Improved performance, scalability, security, expertise, cost savings and more.

The benefits of outsourcing your IT infrastructure.

White Paper by

OVHcloud®

Modern data centers offer better performance, scalability, improved backup and on-site expertise for the companies they host. That's not to mention the added time companies gain to focus on their core products and services. Despite all this, outsourcing infrastructure isn't as easy as choosing a provider and reaping the benefits. Unfortunately, not all outsourcing projects are created equal.

Lack of communication between the client and vendor can be catastrophic. Before initiating any outsourcing project, your company should align its business and IT goals. There are important things to look out for when setting out performance and cost expectations. There are also ways to vet a vendor for their security protocol and how to determine if they're the right choice for your longer-term ambitions. Fully understanding your requirements is the best way to avoid future disappointment or, worse, severe failure.

Performance Expectations

A service level agreement (SLA) sets out performance expectations and guarantees compensation for bad performance. The SLA includes a network accessibility rate, availability projections and uptime delivery terms. In an SLA, vendors should offer a rate of compensation for additional periods of downtime or non-availability that occur beyond the agreed terms. At OVHcloud, for example, we offer 99.99% server availability for our High Grade servers and a guaranteed refund if this standard isn't met.

3 Key Performance Metrics

Organizations should consider key metrics that impact business goals and ambitions:

1. **Time to market for new workloads:** To meet the demands of a fast-paced market, consider how quickly and easily resources can be deployed.
2. **Infrastructure Reliability:** What systems are readily available to deploy to guarantee resources. What about backup systems, for example?
3. **Resource efficiency:** Consider output vs. total investment. How much bang are you getting for your buck? How sustainable is the overall operation?

Your provider should deliver on all three of these performance metrics, but at OVHcloud, we go a step further. To mitigate the risk factors associated with longer-term contracts and vendor lock-in, we offer an initial one-month commitment to allow customers to test out infrastructure before committing to a longer-term contract of 12 to 24 months.

Business agility and service reliability

In addition to defining performance metrics, customers need to ensure a provider can meet the specific needs of their particular business. Here are key features to look out for when initiating any outsourcing project:

- Availability
- Customizability/Scalability
- Storage
- Backup
- Bandwidth/data volume
- Anti-DDoS

These features define the performance, agility, flexibility and security of your IT operations. They are the end benefit of standardized data center designs and processes. These designs include optimized supply chains, high-density environments, state-of-the-art hardware, integrated automation and software-defined management tools. It's difficult to replicate these conditions on a smaller scale, which is why a larger hyper-scale provider has the advantage of performance, agility and scalability.

Value for the Money

With performance and service expectations covered, it's now time to consider the lifeblood of your business — cash flow. It's critical to consider value over upfront costs. Better performance, for example, improves user experience and encourages traffic, and faster load times benefit sales and website engagement.

Total Cost of Ownership

Before doing anything, you should calculate the total cost of ownership (TCO) of an on-premises alternative. This includes the ongoing cost to run, maintain and upgrade your in-house infrastructure. Here is a list of some things to add into the TCO calculation:

Initial purchase of hardware and software

This includes initial purchase costs, design and deployment expenses, yearly infrastructure acquisition to accommodate the business's growth, server hardware replacement and spare parts.

Investment in data center space

Other large expenses are the costs of space and the powering and cooling of your infrastructure.

IT staff's fully burdened salaries

It's not just the yearly salaries to total up, but benefits, training and administration costs.

Maintenance services

Don't forget the ongoing maintenance costs and service contracts.

Disaster recovery

In the event of a disaster, you'll have hardware and software purchase costs, implementation fees and the cost of maintaining the recovery site operations.

Elusive Costs

Consider the cost of downtime on productivity, business agility, revenue and opportunity lost. Additionally, there is hardware lifetime, IT staff turnover and energy and power usage effectiveness to take into account.

It all adds up, and in any case, the long-term costs are likely to be much larger than you anticipate.

Outsourcing Benefits

There is a multitude of benefits gained by outsourcing your IT infrastructure:

IT and data center labor

A managed cloud includes monitoring and administrating the infrastructure. IT staff can instead focus on strategic initiatives and the core business.

Data center facility

Remove the time and effort involved in maintaining on-premises infrastructure. Additionally, top-tier cloud providers can achieve a PUE of 1.2 in their facilities and pass the savings on to customers.

Hardware and software capital investments

Avoid the capital expenditures and ongoing upgrades of outdated hardware. Hardware is always up to date and offers the best performance and security, as well as cost savings.

Operating expenses

Free your organization from vendor contracts, warranties and regular maintenance.

Uptime and SLA

Cloud providers have a higher uptime rate and less planned downtime than on-prem solutions. As a result, they reduce the impact on productivity and revenue.

Agility

Agility, scalability and time to market are difficult to measure. But they are key features of cloud services that help IT departments become business growth enablers.

With leased infrastructure, you can update every two to three years with no upfront costs, which is far better than waiting an average of five to 10 years for on-premises hardware updates. That alone will save you money on improving performance and security.

The 3 Ps of Security

Despite these benefits, placing faith in an external provider is unnerving for many companies. This is understandable. Sensitive, unstructured data needs to be secure at all times to prevent malicious or accidental data breaches. In light of this, security measures and protocols need to be a top consideration in any IT outsourcing project and should include the three Ps:

Principles

If infrastructure is top level, it's built with security-by-design principles. The provider should have complete oversight and end-to-end control over their supply chains. They should build their own security tools and have enterprise-level monitoring systems in place. Security built from the ground up ensures providers know exactly what's happening all the time to better respond to incidents if they arise.

People

The vendor's employees need to play an active role in maintaining a culture of security and ensuring it evolves to meet the latest threats. When choosing a provider, look out for security operations units and incident response teams. Also, check to see if they deliver security training programs for employees.

Privacy

The infrastructure should be hosted within a private and secure data center. The site should feature perimeter security, key-card access, video surveillance motion detection and strict visitor protocols. Consider how well-protected the data center is compared to your on-premises alternative.

Long-Term Goals

Deciding to outsource your IT infrastructure isn't a small decision. You need to partner with a trusted and reputable provider. But there are additional considerations that will affect your long-term business goals:

Interoperability

It's best to avoid being locked into a narrow range of vendors or products, as this will rule out a hybrid or multicloud approach. The best providers build on open source and offer software or hardware that securely connects with solutions from different vendors.

Cloud Options

Many businesses using dedicated, hosted infrastructure for their core data may want to scale this up and down depending on growth. Asset-heavy data centers give businesses the flexibility to grow at a rate that suits them.

Sustainability

Businesses need to be thinking about the future. Choosing a sustainable provider will pay off as the business and tech worlds transition to green technologies. The most sustainable data centers have cooling systems that work to improve energy efficiency.

OVHcloud US is a subsidiary of OVHcloud, a global player and Europe's leading cloud provider operating more than 400,000 servers within 37 data centers across four continents. For over 20 years, the company has relied on an integrated model that provides complete control of its value chain from the design of its servers to the construction and management of its data centers, including the orchestration of its fiber-optic network. This unique approach allows it to independently cover all the uses of its 1.6 million customers in more than 140 countries. OVHcloud now offers latest generation solutions combining performance, price predictability, and total sovereignty over their data to support their growth in complete freedom.


us.sales@us.ovhcloud.com


x.com/OVHcloud_US


us.ovhcloud.com