Boundaryless data centres: catalyst for agile, flexible, customer-centric enterprise

By Anurag Aren   21 Sep 2015

The latest disruptive technologies such as the cloud, social media, mobility and more are driving digital transformation, creating new and innovative ways of doing business. However, this prevailing trend, while it has the potential to be enormously beneficial, is putting increasing pressure on CIOs to deliver the right combination of business value and competitive edge in an ever-changing technology environment.

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In addition, customers increasingly expect a seamless, intuitive IT experience, which CIOs must then deliver. The data centre, as the heart of the modern organisation, needs to adapt in order to enable the delivery of agile, flexible services required for a customer-centric enterprise. The boundaryless data centre (BLDC) has thus emerged as the catalyst for this change, driving a new model of 'workload centric' IT services that empowers the customer to sense and respond as per value and cost effective services to the business.

Current IT and data centre challenges

One of the most significant challenges today is that the data centre is not optimised, nor is it aligned with business strategy, requirements and outcomes. Organisations are constrained by legacy IT environments, operational issues, lack of appropriate IT compute resources, obsolete technology and more. The current IT landscape is not agile enough to enable faster time to market of new products and expedite release of applications, which reduces competitive advantage.

Turnaround time on new releases is slow and the cost is prohibitive if the same hardware and software is used as it has been utilised in the past. Organisations are challenged with the need to reduce costs and cycle times while focusing on the end-user experience, becoming predictive in their approach to business, and learning to become workload-centric.

The BLDC is the solution to these challenges, offering a software-defined data centre architecture that is responsive to business outcomes. It serves as underlying enabling technology to allow organisations to become more agile and cater to customer requirements. IT resources including networking, storage and compute can be commissioned in an instant through a self-service portal.

Importantly, these resources can be decommissioned as necessary, allowing the organisation to only pay for what they use when they use it. Utilising a BLDC, organisations are able to seamlessly deliver workloads using a combination of resources from a hybrid cloud-based environment. In addition, the BLDC is hyper-resilient for maximum uptime, and as a software-defined approach is at the core of the offering, it creates a cloud-ready architecture that enables organisations to embrace next-generation technologies such as social, mobile and the Internet of Things (IoT).

The advantages of the BLDC

Since a BLDC can be delivered in a variety of different models, including outsourced, in-house or hybrid data centres, a key advantage of a BLDC is that the business is not locked into a particular technology or vendor platform. In addition, organisations can leverage significant performance improvements and cost savings. Organisations can be competitive with hardware costs decreased between 30% to 70%, and software licences can be reduced by between 20% to 50%.

In addition, the BLDC facilitates improved alignment between business and IT, as well as the pooling of resources for the seamless consumption of IT as well as reduced total cost of ownership. The end user experience is optimised, and the resources consumed by IT can be scaled up and down according to requirements. In addition, agility is improved for faster go to market as well as enhanced automation and automatic scaling of infrastructure to meet demand. This BLDC approach is coupled with role-based security and policy-based governance.

These benefits enable organisations to become more flexible, more agile and ultimately more competitive. Costs are automatically reduced by virtue of ensuring optimal technology utilisation, and IT infrastructure is future-proofed. In addition, organisations can quickly launch applications, enhance the end user experience, and expand vertically and horizontally into existing markets with delta incremental cost compared to doing so utilising legacy infrastructure.

The journey toward BLDC

Many organisations have already begun to work towards embracing digitisation and cloud-based technologies, however, this often proves to be a 'hit and miss' learning curve as they work towards the desired outcome. Every CIO knows that cloud is successful but is worried about how to get there with minimal risk and assured outcomes. Partnering with an expert service provider can help organisations to reduce the time this process takes, assisting organisations to become more agile sooner, remain competitive and meet changing customer demand.

ABOUT THE AUTHOR

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