

This requires a number of disciplines from the client organisation:

- Clarity of requirements regarding features, service levels and priorities,
- A clear technology strategy that the cloud provider can work to and contribute to,
- Genuine partnership working – good relationships so the parties and individuals work well,
- Good operational processes and relationships including clear escalation routes,
- Effective commercial management skills, but avoiding an adversarial relationship.

As enterprises develop these skills, they will generate sufficient confidence to deploy business-critical production servers to the cloud. Only then can the enterprise manage cloud-based IT services with the same level of confidence and trust that it has with its own in-house infrastructure. They will look to the cloud provider for management services such as application monitoring, database management and performance management alongside existing infrastructure services. This requires a specialist IT outsourcing service provider, who has the experience, the processes and the technology to deliver a flexible service that aligns with business needs and provides a benchmark for reliability, consistency and quality of service.



The transformation to efficient IT cloud service delivery enables a properly prepared business to have more cost control, higher service levels and a faster time to market. If you aspire to greater business agility you don't have your head in the clouds – just your computers.

This article was written for the **Change!** Newsletter with Attenda, a Touchpoint Change business partner and a leading UK cloud computing provider. With over 50 client deployments in less than 12 months, Attenda has been at the forefront of developments in Application Hosting, Cloud Computing and Software As A Service.

Many Attenda clients provided significant input and were key to the development of the Attenda cloud offering. With applications so critical to their business, it was understandable that many larger clients such as bmi, NHS, Microsoft and Travelodge, scaled up their use of their cloud platform ('Attenda RTI') from the small initial deployments. They now have a proven track record and an enviable list of satisfied customers.

Attenda client bmi, the UK's second largest airline, has recognised that cloud services bring new levels of agility, efficiency and economy, delivering the business IT resources on demand, improving infrastructure resource deployment and utilisation. Over the past 6 months bmi has transferred over 60 servers to Attenda RTI, with plans for the wider adoption of cloud services, as an essential part of its future business model as it transforms to a service-oriented infrastructure.



Click the logo or visit www.attenda.net to find out more about Attenda's client-centric cloud services and selective outsourcing. Assure certainty, confidence and agility for your IT operations.

Touchpoint Change Consulting specialises in business change and transformation. We help organisations improve performance and reduce costs by streamlining operations or embarking on an outsourcing relationship. This includes clarifying what is important to customers/users, improving processes, increasing team productivity, optimising infrastructure utilisation and collaborating better with suppliers.

Getting ready for changes of this kind requires preparation, engagement of staff and careful partner selection. The development of an effective partnership is critical too – acting as a guide, reducing the risks and starting to embed the continuous improvement processes that will maximise the business benefits over time.



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High tech businesses should see www.HighTechHighGrowth.co.uk to read about our high growth consulting, resourcing and funding offerings.