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Multicloud Adoption Framework

A practical guide for building your cloud by design

Get started >

Moving from ”cloud by default” to “cloud by design”

Today, many organizations are operating across multiple clouds. Workloads are run in on-premises private clouds and across multiple public clouds, but without any mechanism to tie those cloud services together. This leads to disparate security, governance, and financial policies and can make the experience for cloud consumers more cumbersome and less user friendly.

This proliferation of cloud environments is commonly the result of activities like mergers and acquisition, investments in new capabilities, or just organic growth over time. It can also be created by disconnected internal forces, such as shadow IT. The outcome of cloud proliferation is often “cloud sprawl,” which negates many of the benefits organizations expected to realize from cloud in the first place. Thus, it is critical to adopt cloud in a measured, strategic manner.

Cloud by default

The uncontrolled proliferation of cloud environments, leading to operational complexities, increased risk, rising costs and inconsistent user experiences.

Cloud by design

Any combination of two or more public clouds, private clouds, or edge environments that offer consistent infrastructure, operations, financial transparency and management capabilities.

What are the benefits of cloud by design?

- Consistent cloud operations and streamlined management
- Predictable and transparent pricing across cloud environments
- Simplified security, governance, and compliance

What is the impact of cloud by default?

- Disjointed operations leading increased time spent managing clouds environments
- Difficulty in visualizing and controlling cloud costs
- Inconsistent security & governance policies

Building the foundation for success

How do you go about adopting cloud successfully?

Think of cloud as a set of capabilities, not a destination. The goal is to deliver those capabilities to more workloads in more places. By doing so, you can establish a consistent operating model across all environments and ultimately let business requirements, not technology limitations, determine where workloads reside. This eBook provides expert insights and considerations on how to align technology landscapes with business goals.

We've seen it can be challenging to implement a coordinated cloud strategy. In fact, Dell Technologies has consulted thousands of customers on their cloud adoption journeys. Through these engagements, we have identified and refined a proven four-step approach that helps organizations better understand the tasks that are necessary to meet objectives across various lines of business. Throughout this eBook, we will discuss each of the four stages within the process, so you can take a more structured approach to architecting and delivering cloud-based services. Additionally, we will walk you through several exercises to help you better understand your own organization's needs at each stage.

While all stages of adoption are important for you to ultimately be successful, each of the downstream stages rely on the decisions made during the Strategize stage. Whether your organization is undertaking a company-wide transformation or simply revamping a limited business service, you will understand in the importance of having a cohesive strategy that all key stakeholders agree is the best path forward.

Strategize

Implement

Adopt

Scale

STRATEGIZE

Determine the right path for your business

Define your “as-is” and “to-be” states

To effectively plan for building a cloud by design, you must first capture a clear picture of your current IT environment, including documenting dependencies. A thorough review should identify pain points or inefficiencies driving up costs or diminishing service quality. Understanding these challenges gives clarity on what is holding back operational efficiency and provides a strong foundation for change.

With a clear view of your current state, the focus shifts to crafting a strategic vision for the future. This involves defining architectural principles, aligning them with long-term business goals and designing a "to-be" environment that embraces what you do well today as well as addresses existing issues. By capturing costs and establishing ROI timeframes, stakeholders are empowered to make informed decisions. Collaboration and feedback at each stage will ensure the final vision is inclusive and actionable.

Determine your AI and data strategy for multicloud

Create the vision for your cloud environment inclusive of Generative AI, a strong data strategy, team collaboration, and effective integration to drive innovation and business success.

Build for your cloud consumers

Take the time to understand the needs of your cloud consumers by inviting team leads to strategy sessions. Building solutions with user needs in mind will boost adoption and effectiveness.

Gauge your teams’ cloud readiness

Discuss the different personas impacted by cloud adoption and how you can shorten their learning curve by building around their strengths using familiar tools and processes where applicable.

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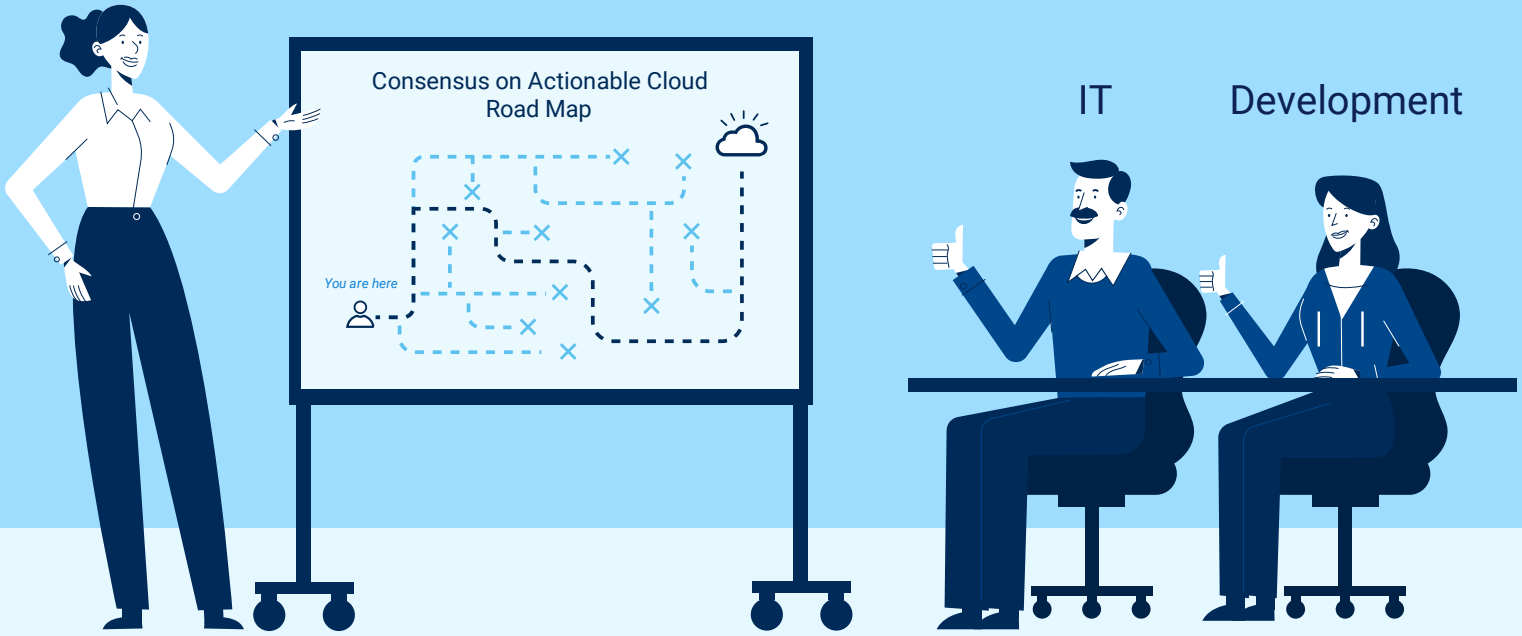
Align on business needs and design a plan that meets them

The advantages of multicloud can be unlocked when development and IT teams collaborate and create a plan on how to deliver against business goals.



A successful cloud strategy starts with a clear understanding of your current state and future goals. Begin by identifying what's working, pinpointing opportunities for improvement, and aligning these insights with your business objectives. This foundational work is essential for building a strong, future-ready cloud.

A well-executed multicloud strategy serves as a powerful business enabler. It must align with how your organization delivers products and services, determining whether public, private, or hybrid cloud platforms will best support your applications. This decision should reflect your unique business needs and prioritize agility, innovation, and resilience.

Cloud strategy should also address governance, service catalogs, operating models, application modernization and migration.

To minimize risk and improve outcomes, you will need to define meaningful metrics—such as costs, KPIs, and ROI—at the outset to ensure accountability and facilitate continuous improvement throughout and after the rollout.

Create a winning application & data strategy for multicloud

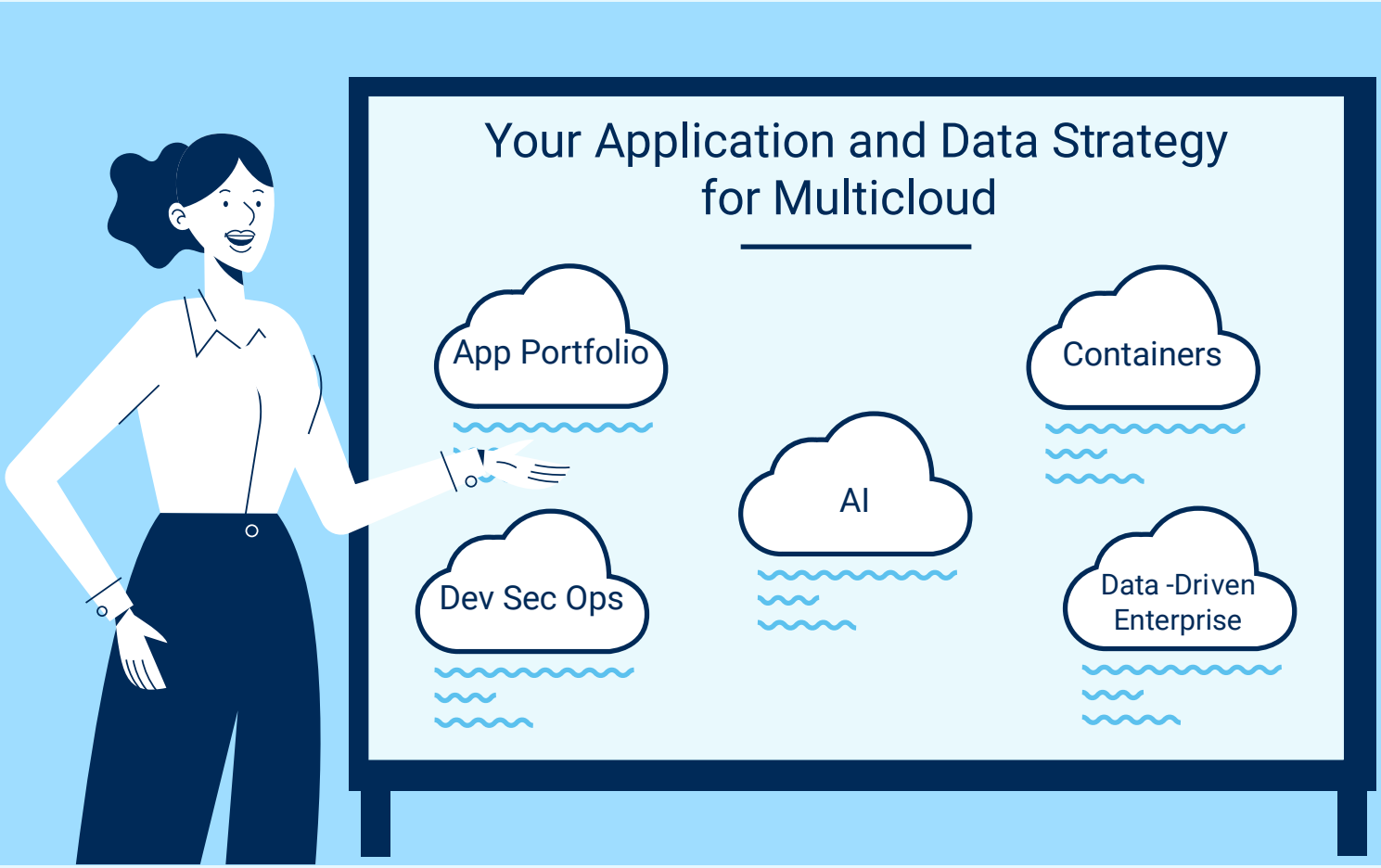
Determining the right landing zone for each application based on its individual requirements and business needs will give cloud consumers a more optimized cloud experience while aligning to the needs of the business. These landing zones may include private or public clouds, platforms, or containerized solutions.

Clear alignment between business and the needs of IT ensures that your application and data services are not just functional but also purpose-driven. For instance, some workloads may thrive on highly scalable solutions like PaaS, while others benefit from serverless environments like FaaS.

Use this opportunity to evaluate your AI strategy, which will drive requirements for optimized data management services to support both traditional and generative AI use cases.

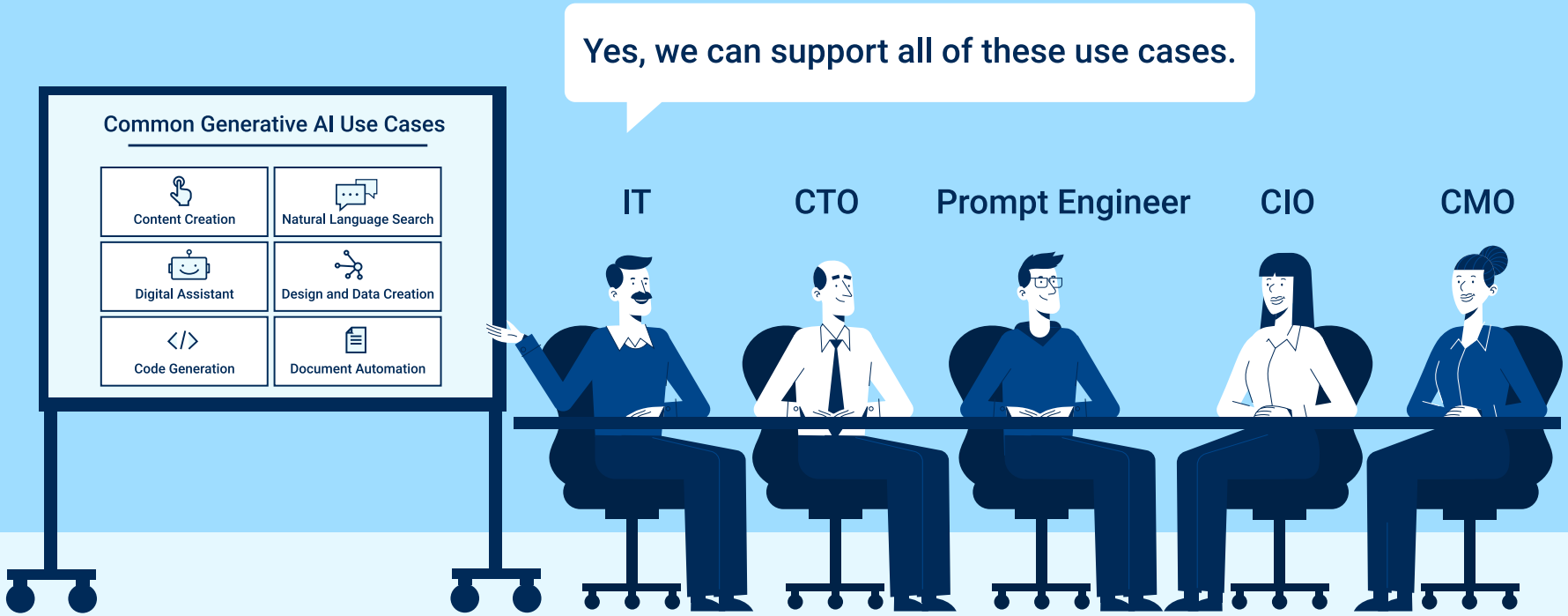
Evaluate how your organization can utilize a DevSecOps strategy to reduce operational toil while boosting speed and security through automation, standardization, and policy enforcement. Deployment pipelines that incorporate security from the start will not only ensure compliance but also minimize risk, giving your teams the confidence to innovate faster.

A multicloud environment requires a robust application and data strategy to eliminate inefficiencies and missed opportunities for innovation.



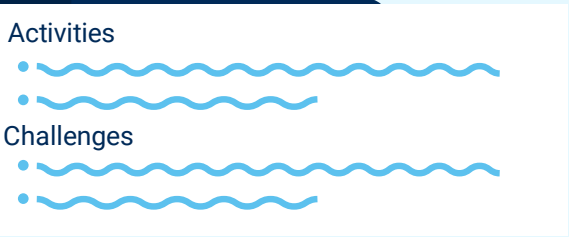
Prioritize your AI use cases to meet business initiatives

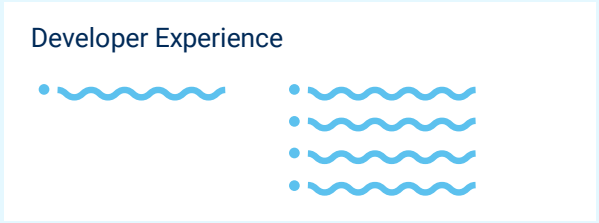
The rise of Generative AI (Gen AI) is reshaping the way organizations approach multicloud strategies as Gen AI unlocks significant opportunities to boost productivity across business functions, enhances customer support, and accelerates product development. However, turning these AI-powered possibilities into reality depends on one critical factor—integrating your data with AI models effectively.

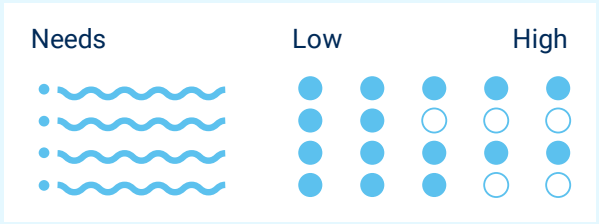


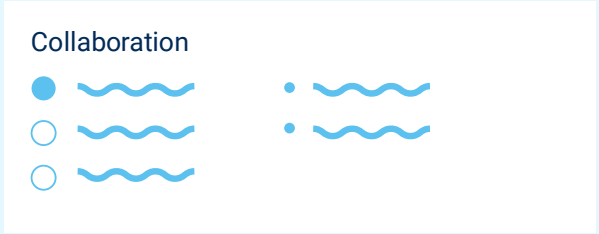
To ensure success, your AI models should be positioned close to the data they rely on. This approach not only improves real-time model performance but also strengthens data governance, security, and management. It's essential to align workload placement in your multicloud environment with the data requirements of your high-priority AI use cases.

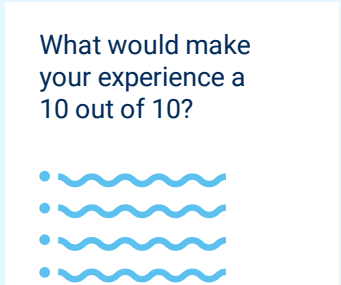
Achieving this alignment demands a strategic partnership across your organization. Careful evaluation of both business value and technical feasibility is key. By engaging business and technical leaders in the process, you can make informed decisions that maximize the benefits of your cloud and AI investments.











Design for personalized cloud experiences

Successfully adopting cloud solutions requires more than just technology—it demands a deep understanding of the people who will use it. When you design cloud solutions for the people who will use them, adoption rates rise, satisfaction increases, and the entire organization's cloud strategy becomes more effective.

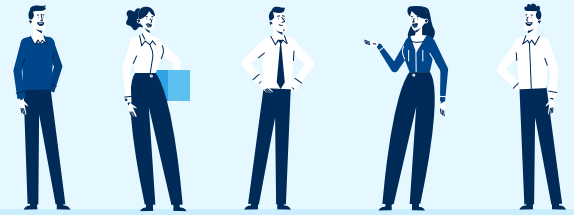
Start by identifying and engaging with your stakeholders, understanding their use cases, daily challenges, and desired experiences. Who will interact with these cloud solutions, and what do they need to accomplish? For example, developers may require a seamless way to request and configure containers for testing environments.

Speed is another critical factor. Streamlining access to resources ensures stakeholders aren't stuck waiting for the tools they need. Whether through APIs, well-designed portals, or intuitive interfaces, your cloud should make things easier, not slower.

But design doesn't stop at implementation. Establish a strategy to continuously track indicators like adoption rates, usage behaviors, and user satisfaction. These metrics provide the feedback necessary to refine and optimize your offerings over time.

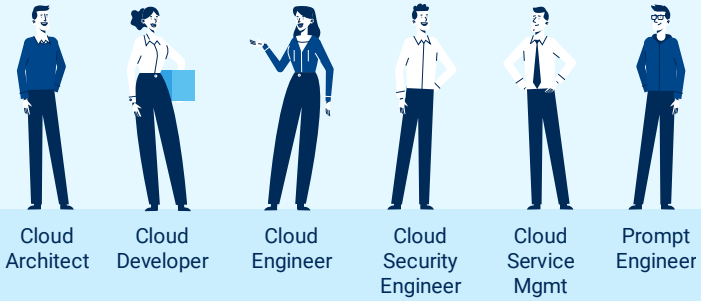
Redefine organizational needs to match your new cloud operating model

Traditional Roles



Skills Needed

Cloud Roles



Skills Needed

The traditional IT infrastructure model revolves around well-defined roles, with expertise focused on on-premises systems. However, the transition to cloud demands a shift, not just in technical skills but also in mindset and organizational structure.

For example, a systems architect may now need to evolve into a cloud architect, mastering not only the fundamentals of cloud design but also cloud governance, security models and cost optimization.

When planning your cloud operating model, start with the business objectives you aim to achieve. These goals should be the north star that guides every structural and skill-based decision. Whether the focus is on reducing time to market, improving operational resilience, or enhancing customer experiences, each objective should be paired with the roles, skills, and processes needed to deliver results.

Empowered employees are the backbone of any successful cloud strategy. Providing them with the tools and knowledge they need ensures they not only keep pace with change but thrive in it. Training programs should be tailored not just to transfer knowledge but also to build confidence in applying new skills. Pairing training with hands-on opportunities, like implementing pilot projects or engaging in job rotations, can foster an organizational culture that values learning and adaptability.

CHECKPOINT

Are you prepared to act on your strategy?

Before moving on to view outcome considerations in the next stage of a cloud journey, take a moment to review your current state.

Want to Have	Already Have	N/A	
☐	☐	☐	Align on your multicloud strategy across teams, to identify business needs and design a plan that meets them
☐	☐	☐	Create a winning application and data strategy for multicloud
☐	☐	☐	Design your AI strategy for multicloud, to support the use cases the business will need
☐	☐	☐	Design for personalized cloud experiences
☐	☐	☐	Redefine organizational needs to match your cloud operating model

Did you know?

69%

need expertise to advise/guide them in IT decisions that are aligned with their desired business outcome.*

**Source: "It Services Are Catalysts For Innovation And Growth", a commissioned study conducted by Forrester Consulting on behalf of Dell, March 2025.*

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IMPLEMENT

Validate operational readiness and requirements

Put your strategic plan into action and begin launching your cloud architecture

A successful cloud implementation phase requires an approach that balances innovation and operational excellence. Start by evaluating and optimizing your applications to maximize the value of your multicloud environment while managing costs and reducing risks. Additionally, establishing a comprehensive resiliency strategy is essential to protect your organization from potential risks such as cyberattacks, outages, and natural disasters, helping to provide access to critical business services.

Equally important is developing a robust cloud operating model to effectively manage platforms, people and processes in your multicloud environment. Physical cloud infrastructure deployment must be carefully planned to avoid disruptions, leveraging automation frameworks like Infrastructure as Code (IaC) to increase efficiency and precision. Implementing lean, agile processes and integrating production-grade container environments with pipelines for continuous integration and delivery will drive innovation and streamline development.

Implement operational and security principles

Define how and who will maintain governance, manage different areas of your environment and operationalize cloud services.

Integrate core IT operational systems

Build connections across cloud environments to lay the groundwork for operational consistency and workload mobility.

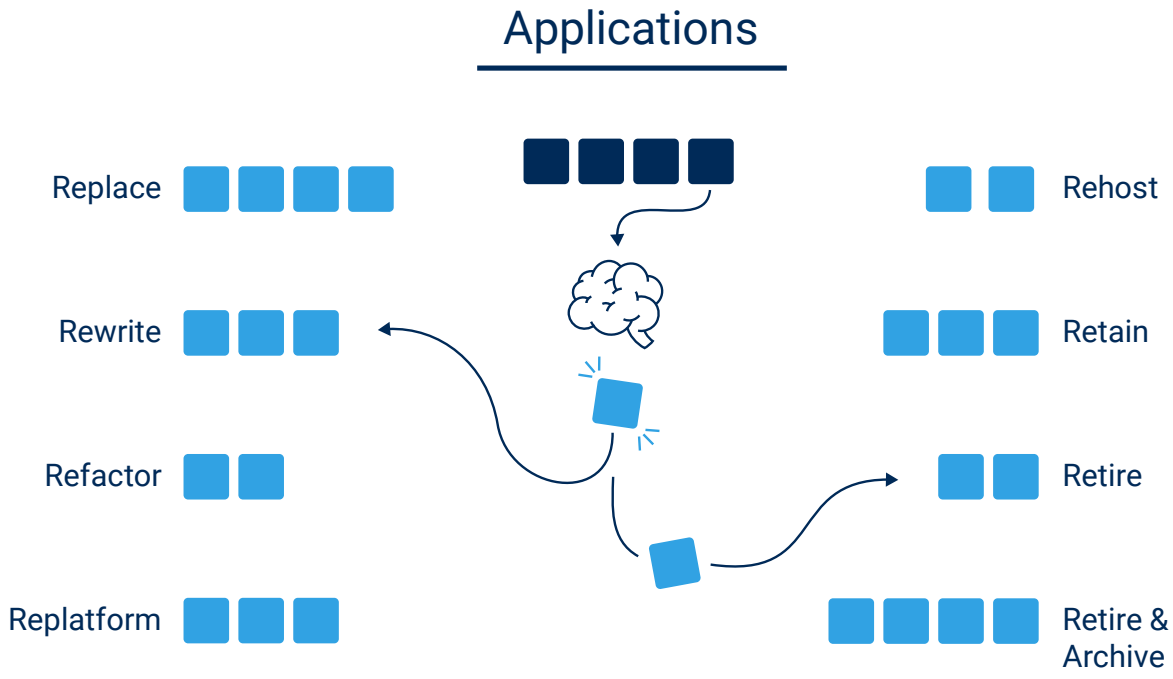
Begin consuming IT resources via self-service

Create your catalog, making it simple to provide the systems, applications and resources that each cloud consumer needs, customized and on-demand.

IMPLEMENT

Optimize your application portfolio

Evaluating and optimizing your applications will help you realize the full value of your multicloud environment, while reducing risk and cost. In this analysis, you will want to understand TCO for each of your applications and develop an optimal future strategy, which may range from replacement to retirement.



For any applications that are to be moved or changed, it will also be important to map the application's dependencies to ensure a smooth transition with minimal interruption to end users.

Duplication of application functionality often occurs when companies merge or have siloed application development teams. In these circumstances, costs can be reduced by mapping applications to business activities and removing any overlap/redundancies.

For applications that are deemed to be valuable enough to be retained and maintained, organizations should decide the where to host them based on their individual requirements. This can be achieved by an assessment of cloud fit, suitability, and readiness for each application and then a determination of the optimal landing zone of each application, such as public cloud or a private cloud running in a data center, co-location facility, or at the edge.

These techniques will provide you with a comprehensive inventory of your applications and dependencies, as well as a prioritized list of which applications should be rewritten, re-platformed, retained, rehosted, or retired.

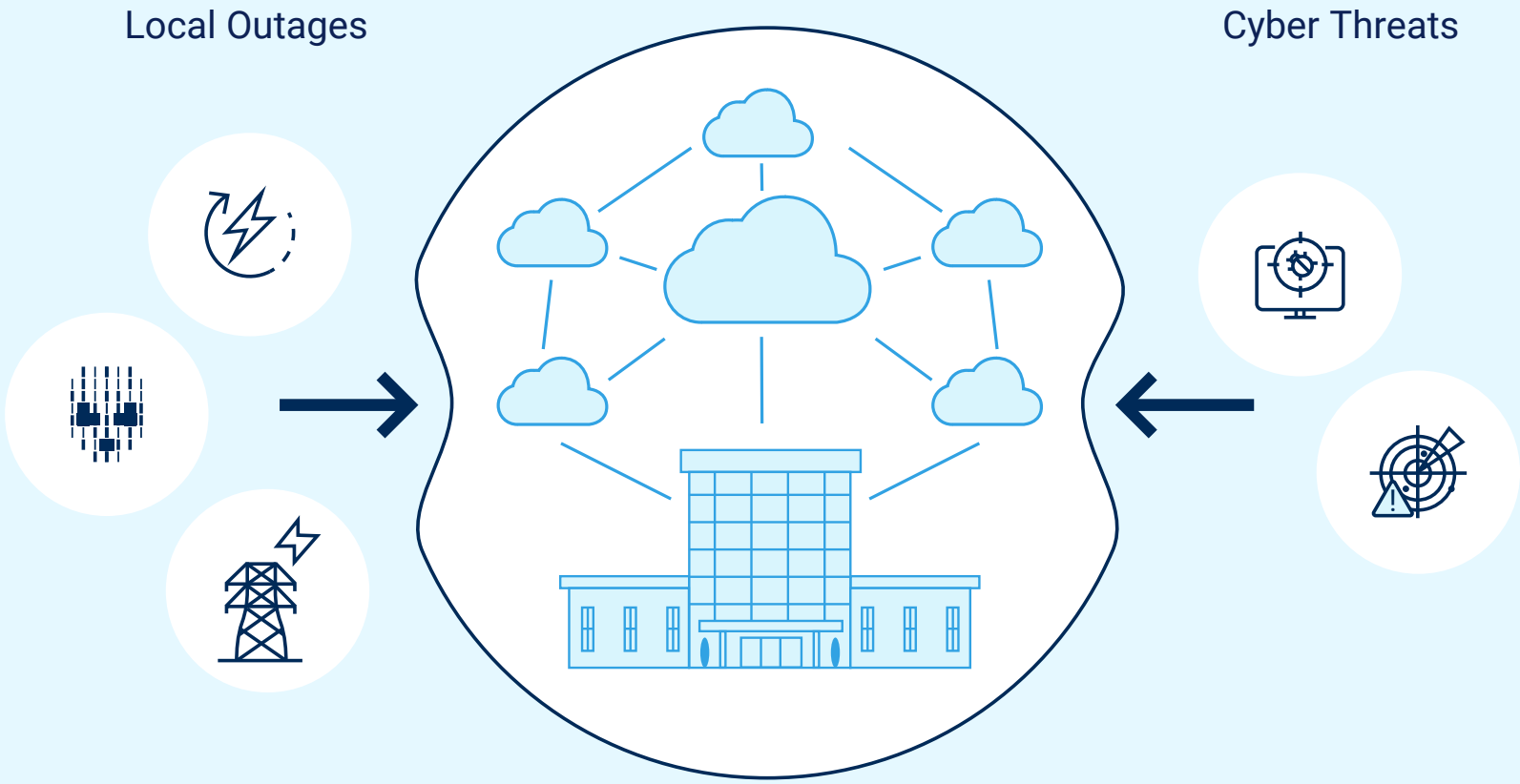
Achieve multi-layered business resiliency and recovery

Today's 24x7 cloud-based organizations require a comprehensive strategy to protect themselves and reduce IT downtime for business services. With a multi-layered strategy, your business will be able to reduce the risks associated from data breaches to ransomware attacks to natural disasters and power outages.

There are several ways to achieve this heightened level of resiliency, such as:

- Improve security and resiliency program maturity through continuous assessments and testing
- Reduce attack surfaces
- Detect and respond to cyber threats
- Recover quickly after a cyberattack or business downtime
- Automate processes and procedures

These capabilities, along with numerous others, will help protect your business from massive, costly disruption



Optimize how IT operates in a cloud model

A cloud operating model is the backbone of any successful cloud implementation and improves the way organizations manage platforms, people and processes in a multicloud environment. With a well-defined operating model, the IT organization will be ready and able to support whatever the business needs.

For IT to operate in a cloud model, processes should be standardized, automated and aligned with your business objectives. Clearly defining workflows and introducing a catalog of repeatable services ensures seamless delivery and quicker fulfillment. Automation minimizes delays ensures standardization, allowing teams to focus on value-driven activities.

Governance provides the compass that directs your teams in establishing a clear decision-making structure so that every aspect of IT service delivery is intentional and aligned with business priorities. Governance frameworks should define responsibilities, empower teams, and enforce accountability. A strong governance model elevates the IT organization's ability to deliver measurable business outcomes while fostering trust among stakeholders.

Financial transparency is pivotal to driving cloud success. Implementing a chargeback model provides a way to show cloud costs to both IT and its customers, fostering accountability and informed decision-making. By clearly connecting the services provided to their associated expenses, organizations not only promote stewardship of resources but also create a shared understanding of value.

Accelerate deployment of your multicloud infrastructure

Deploying physical cloud infrastructure requires strategic planning and a blending of hardware and software. Whether you are extending your multicloud environment to a new ecosystem, expanding a data center or building one from the ground up, there will be pressure to get it done quickly and correctly without disrupting operations.

Implementation planning ensures seamless scalability and smooth integration across public, private, and edge platforms. On-site hardware installation and software configuration must align perfectly, embedding security and compliance measures at every layer to safeguard data and systems.

Comprehensive documentation and knowledge transfer are investments in empowering your team to optimize this complex ecosystem with confidence.

Proactively identifying risks and monitoring performance will minimize downtime and ensure your infrastructure operates at peak efficiency.

When executed thoughtfully, a multicloud deployment will redefine what's possible, transforming operational complexity into a seamless, strategic advantage.

Create and deliver foundational infrastructure, developer and resiliency services

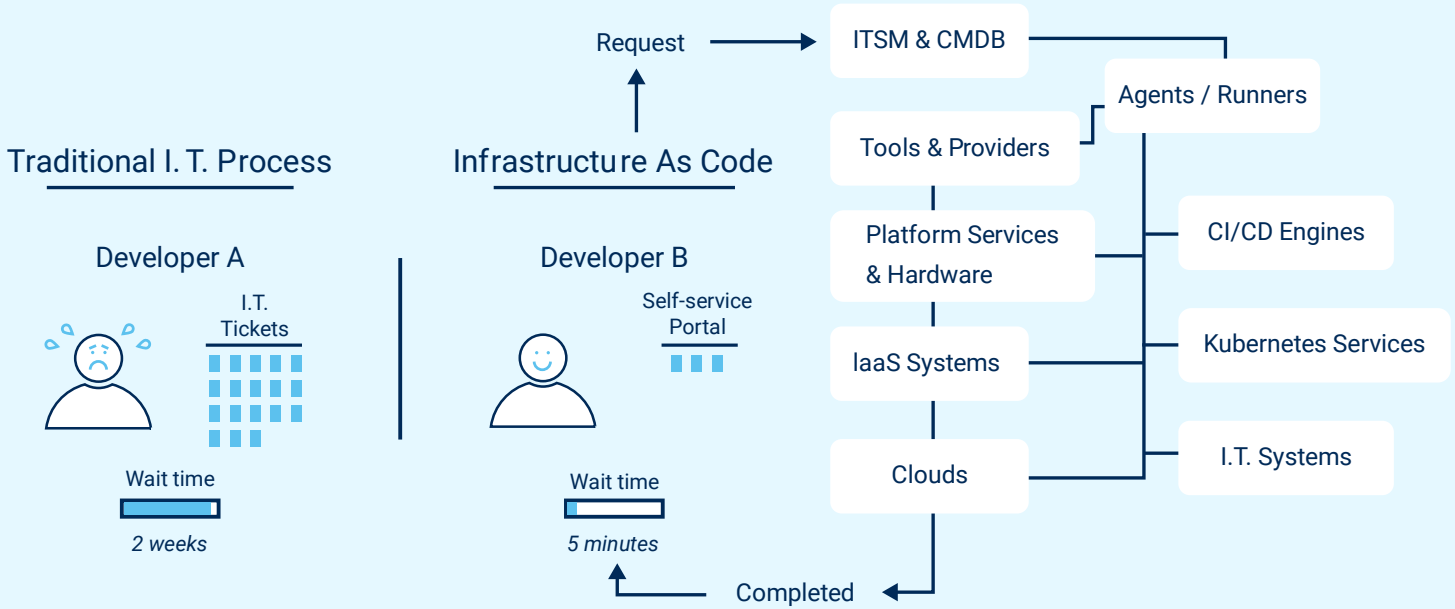
The requirements of cloud consumers will vary depending on their job roles, expected outputs, and position in the company. To address these diverse demands, companies should adopt XaaS, or "Anything as a Service." At its core, XaaS aims to provide the systems, applications and resources that each cloud consumer needs, customized and on-demand.

To be successful, the IT Organization should fully understand the expectations of the cloud stakeholders and consumers. Understanding their workflow, needs, and expected outputs will provide the necessary details to effectively deliver these resources as a service.

With that knowledge in hand, these resources can be integrated into the cloud and automated for seamless, on-demand delivery. This empowers cloud consumers to go to their cloud portal, choose the resources they need based on their business requirements and have them automatically provisioned.

XaaS drives consistency, saves time, and boosts the efficiency and productivity of cloud consumers.

Streamline infrastructure deployments



Infrastructure as Code (IaC) drives efficiency and innovation in cloud environments by treating automated infrastructure management with the precision and repeatability of software development practices. You can apply lean and agile processes and use API-driven pipelines to quickly implement changes and updates, such as automated patch updates and process changes for new business requirements and performance optimization.

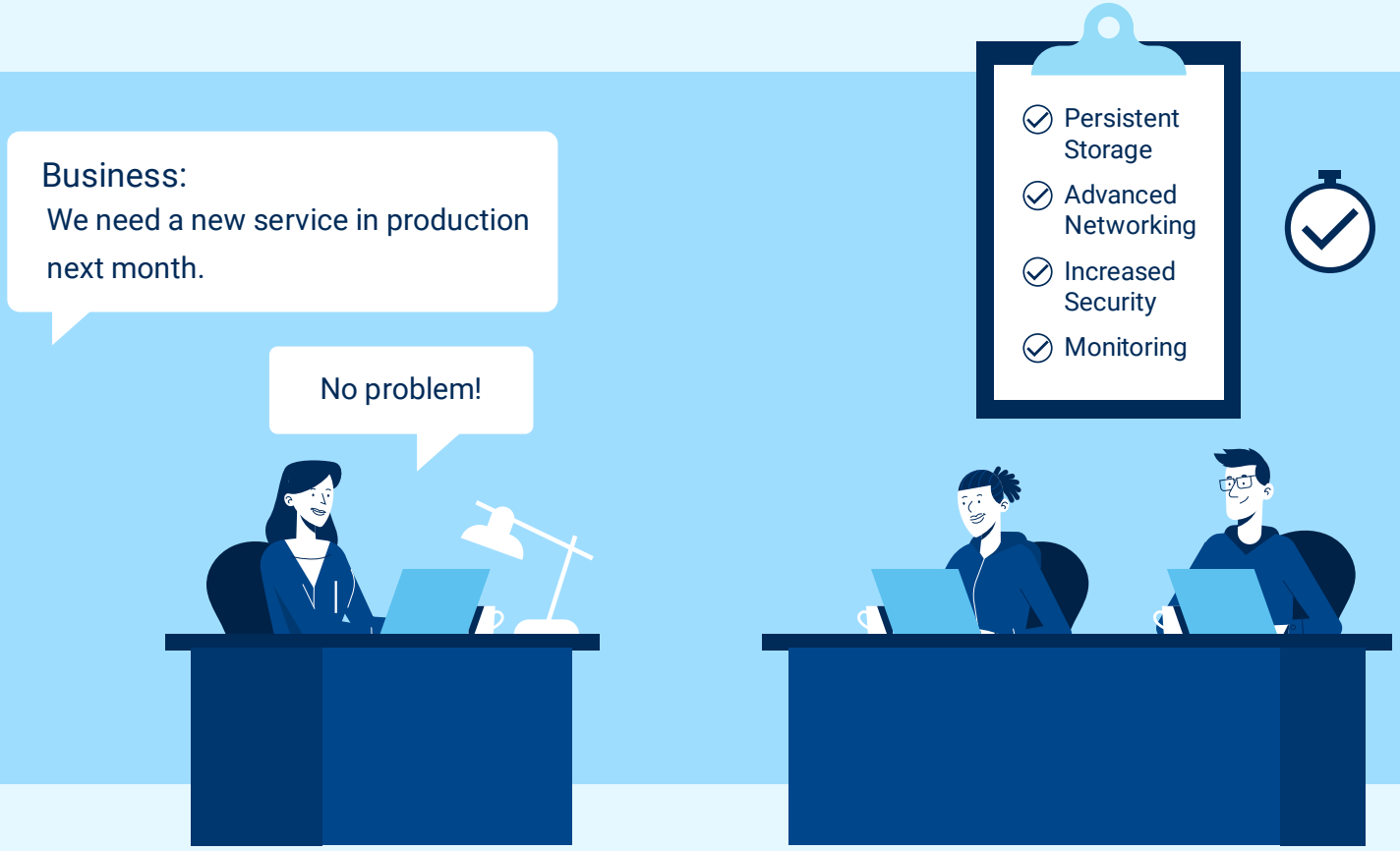
The adoption of IaC allows organizations to define infrastructure configurations as code, providing consistency across environments and eliminating the risks associated with manual provisioning. This foundational approach not only accelerates deployment cycles but also enhances reliability by treating infrastructure changes with the same rigor as software updates. Teams can test, version, and track every adjustment, leading to greater confidence and control over the IT landscape.

IaC also shifts how infrastructure is built and managed by fostering collaboration between software developers, security and operations teams. It integrates seamlessly with DevSecOps workflows, promoting a culture of shared ownership and accountability. The result is faster delivery of value to the business while improving the stability and predictability of IT services.

Ultimately, IaC empowers organizations to fully exploit the potential of cloud architectures while maintaining security and cost control. It creates a pathway to resilient, self-healing systems that adapt to evolving business needs without disruption. For enterprises aiming to stay competitive, IaC is an essential step in transforming IT into a strategic enabler of growth and innovation.

Advance innovation with containers

A production-grade container environment for your cloud infrastructure will accelerate innovation and streamline development activities. In addition, implementing Kubernetes services along with CI/CD pipelines can shorten development cycles and support continuous delivery of applications to production.



By bundling application code, configuration files, and libraries in containers, developers and IT teams can deploy and move applications across different environments with ease and little to no modification required.

Integrating Kubernetes provides you with enterprise container orchestration capabilities for faster and more seamless deployments.

Here are some examples of capabilities provided by a Kubernetes container environment:

- Automated, upgraded maintenance processes
- Integration with network and storage resources
- Built-in surface tooling for monitoring
- Secure access to node resources
- Application failover and recovery
- Modernized applications with cloud-native practices
- Streamlined, integrated application release pipeline

CHECKPOINT

Are you prepared to implement your cloud?

Your strategy is set and agreed to by stakeholders; what steps do you need to address for implementing your vision.

Want to Have	Already Have	N/A	
☐	☐	☐	Optimize your application portfolio
☐	☐	☐	Achieve multi-layered business resiliency and recovery
☐	☐	☐	Optimize how IT operates in a cloud model
☐	☐	☐	Accelerate deployment of your multicloud infrastructure
☐	☐	☐	Create and deliver foundational infrastructure, developer and resiliency services
☐	☐	☐	Integrate software development methodologies to improve infrastructure deployments
☐	☐	☐	Advance innovation with containers

Did you know?

62%

want services that help with rapid implementation of cloud-based initiatives.*

Source: "It Services Are Catalysts For Innovation And Growth", a commissioned study conducted by Forrester Consulting on behalf of Dell, March 2025.

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ADOPT

Act on operational plans to achieve business goals

Move applications and data to their new environments and modernize as needed

Key considerations in the cloud adoption phase include determining where your data will reside and how to migrate it effectively to provide a seamless ecosystem transition. Applications, databases, and workloads should be aligned with the cloud environments best suited to their performance & availability needs and unique characteristics. For legacy systems, replatforming select applications can unlock their full potential of cloud native applications. This involves adjusting application architecture or code to better integrate with cloud environments, enhancing efficiency and scalability.

Equally important is fostering the collaboration between people, processes, and technologies. Integrating practices like DevSecOps can drive innovation by uniting development, security, and operations, leading to lower costs, enhanced security, and greater agility. Leveraging external expertise during this phase can streamline the process, mitigate delays, and prepare teams to manage their evolving technology landscape independently.

Start running workloads and plan for modernization

Bring your applications and data into live production environments and modernize those that will be running in cloud native environments to improve speed, reliability and flexibility.

Adopt DevSecOps principles

Empower your teams to deliver and update applications faster and improve change control, release management and governance across the ITIL operations model.

Plan for expert assistance to meet deadlines

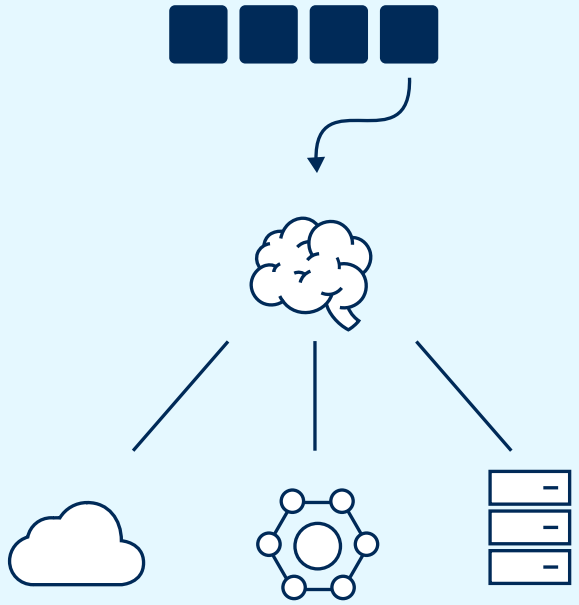
Consider leveraging expertise to not only reduces costs and prevent delays but to equip your team with the skills to confidently manage new technologies for sustained success.

Move data to where it will drive innovation

Decisions about where your data will reside and how it will be migrated are important to a successful ecosystem change. Applications, databases, and workloads can be moved to better performing environments or to environments more suited to their individual characteristics.

Before you start your data migration, you will want to deploy the right monitoring tools so you can validate the performance and health of your applications after they have been moved. Not only will these tools assist with the quality of the migration, but they will provide insightful telemetry data for optimizing your cloud resources as your workflow requirements change and grow. Visibility into the performance of your cloud environment is helpful in managing stakeholder expectations and driving improvements and efficiencies.

Applications / Workloads



Data migration planning also includes analyzing your source and target environments and developing consistent, repeatable processes. There will also need to be a migration cut-over schedule that minimizes disruption and allocates staff resources appropriately.

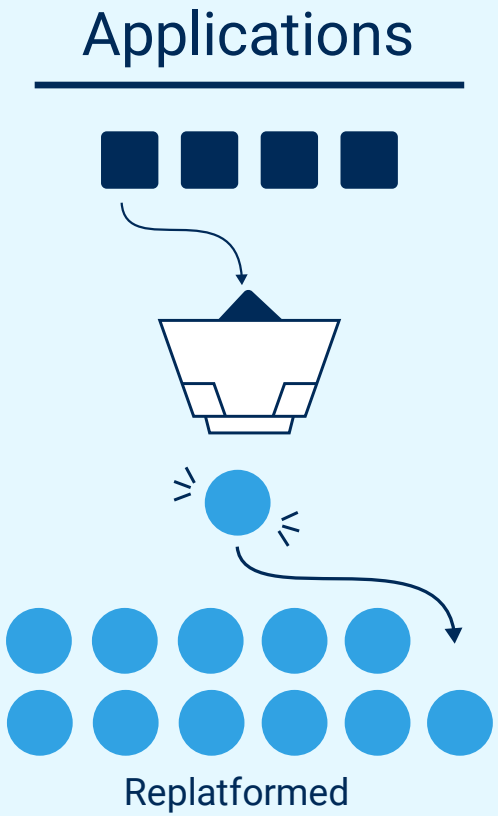
Other activities that can be combined with migration to further goals within different lines-of-business can include application replatforming and database consolidation and/or upgrades, etc.

Thoughtful migration planning will help you further your goals to improve data quality and improve protection, performance and recoverability.

Transform applications from legacy to cloud-native environments

For organizations who want to bring the full advantage of cloud benefits to their legacy environment, application replatforming is a next step for those applications identified as candidates when you evaluated your portfolio. Replatforming typically involves changing the application's code or otherwise modifying its architecture to better take advantage of the cloud environment. Although some organizations accept partial cloud benefits by migrating their legacy applications to container environments and then replatform them later, the best time to initiate application replatforming is during the migration to the new cloud target.

Replatforming legacy applications to a cloud-native architecture requires thoughtful assessment of their current state and future business needs. It is important to identify which applications are worth transforming and prioritize them based on their modernization impact. This ensures that the effort aligns with both business objectives and return on investment, balancing innovation with practical feasibility.

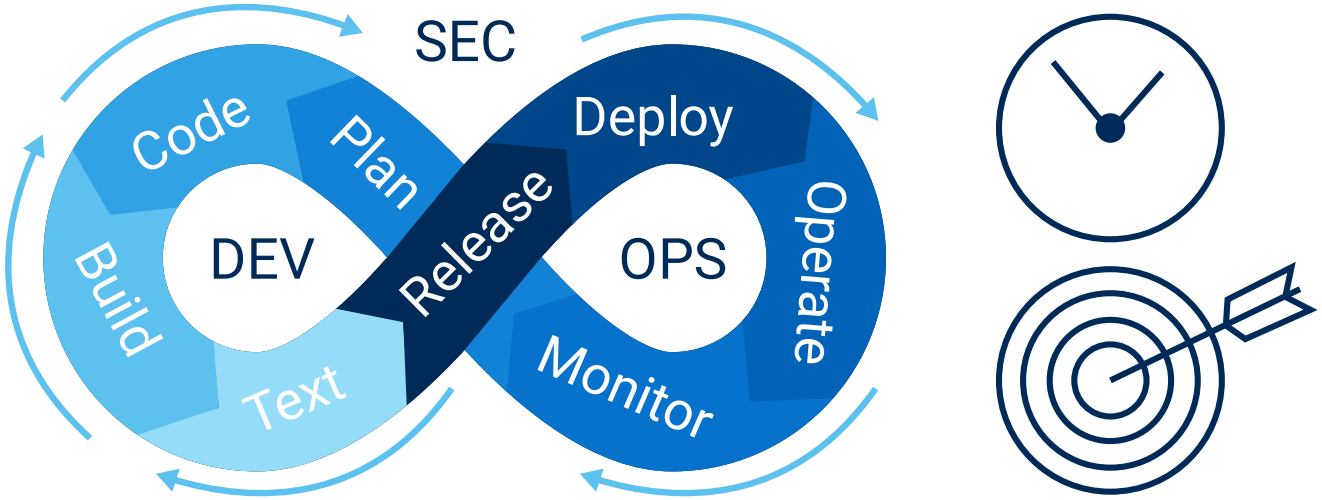


Replatforming often involves refactoring application code and configuring it to leverage modern container platforms, such as Kubernetes-based environments. This process simplifies deployment, improves scalability and introduces streamlined operational efficiency. By containerizing applications, you create the foundation for further transforming them into microservices architectures, where individual components of applications can be developed, deployed, and scaled independently. This evolution increases agility, promotes reuse, and accelerates the overall development cycle.

By taking a phased approach with containerization before progressing toward full microservices, your team can thoroughly test the application and iterate any changes as needed. By modernizing high-value legacy applications, you can realize improved speed, reliability, and flexibility while ensuring the transformation process supports current business demands.

Accelerate time to value with DevSecOps

Essential to developing your cloud strategy is understanding and improving the way people, processes, and technologies interact and work together. Adopting DevSecOps, a set of practices that integrates software development, security and IT operations, will encourage better collaboration across development and IT while reducing costs, improving security, increasing business and IT agility, and accelerating time to market.



Agile techniques, such as sprints, continuous integration, and continuous deployment, will help better align your application development and IT operational teams. These practices automate operational tasks, freeing developers to accelerate their work. They also help to deliver and update applications faster and improve change control, release management and governance across the ITIL operations model.

To capture the full value of DevSecOps, the following steps are recommended:

- Dissolve silos of development, test, security and operational organizations and create integrated cross-functional teams
- Identify gaps and barriers impacting DevSecOps performance and measure and benchmark against priority outcomes
- Use automated CI/CD pipelines to reduce release cycles from weeks to days or hours
- Embed security from the start, leveraging automated pipelines from code to deployment
- Execute quality assurance in a measured and consistent way through frequent automated testing, platform automation, and a roll-forward/rollback approach

Fortify your transformation with expertise, efficiency and empowered teams

If you are in the midst of planning and/or implementing changes in your multicloud environment, engaging with an experienced technology firm to provide residency services can bring the expertise and skills needed for successful outcomes.

By placing certified technology experts with deep multicloud and IT implementation experience in projects, your high-value outcomes can be completed efficiently while empowering your team with vital knowledge and skills. Residents also free your team to focus on business-value driven projects while they maintain day to day operations.

Beyond closing the IT skills gap, resident experts bring targeted knowledge and solutions for challenges such as deploying multicloud infrastructure, application optimization, data center modernization and cloud-native application development, among others. Residents bring unique and deep skillsets that augment your team's capabilities.

The value of an onsite resident goes far beyond project completion. Their guidance helps in-house teams develop the technical expertise needed to sustain and optimize IT solutions over time. By fostering internal growth and reducing employee burnout, residency services create a strong foundation for continuous innovation and operational excellence.

With hands-on expertise tailored to your specific business environment, residents not only reduce costs and delays but also enhance your team's readiness to manage new technologies long-term.

CHECKPOINT

How will you speed cloud adoption?

Review the outcomes you need to achieve empower your teams to be productive and innovate.

Want to Have	Already Have	N/A	
☐	☐	☐	Move data to where it will drive innovation
☐	☐	☐	Transition applications from legacy to cloud-native environments
☐	☐	☐	Accelerate time to value with DevSecOps
☐	☐	☐	Fortify your transformation with expertise, efficiency and empowered teams

Did you know?

Nearly three-quarters of respondents

70%

indicated they need external expertise to help them drive business process change and achieve transformative business outcomes.*

**Source: "It Services Are Catalysts For Innovation And Growth", a commissioned study conducted by Forrester Consulting on behalf of Dell, March 2025.*

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SCALE

Extend and manage your cloud

Implement user-focused strategies, continuous optimization and responsive support

Effective cloud scaling should include user-focused strategies that boost engagement and streamline operations. Tailored experiences and self-service models not only meet user expectations but also drive growth and efficiency. Continuously validating stakeholder experiences helps deliver ensures lasting value throughout implementation and beyond.

In addition to optimizing the health and performance of your resources, you can use these metrics to deprovision resources that aren't needed and scale those that are meeting or exceeding expectations. Optimization is an ongoing responsibility in your multicloud journey – you will continue to fine-tune your environment to meet your evolving needs. This, combined with a responsive, purpose-built support approach helps organizations maintain agility and maximize cloud investments while navigating dynamic challenges and evolving cloud consumer demands.

Cloud consumer experiences

Create a cloud environment tailored to the needs and expectations of its users to drive deeper engagement and uncover new opportunities for growth.

Cloud consumer measurement

Implement a practice of continuous measurement to trend user experiences, giving you the information needed to adjust and scale out the infrastructure.

Maximize performance and uptime

Gather telemetry data to understand application performance and health, pre- and post migration, to validate migration success and optimize your resources.

Deliver a frictionless, consumer-quality digital experience

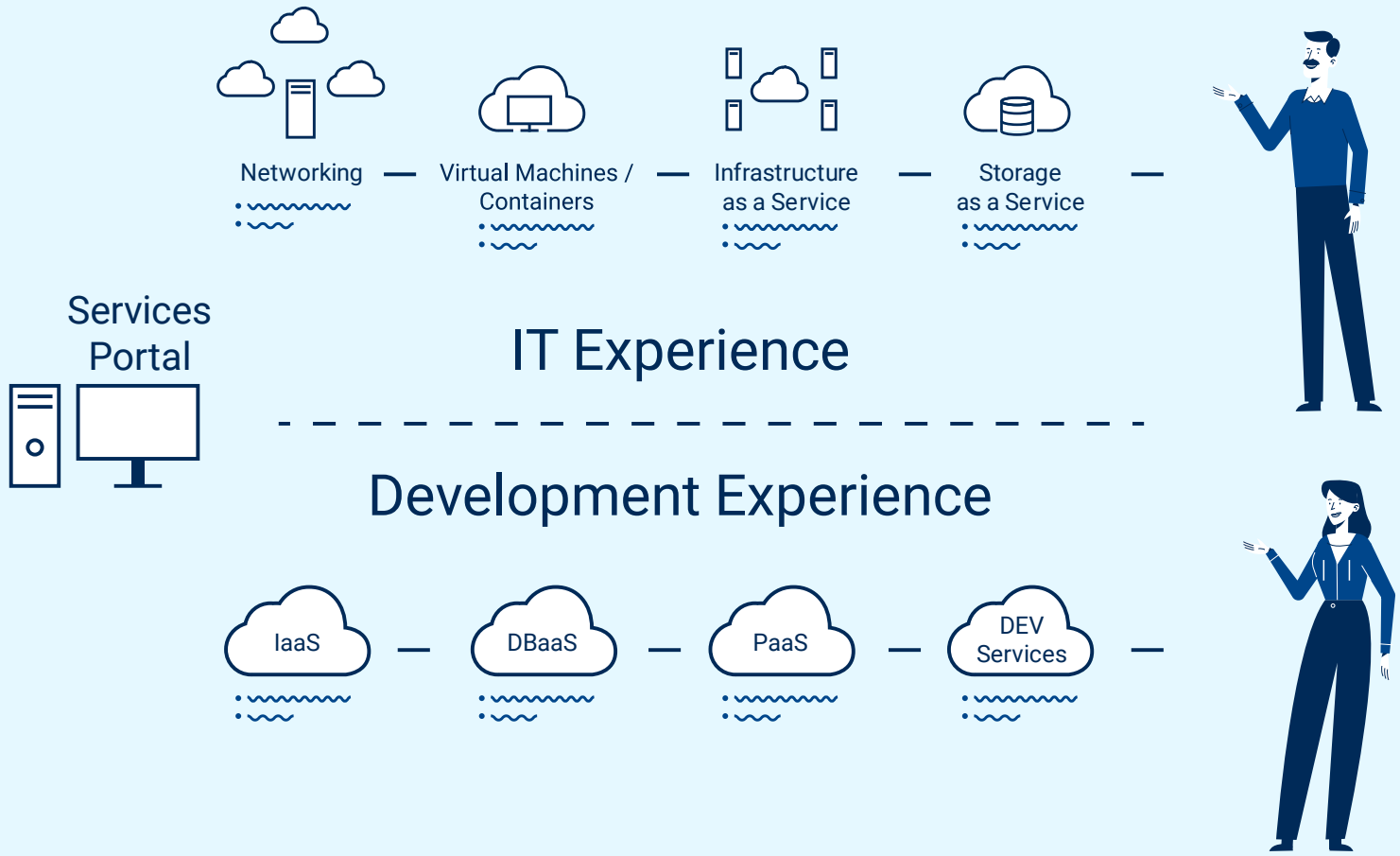
Creating purpose-built experiences within a cloud environment isn't just an aesthetic decision; it's a strategic move that directly impacts user satisfaction, engagement and lowers operational costs with self-service consumption.

Users expect a consistent experience whether they're accessing your services portal on a tablet, phone or desktop. Responsive design should be tailored to the needs of the cloud consumer and backed by the scalability of cloud infrastructure. Doing so will allow you to meet these expectations without compromising experience or performance.

Thoughtful cloud architecture provides the flexibility to integrate with software-as-a-service platforms such as ServiceNow, to improve service delivery, operational innovation navigation and provide intuitive layouts.

Personalization is an essential element to get right. Cloud-powered environments allow for data-driven insights, providing tailored experiences. From recommending relevant content to learning from user behaviors, personalizing interactions through cloud capabilities shows your audience that their time and preferences are valued.

Whether you're designing for efficiency or ease of use, a cloud environment tailored to the needs and expectations of its users can drive deeper engagement and uncover new opportunities for growth.



Measure and prove key success criteria for business stakeholders

Measuring and validating the experience of your cloud stakeholders should become an integral step during the rollout and post-implementation phases of your cloud by design implementation.

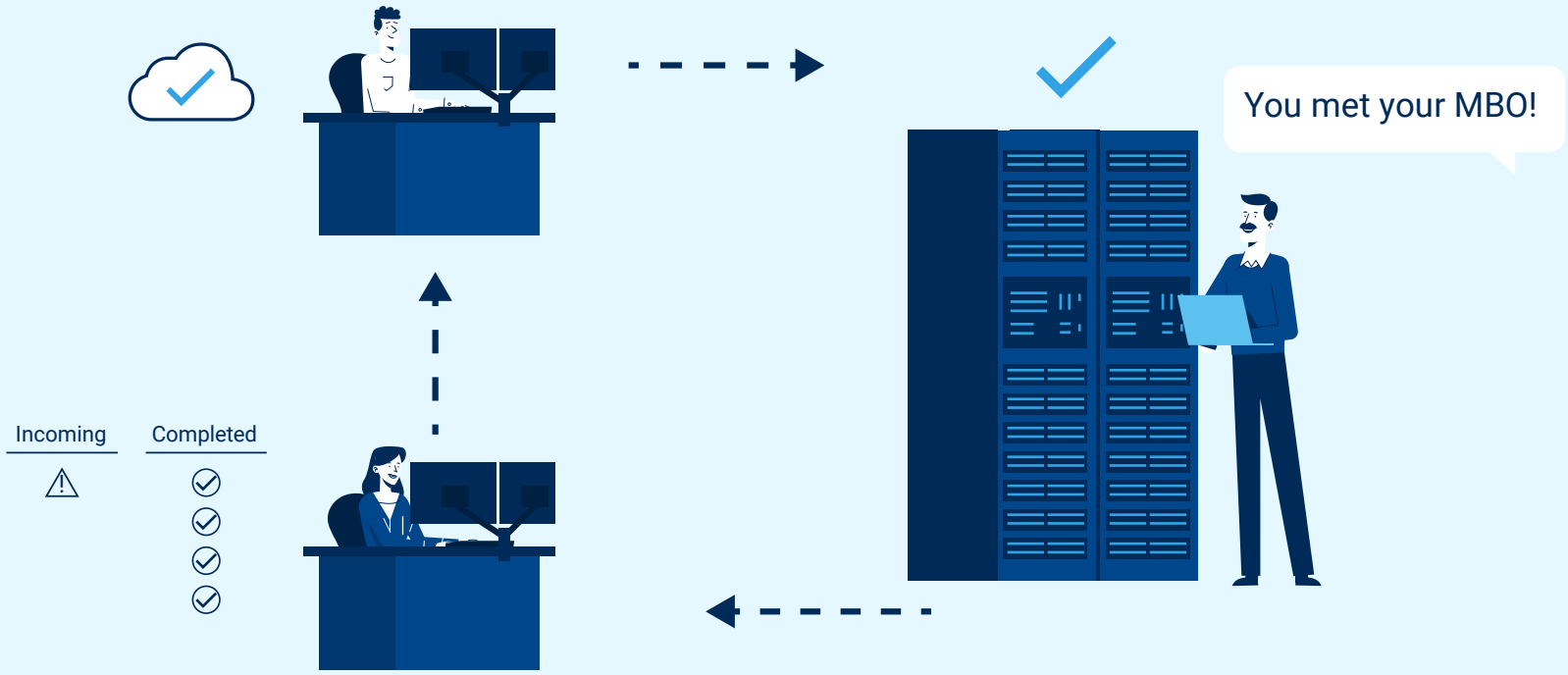
Recommended considerations include:

- Designing a formal tracking program with baseline and follow-up measurements
- Defining success targets and prioritizing follow-up actions
- Capturing pulse measurements with AI-assisted analysis to evaluate and trend user experiences

With this data, you will be able to adjust and scale out the infrastructure, as well as implement new capabilities.

From a technical perspective, it also would be valuable to conduct cloud compatibility tests, assess service-level agreement metrics, evaluate workload performance and data integrity, as well as verify security and compliance.

A business review should include collecting and analyzing employee feedback on access, features, and productivity, adoption rates of cloud workloads and KPIs relating to applications, data and workforce.



Supporting a multicloud environment can stretch IT resources thin, but a managed services provider can help you regain control and drive meaningful results. With their expertise, your organization can operate with greater speed, precision, and confidence.

Unlock Agility and Efficiency in Multicloud Operations

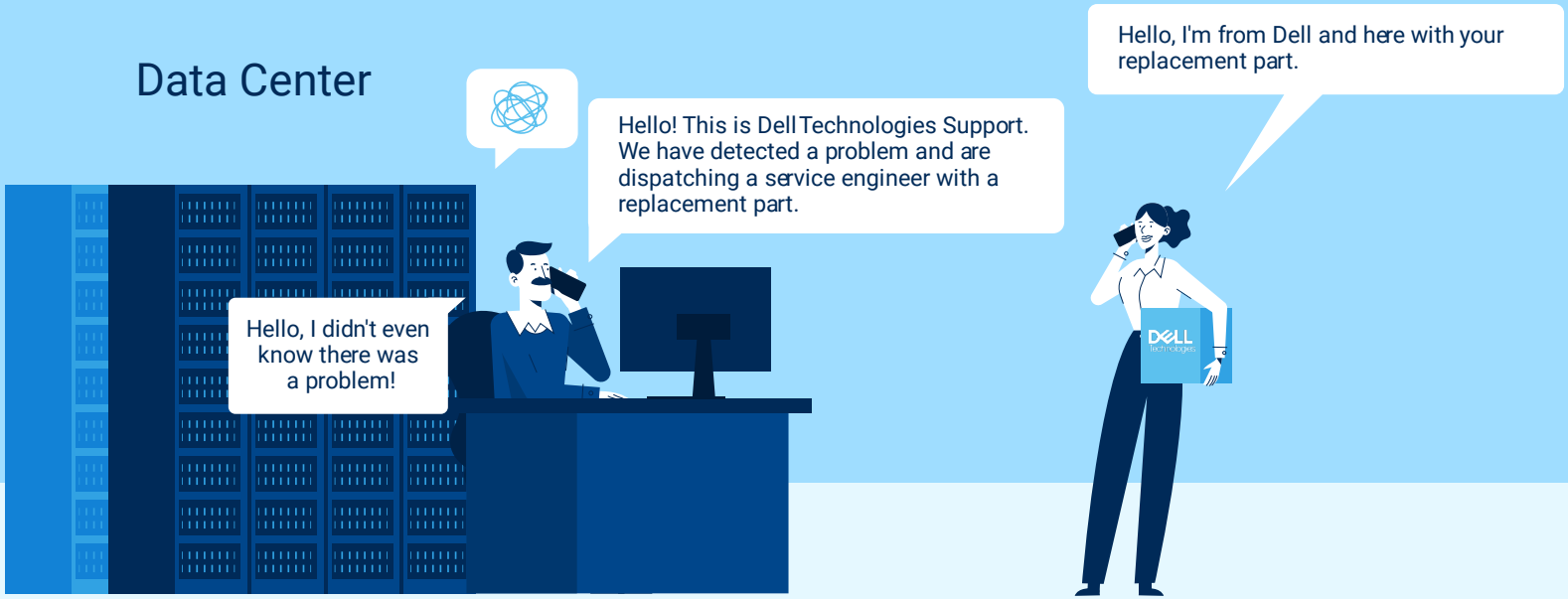
A managed services provider delivers tailored strategies to unify and streamline multicloud operations. By ensuring systems are well-integrated and optimized, they reduce unnecessary complexity, enabling faster decision-making and smoother workflows. This efficiency empowers your IT team to focus on higher-value initiatives that drive growth.

Scalability is another critical advantage, as a provider can help you adapt seamlessly to evolving business demands. Whether expanding infrastructure or launching new initiatives, they equip you with the tools and expertise to scale without disruption. This agility keeps you competitive in a rapidly changing landscape.

Proactive monitoring and maintenance also mean potential issues are identified and addressed before they escalate. This minimizes downtime and bolsters reliability, ensuring your multicloud environment runs as a powerful, resilient foundation for your organization’s success.

Increase availability and reliability of your multicloud environment

Multicloud, application modernization and advanced data analytics provide considerable business benefits and savings, but they also increase the complexity of infrastructure management. A careful consideration with any multicloud transformation is choosing a support plan that is highly responsive and tailored to your requirements.



A support plan aligned with today's modern multi-cloud environments should provide:

- Flexibility to choose support plans aligned with criticality of specific systems and complexity of your environment
- Central point of accountability for all your hardware and software issues
- Cross-domain hardware experience
- Predictive, automated tools and innovative support solutions
- Consistent experience regardless of your location or language

Additional service capabilities you may want to consider are a dedicated service account manager, priority access to specialized support engineers, and 24x7 phone, chat and online support. The right support plan should help increase productivity of your IT team and increase availability and reliability of business-critical workloads running in multicloud environments.

CHECKPOINT

How will you measure and prove success?

Identify the success metrics for your cloud business and technical reviews.

Want to Have	Already Have	N/A	
☐	☐	☐	Deliver a visually appealing, consumer-driven digital experience
☐	☐	☐	Measure and prove key success criteria for business stakeholders
☐	☐	☐	Unlock agility and efficiency in multicloud operations
☐	☐	☐	Utilize comprehensive support for today's modern infrastructures

Did you know?

To help solve current challenges around employee experience and innovation

71%

of respondents seek services that accelerate workforce productivity, subsequently empowering employees to innovate.*

**Source: "It Services Are Catalysts For Innovation And Growth", a commissioned study conducted by Forrester Consulting on behalf of Dell, March 2025.*

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CONCLUSION

Now that you know where you want to go, what is your next step?

Dell Technologies Services can help you bring your “cloud by design” vision to life with a clear and practical roadmap for navigating every stage of your multicloud journey. We have helped thousands of customers successfully build their cloud environments of all shapes and sizes. Achieve meaningful results today while building a solid foundation for long-term success.

Take the next step on your journey.

Dell Technologies Services offers an extensive portfolio to empower your teams and help you realize your business outcomes.

Learn more ›

Explore Dell Professional Services ›

Contact a Dell Technologies expert ›

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