In this first episode, we will talk about living in the multi-cloud world.

My name is Sandeep Gupta. I am responsible for the Accenture Google Business Group (AGBG) for Asia, Middle East, and Africa. I'm based out of Singapore. With me today, I have Nagarajan Ramachandran, who is a Principal Architect for Google Asia Pacific.

Welcome! Thanks for having me here. So in today's session, we will look at how our clients are dealing with multi-cloud and specifically what are some of the challenges, some of the benefits, and around those challenges, what are some of the strategies in order...
to overcome some of the issues and problems that they may have when they adopt multi-cloud if you look at the pandemic what it is done is really created a bunch of uncertainty and within that technology has played a key role specifically cloud has become and come to the forefront of how enterprises are dealing with the pandemic using the right set of technologies because cloud certainly has given enterprises the capability to have their employees work remotely engage the customers and have a different experience for the customers also optimize things like their supply chain and also look at their manufacturing problems the spurts the ups and downs they're able to manage that because of being in the cloud now as they adopt cloud different functions within different organizations are picking different clouds and because of which this shift is happening now idc in another survey looked at companies across asia pack and realized 80 of those companies are living in the world of multiple clouds so what are your thoughts what are you seeing out there we have seen that enterprises have matured in cloud adoption over the last couple of years initially we saw multi-cloud adoption being about multiple clouds siloed apps running on each cloud not really talking to each other we are now slowly looking at data integration being a focus uh roughly one third of our customers are looking at advanced architectures that give a consistent experience across clouds and truly leverage multi-cloud as a
if you look at industries like financial services there is both a concentration risk and a reputation risk associated with being on one single technology or one provider in those cases hybrid multi-cloud is a no-brainer right and moving towards multi-cloud is a no-brainer at all for purely regulatory purposes and then with this rise of ESG awareness we are also looking at customers looking to move to cloud to reduce the carbon footprint and give preference to those clouds that offer net zero emission today and from both those contexts we see that cloud adoption is going towards the pace at which it is going like you talked about we are also seeing specific industry scenarios where certain high availability related workloads are running on multiple clouds banks for example would not want to depend on a particular cloud for all their infrastructure there is significant reputation loss let's talk about the benefits as a lot of our clients think of multi-cloud i think it gives them a lot of flexibility and agility the flexibility in terms of what workloads they can run in which cloud some of the workloads because they are driven by regulations have to be on-prem some of the workloads that are very customer facing and need high throughput can be on the public cloud when you look at the new use cases where machines retail stores these are all coming in and they require something closer to those facilities and that's where the edge comes in so having this
multi-cloud environment really gives different industries different clients the agility and the flexibility to drive the right set of outcomes from this multi-cloud environment for example we have a large bank in thailand that had a mobile application and a wallet application that was running on a very monolithic system as pandemic hit the government was dispersing funds to the citizens and this bank was responsible for dispersing those funds now suddenly you had millions of users coming to the website and using the wallet as well as the mobile application so they had to quickly think about how to pivot from using this monolithic application to be more realistic and deliver the speeds and the outcomes and the transactions per second for that so they took their data their transactions and also some of the front-end application into uh into google cloud and not only that the client also ran a private cloud environment they also wanted to benefit from that so they took some of the services that were running on google cloud and put some of those services in the private cloud as well so suddenly you saw the benefits that they could gain because of this soon one side we have all these benefits but i'm sure and i see every day that a lot of challenges a lot of these clients face what kind of challenges and pitfalls you see when people are adopting multi-cloud that's a great question sandeep there is no free lunches isn't it so what is important to understand when you look at multi-cloud adoption is to know that there would be complexity the
increased complexity is the price that you pay for the benefits that you get out of hybrid multi-cloud. What needs to be ensured is that complexity is reduced to as less as possible. The risks arising out of that complexity is minimized as much as possible and the operating model changes that this entails is successfully executed during the transformation typically most of our customers run into specific set of challenges one is data being in silos so you continue to operate it like you're on multiple clouds not multi-cloud so you start having standard operating procedures delivery teams skills tool chains specific to each cloud so with each incremental cloud adoption you are looking at a scale out in terms of complexity which is of many orders of magnitude what doesn't really get noticed in this whole technology angle is the people angle it is very difficult in the market to source people that would have multiple skills in terms of different clouds of course you can do a lot of training but real life production experience only comes with time so it is important that the adoption pattern make sure that the trade-off between the benefits you get from multi-cloud are balanced with the risks around them. Yeah so those are some great points i think the the one thing i think we come across and i've seen it is on one hand we're looking at the flexibility and agility but i think interoperability is becoming a key area of focus as well when we look at the cloud continuum and we look at the multi-cloud and really interoperability is where what i would call a common cloud fabric where you can seamlessly operate across different clouds you your workloads can
move from one cloud to the other and also as you said the skills are also interoperable not just purely the workloads and the compute and the storage so there is the layer of the infrastructure there is a platform layer that also has to be interoperable and also the operating model and also the talent that is associated with this interoperability so as you look at the cloud continuum interoperability becomes very very important and maybe that's partly a benefit but partly also as a challenge thank you nagaraj for sharing some of the unique things that google cloud platform brings to this multi-cloud world and i think that was some of the foundational blocks because of which i think our partnership is very unique and accentuated google business group or agpg in asia pack we started almost two two and a half years back and i think we've seen great momentum because of our partnership where accenture is able to bring our industry expertise our client relationships and also our capabilities around cloud and we're marrying that with the unique cloud platform technologies and innovation that google is able to bring and combining those two together we're able to bring assets accelerators that are really driving outcome for our clients in a large scale especially in a multi-cloud environment today we talked about some of the benefits and some of the challenges associated with multi-cloud in the next segment we will talk about some of the strategies that we can use to overcome some of these challenges and realize the benefits that comes from a multi-cloud environment
10:29 thanks for attending this segment follow
10:31 us on linkedin and we'll be able to
10:33 answer any questions that you may have
10:36 see you soon