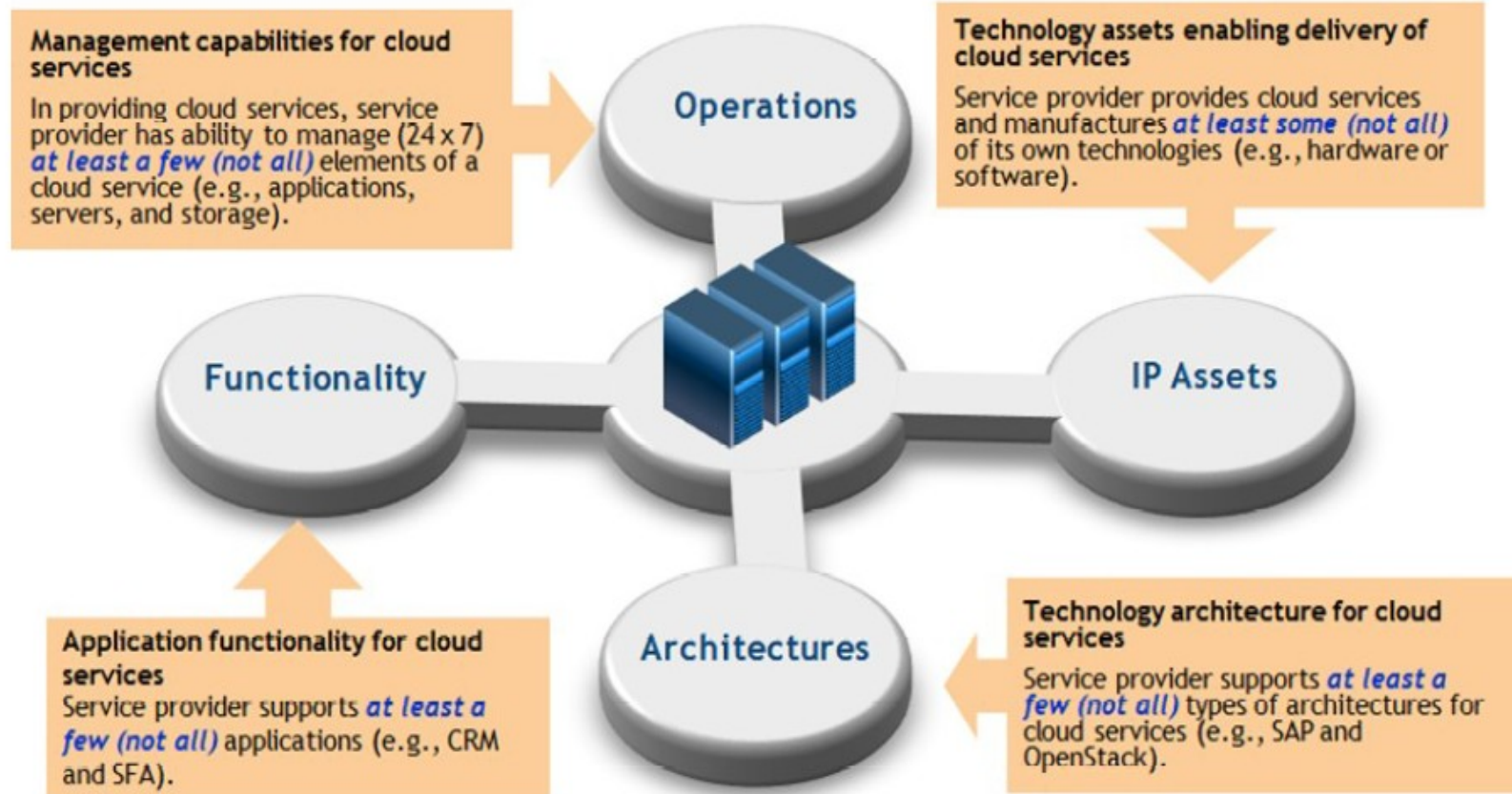
Service Providers and Outsourcers: The "Auto Factory Model" of Service Delivery



Source: IDC, 2015

Move to Specialization

U.S. Top Preferred Business Model Criteria in Provisioning Cloud Services: The Case for Specialization



n = 410

Source: IDC's *U.S. Outsourcing and Managed Services Survey*, 2015

Specialised vendors

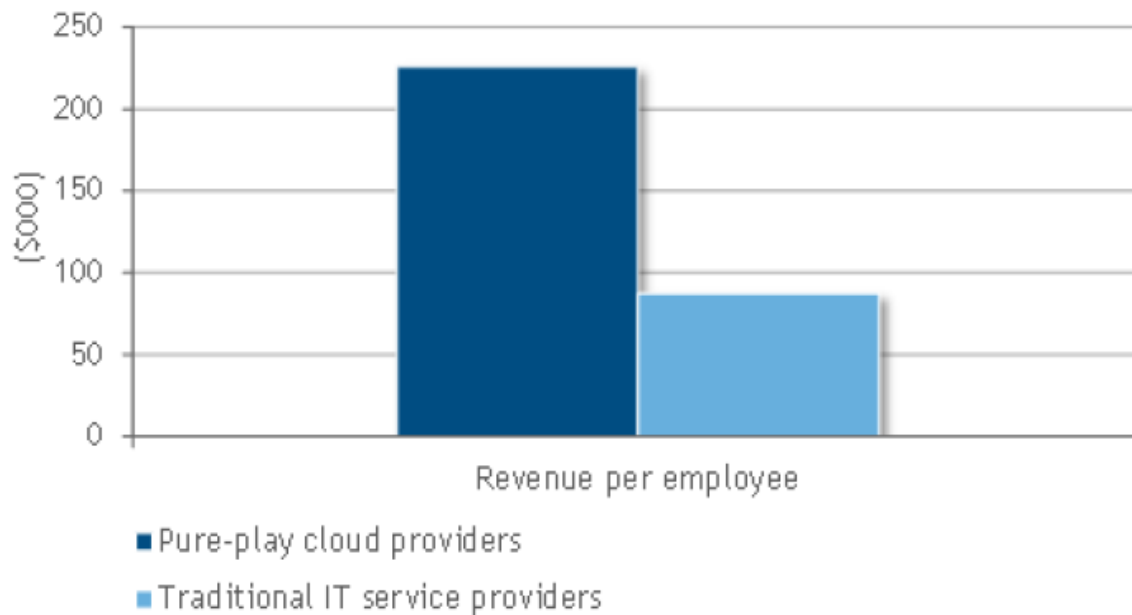
Service providers.

Service providers will be responsible for integrating and managing/operating all the elements needed to provision a cloud-based service — including infrastructure (e.g., hosting, networks), technologies (e.g., hardware, software), and content (e.g., information, data).

Arms suppliers.

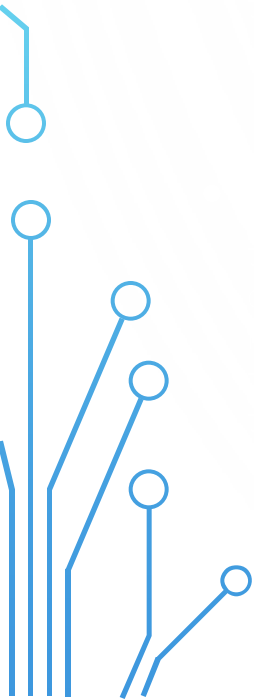
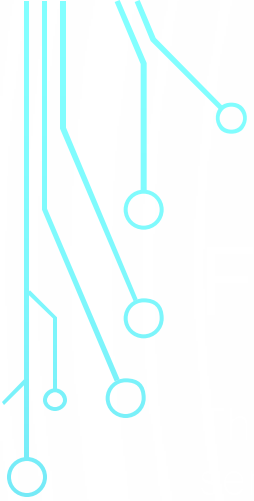
Vendors that act as arms suppliers will manufacture/create technologies (e.g., hardware, software) and content that they will sell to service providers.

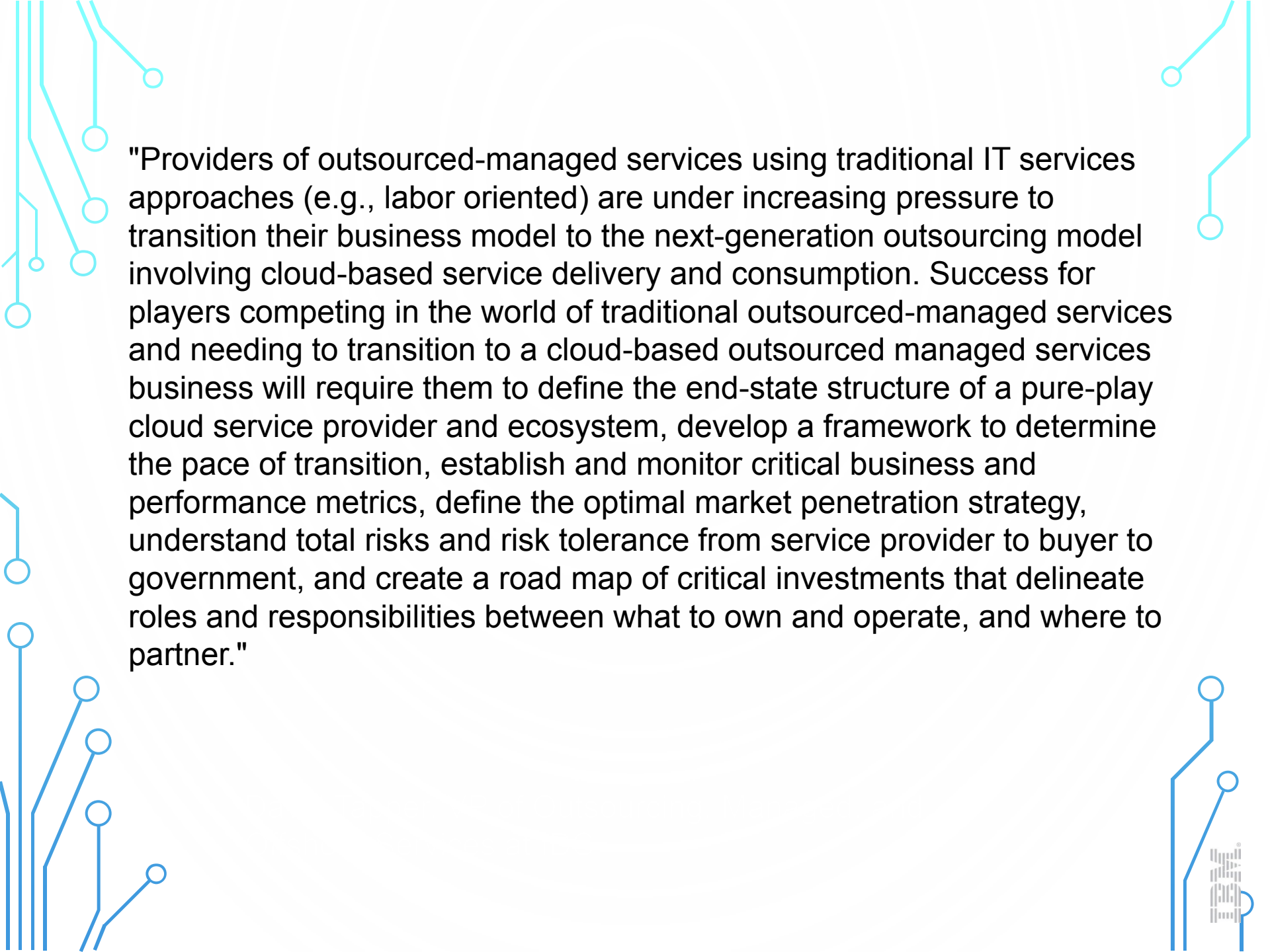
Average Client and Employee Productivity Metrics: Traditional IT Services Versus Pure-Play Cloud Service Providers, 2014



Source: sec.gov, 2014

The selling, general, and administrative (SG&A) costs, includes marketing and sales expenses





"Providers of outsourced-managed services using traditional IT services approaches (e.g., labor oriented) are under increasing pressure to transition their business model to the next-generation outsourcing model involving cloud-based service delivery and consumption. Success for players competing in the world of traditional outsourced-managed services and needing to transition to a cloud-based outsourced managed services business will require them to define the end-state structure of a pure-play cloud service provider and ecosystem, develop a framework to determine the pace of transition, establish and monitor critical business and performance metrics, define the optimal market penetration strategy, understand total risks and risk tolerance from service provider to buyer to government, and create a road map of critical investments that delineate roles and responsibilities between what to own and operate, and where to partner."

The image features a light blue background with a subtle grid pattern. In the four corners, there are decorative elements consisting of thin blue lines that resemble circuit traces or data paths, ending in small circles. The text "Thank you" is centered in a bold, blue, sans-serif font.

Thank you