



Improving Your IT Security and Compliance with Cloud Managed Services

A Frost & Sullivan Executive Brief
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Introduction

If you're like most IT professionals implementing a move to the cloud, you've probably spent at least a few sleepless nights over the security and compliance of your data. Security breaches and compliance audits are the stuff IT nightmares are made of; and security has given most of your peers pause as they ponder moving larger or more sensitive workloads to a cloud-based environment. But, businesses that have adopted managed cloud services to help with cloud deployment and management often find they benefit from improved security and enhanced capability to meet compliance requirements. Among those who utilize managed cloud services to run SAP or Oracle workloads, 76% cited increased security as a key benefit. Similarly, 76% cited improved compliance reporting of their SAP or Oracle workloads as a result of using managed cloud services.

The increased security and compliance gives businesses the confidence to deploy mission-critical workloads—like SAP or Oracle—in a cloud-based environment. In this article, we will look at common fears and challenges related to security and compliance, and how a skilled managed cloud service provider can help you overcome them as you deploy sensitive, business-critical workloads in the cloud.

Debunking Common Cloud Security Myths with Managed Cloud Services

Managed cloud services offer a way for your business to offload daily—but critical—management activities, including security and compliance capabilities, to experts whose sole focus is ensuring the success and safety of your managed cloud environment. Despite the expertise of managed cloud service providers, many businesses that don't use such services are concerned about the safety of data in a managed cloud infrastructure.

The following are some common myths around cloud security, and how the right managed service provider can help you overcome them.



No One Can Safeguard Our Data As Well As My Team Can

If you're like your IT peers, you may feel like no third party will care for or safeguard your workloads and, more importantly, sensitive data like you can within your data center. But often, the opposite is true.

Rationale

By engaging with a provider that is focused on developing industry-leading security and tools and processes, you can often safeguard your data and applications better than with your own resources. Managed cloud service providers' business hinges on the security they can provide to customers. Therefore, the best providers devote considerable resources to honing tools and processes related to security. Results experienced by managed services customers include:

- **Improved visibility:** Many businesses are able to improve their visibility into emerging security threats. Managed cloud providers have entire teams that are devoted to security. As such, they have the latest intelligence on cybercrime and breaches, and are always looking for ways to thwart them, making sure your safety from emerging threats is high.

- **Increased compliance:** Among actual managed cloud service users surveyed by Frost & Sullivan, 76% of respondents said that adopting cloud managed services improved the compliance reporting for their SAP and Oracle workloads.
- **Improved Business Continuity and Disaster Recovery:** Sixty-eight percent of managed cloud users said that managed services improved their disaster recovery and business continuity capabilities.

In order to gain security and compliance benefits from your managed cloud service, look for providers that offer:

- Proactive vulnerability assessments and management
- Network intrusion protection
- Firewall protection
- Anti-virus and malware protection
- Internet security
- Cognitive capabilities, to enhance the ability to detect and thwart environment intrusion based on advanced analytics and learnings from past incidents
- Automated security patching, to ensure that all services are as up-to-date as possible and are updated on a regular basis
- Proactive environment monitoring and alerts to attempted/thwarted intrusions, as well as actual breaches
- Incident response, including mitigation and remediation, as well as forensic analysis and recommendations for future prevention

MYTH
TWO

My Company Won't Be Compliant if We Outsource Critical Workloads

Many IT leaders are concerned over whether their workloads and data will remain compliant with regulatory requirements, especially in countries or industries that highly regulate IT and data handling. But the cloud doesn't have to compromise regulatory compliance

Rationale

As part of their service, managed cloud providers often offer capabilities that help you meet applicable standards. The right managed cloud service providers will also have up-to-date knowledge about the latest changes to regulatory requirements, across a broad spectrum of countries and industries. This positions them to be best able to help meet compliance requirements, and adapt your environment to meet any changes required by local laws.

Among cloud users, 66% look for compliance assurance from their managed cloud service provider. To ensure that your sensitive data remains compliant in a managed cloud infrastructure, look for a provider that offers regular compliance reviews and reporting to meet compliance audits.

MYTH
Three

My Company Won't Have Adequate Disaster Recovery Measures in Place

Recovery from an outage or larger disaster weighs on the minds of many IT pros; and yet, resource constraints sometimes cause IT to enact fewer disaster recovery measures than needed. Engaging a managed cloud service provider—particularly for critical workloads—often improves a business's disaster recovery capabilities.

Rationale

Managed cloud providers are responsible for the availability of your applications and data, and as such, must make it available at any time, including during natural or man-made disasters. Most managed cloud services typically allow for failover to a new location and fail back, all within a specific recovery time that has been outlined and agreed upon before disasters strike.

Look for managed cloud providers that offer frequent data replication and failover locations that are available should your main location go down. Disaster recovery services within a managed cloud offering should be tiered to align with your needs and budget.

The Last Word

Though data security in the cloud may seem difficult to ensure, in many cases, security and compliance capabilities are more stringent than can be achieved in your in-house data center. Managed cloud service providers—whose prime focus is the availability, safety, and performance of applications and data housed in their cloud—must keep keen awareness of data security in order to maintain a successful business; and their efforts show in the results touted by actual users.

Among actual managed cloud service users surveyed by Frost & Sullivan, security benefits rank highest on their list of managed cloud service advantages. Seventy-six percent cited improved security and compliance of SAP and Oracle workloads, while 68% stated that their disaster recovery and business continuity capabilities increased as a result of adopting managed cloud.

In order to achieve similar results using managed cloud services, seek providers that can demonstrate a high level of data security and a history of providing secure services and facilities to customers. Specifically, your

chosen provider should offer highly secure cloud data centers, and be able to integrate the latest security tools and technology. The provider should have an expert team with access to global threat intelligence, and be able to thwart not only known or usual threats, but advanced, new, or unusual threats as well. Annual security audits conducted by your provider should prove their capabilities to you, year after year.

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