



Enhance and secure your hybrid, multcloud IT

See how intelligent operations, application and multcloud management solutions boost agility and flexibility

The IBM logo, consisting of the letters 'IBM' in a bold, sans-serif font with horizontal stripes, positioned in the bottom right corner of the page.



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Introduction

To meet the unique needs of your business and remain competitive in today's fast-moving environment, you may find yourself adopting infrastructure and solutions from a wide range of vendors. A hybrid, multicloud world is quickly becoming the new normal.

But managing your cloud-based services and data across multiple providers can start to feel overwhelming. With each set of cloud services coming with its own tools, you're likely facing increased complexity and cost. New management solutions and delivery methods can help optimise performance, control costs, provide quick cloud access and secure your mix of applications, environments and data, cloud services coming with its own tools, you're likely facing increased complexity and cost.

Enhance hybrid, multicloud delivery

Develop and deploy across a mix of environments and customise IT to your needs

Develop on public cloud for rapid access to platform services; for example, while deploying workloads subject to regulation on private cloud.

To gain this agility, you'll want to orchestrate all of your cloud environments using a single interface that offers open standards tools, self-service access to ready-to-use patterns and built-in governance.

Another option is ITaaS. Choose a vendor that offers brokered, multi-vendor services to empower users to procure the IT services they need, each deployed on the optimal cloud model. Also, make sure your choice of ITaaS includes AI-powered proactive monitoring, automated problem resolution and insight into your usage and costs.



[Learn how an Operations Insight solution drives cost savings and business benefits.](#)
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Integrate apps and data across hybrid and multicloud

Get the most out of your applications and data

Integrate your applications and data across multiple cloud domains to connect traditional on-premises enterprise applications with private cloud environments and new lightweight public cloud services. Since new services and connections are typically not governed solely by a central IT team, the result may be a confusing network of point integrations. What's needed is a way to standardise integration and data movement across multiple groups to maintain control without slowing down innovation.

An agile, multicloud integration architecture breaks up your integration runtimes into smaller, more manageable and dedicated components so that new applications can perform the integration at a rapid pace that scales quickly. When integration is broken down into separate pieces, you can opt to distribute those pieces by ownership and administration. This decentralised integration approach reduces the number of teams implementing a solution, which significantly reduces unproductive cross-team chatter, latency and waterfall development.

Ultimately, an agile, multicloud integration architecture should enable users to:

- Manage access to internal and external services with APIs
- Connect on premises and cloud apps to drive business transformation
- Protect APIs, the data they move, and the systems behind them
- Conduct reliable messaging communications across application boundaries
- Move huge amounts of data rapidly, securely and predictably
- Cleanse and prepare data for a consistent view of your business



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Retain visibility and control

Proactively manage data with built-in analytics and automation

Multicloud presents complexity and is likely now beyond what you and your team can manage on their own. To proactively manage the performance and availability of your hybrid, multicloud environments, use management solutions with built-in automation powered by AI and analytics. Self-learning capabilities, such as AI and machine learning, provide predictive insights. Combined with automation, this can reduce false alarms and resolve actual issues often before significant performance degradations or outages occur.

If you are concerned about a lack of resources or skills, a managed services approach can help. Managed services can take care of your environment, covering a range of cloud capabilities, freeing you to focus on innovation. Look for providers that have expertise and experience with emerging technologies as well as established relationships with leading cloud vendors. An expert provider can help you bring ideas to market more quickly in an integrated multicloud environment.

Embrace DevOps, create high-quality, high-performing apps

When managing applications across multiple clouds, including DevOps and application performance management (APM) tools can provide greater agility. For example, given the rapid iteration cycles of today's applications, performance monitoring is essential across both development and production environments.

For better outcomes, start by embracing DevOps practices while choosing tools that provide better visibility across more delivery models – public or private cloud, SaaS and on-premises IT. Next, equip your teams with skills in iterative methods such as design thinking, lean startup, agile development and continuous delivery.

A DevOps methodology that combines a more unified approach and newer techniques with powerful automation supports continuous delivery which is critical to achieving success.



[Read about the top 10 criteria for selecting a managed services provider. Register for the full report. →](#)



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Secure your multicloud environment

As the number of multicloud apps and workloads grow, so does the degree of IT integration. This means more potential connection points of security risk and failure.

Your best option to secure your multicloud IT is a software-defined approach to business continuity and resiliency. This presents several benefits:

- **Visibility with automation and orchestration:** By linking automation and orchestration in a central dashboard, you can gain visibility, manage resiliency and vastly reduce recovery time objectives.
- **Proactive management with insights:** Integrating diagnostic, predictive and key threat data will allow you to make better proactive decisions.
- **A single view:** Use a single interface and set of tools to control all replication and recovery processes.
- **Flexibility:** As your business and regulatory conditions change, so might your data protection policies. A software-defined approach can adapt.

An insurance company has realised its highest possible customer satisfaction rating after augmenting its call centre with a natural language processing analytics solution on a managed cloud.¹

Next Steps

As hybrid, multicloud environments become the standard in the quest for digital transformation, management and security challenges can proliferate in the absence of an effective strategy.

To generate and maintain positive customer and employee experiences, take the time to evaluate your options for multicloud management. IBM offers secure, integrated solutions, powered by AI and automation, to give you better control of your operations and application performance, while optimising your investments and control across your mixed, multicloud environments.

Let IBM help you on your journey to an agile cloud architecture for your business.

As you think about next steps, consider these key questions:

- Do you think your customers are satisfied with the performance of your hybrid IT infrastructure and the applications running on it?
- Are your IT staff and resources maxed out trying to manage your hybrid, multicloud environment? Do you have the tools, methods and expertise to reinvent and modernise your existing enterprise application?
- Are you confident that you have optimised your multicloud resources for the greatest ROI?
- Have you considered the value of a services partner with expertise and experience in managing hybrid, multicloud environments?

Additional resources for more details on multicloud management



Discover how operations insights drive benefits.

Learn how organisations reduce average ticket time, incidents and outages and costs.

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Top 10 criteria for choosing a managed services provider

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See the best practices for DevOps APM

Learn how to build a winning Application Performance Monitoring (APM) strategy.

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Learn how cloud accelerates DevOps

Deliver innovation faster and discover the myths surrounding cloud development.

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¹ Dunstan, Janice. "Accelerating the benefits of cognitive solutions with cloud managed services," IBM Cloud Computing News, September 2017.