

# The CIO View of Business Agility: Why Multi-Cloud Flexibility Matters

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As the world continues to change, organizations are turning to their CIOs to be the visionary leaders who drive digital transformation. With recent events proving that the only certainty is uncertainty, CIOs are seizing the opportunity to think beyond business as usual, becoming the leading voice for change management within the organization in the process.

Leading in the digital future requires a resilient CIO—a Connected CIO—who deeply understands the business impact of technology and how to use it to chart their organization's success. A key role of the Connected CIO is increasing agility with flexible and responsive technology so that they're always poised for the next opportunity.

The faster users throughout your organization can leverage the right technology at the right time to take the right action, the more effective you can be at helping your organization manage its overall business transformation.

However, true agility cannot be realized with just one cloud or type of cloud.

Not every workload belongs in a public cloud for its entire lifecycle, due to data migration, bandwidth and latency limitations.

**The answer to mitigate this complexity and deliver the timely IT services your business needs to thrive is multi-cloud flexibility.**

# Disruption is no longer a surprise it's the expectation

2020 was the perfect demonstration of the power of adaptability. Connected CIOs who had previously prioritized business agility were able to quickly pivot to not only keep their organizations working but to meet new market demands. Any CIO who had previously focused on keeping the lights on with legacy technology was caught flat-footed and unable to quickly react to the unpredictable business climate.

If you thought the end of 2020 meant a return to normal, think again.



By 2023, global crises will make 75% of CIOs integral to business decision-making

as digital infrastructure becomes the business OS while moving from business continuation to re-conceptualization.<sup>1</sup>

A Connected CIO can react quickly to turn the unexpected into the next business opportunity while their competitors race to catch up, reaping the benefits of having prioritized flexibility and agility early-on: 96% said their ability to collect, analyze and act on data made it easier for their organization to adapt and survive, while 61% said they are already transforming their services and consumption models to meet the new needs of today's business climate.<sup>2</sup>

By embracing multiple and hybrid clouds, you can deliver the business agility your organization requires to be more efficient and productive, allowing your users to meet the requirements of a real-time, always-on and always-changing world. While utilized today by digital leaders, a multi-cloud approach will soon be the standard:



By 2025, 65% of CIOs

say they will implement ecosystem, application and infrastructure control systems that are founded on interoperability, flexibility, scalability, portability and timeliness<sup>1</sup>—in other words, everything a multi-cloud approach is required to deliver.





## More clouds mean more challenges

Improving business agility through a multi-cloud approach isn't as simple as flipping a switch. There are four key challenges you must overcome to optimize your ability to leverage multi-cloud and achieve the adaptability your organization requires.



### 1 **Unpredictable costs:**

The more clouds you consume, the more challenging it becomes to control costs. On-premises, private and public clouds each have their own cost structures, which makes it difficult to maximize budgets if you're not utilizing the right cloud for the right workload. Without singular visibility into how all your clouds are being utilized, you lack the ability to ensure users are leveraging your clouds with both performance and cost in mind.



### 2 **Time demands of juggling multiple clouds:**

The more clouds you have, the more time you spend trying to manage them instead of leveraging their potential. While it's tempting to assign certain clouds to specific tasks, that begins to create data and workload silos, limiting your business agility should you need to quickly shift directions. Rather than approach each cloud separately, ESG research shows that 90% of organizations with cloud management consistency see increased management efficiency and simplified operations. On average, they save 70.5 hours per week—the equivalent of nearly two full-time employees.<sup>3</sup>



### 3 **Lack of visibility and control:**

Similarly, the more clouds you have to manage, the less transparency and insight you might have into any single one. It can be a struggle to ensure you're keeping up with the regulatory, security and auditing demands for all your data if it's spread across multiple locations, leaving your organization dangerously exposed to potential security breaches or fines. Research shows that 84% of organizations with cloud consistency are able to cut risk and enhance security.<sup>3</sup>



### 4 **Sub-optimal workload efficiency:**

While public clouds provide many benefits, not every workload belongs in the public cloud across its entire lifecycle. You need to understand when and where each workload should live to ensure you're using the right cloud at the right time. New IDC research unveils that efficiency, performance, availability and cost are all influenced by workload placement, while security is the single most important consideration in workload placement.<sup>4</sup>



## Mastering multi-cloud for business flexibility

To overcome these barriers, you must organize your cloud approach to prioritize three initiatives. The first is improving your freedom of choice in consumption and payment. By being able to determine if you consume a cloud as a service, pay as you go or pay as you use, you can create more predictability in your budgets while maintaining the ability to scale up or down to meet the demands of your business.

Working with different clouds shouldn't require completely different platforms, tools and skillsets. That's why your second initiative is delivering consistency across your clouds through multi-cloud management using a single pane of glass. This allows you to select the right environment for each workload based on scalability, capacity and computational performance, while providing users with a common set of tools utilized end to end across clouds. Together, this eliminates management and development silos while making it easier to migrate applications and workloads from one cloud to another.

Finally, you must be able to optimize infrastructure and workloads. By enabling the ability to dynamically assign and change resources for workloads, you can optimally deploy, operate and scale workloads as your business needs change.

## In numbers: the benefits of agility

Recent research finds the most mature organizations—categorized as Accelerators—reap tangible, quantified outcomes by prioritizing agility:

3.2x more likely to be very confident in their resiliency<sup>5</sup>

knowing they have the clouds and tools in place that allow them to adapt no matter what the market throws their way.

Experienced 44% fewer problematic cloud incidents<sup>5</sup>

like app outages, data loss and security breaches in the past 12 months than less-mature organizations.

Reduced their infrastructure costs by 16%<sup>5</sup>

in the last year as a result of their use of on-premises infrastructure, as-a-service consumption models.

67% are very confident that they have the technology experience to adapt and thrive<sup>5</sup>

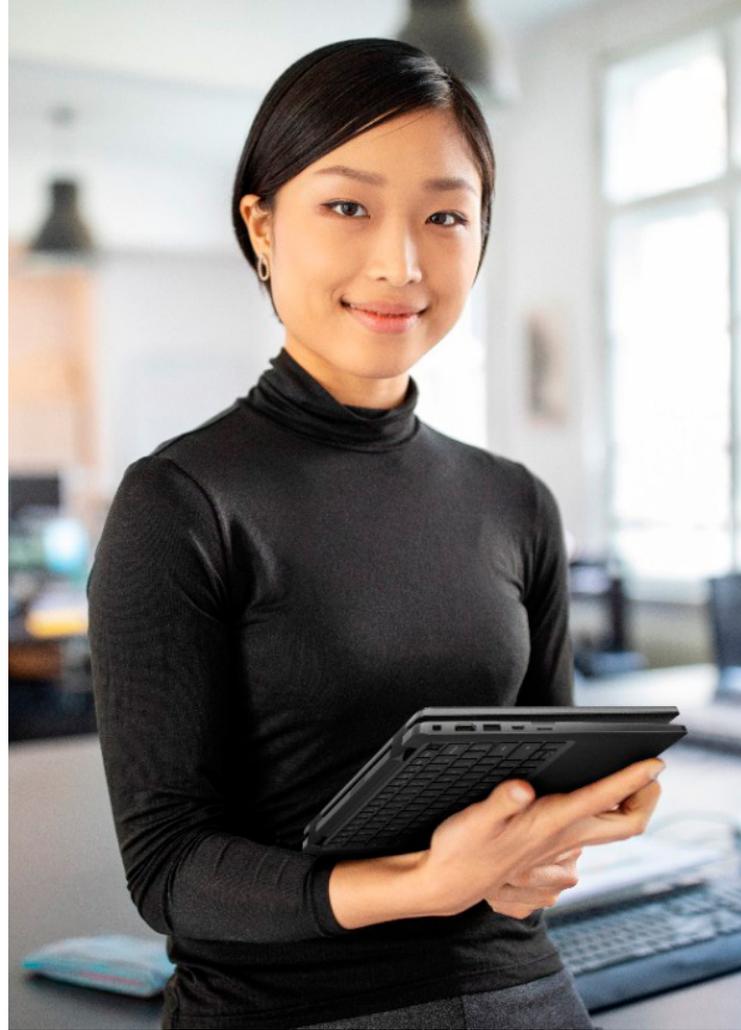
through major societal and macroeconomic disruptions.

# It's only a disruption if you're not prepared for it

The Dell Technologies Digital Transformation Index reveals 50% of business leaders worry they didn't transition fast enough.<sup>2</sup> While very few digital leaders entered 2020 with so much disruption in mind, those who had prioritized business agility were able to quickly utilize technology to ensure their organizations adapted and, in some cases, even excelled.

While no one knows what or when the next disruption will be, savvy leaders are ready for that next wave of change, confident in the foundation of agile IT to turn any new horizon into a game-changing opportunity.

With Dell Technologies at your side, you can trust that you'll have the technology expertise, end-to-end solutions, world-class services and relentless spirit to help your business be prepared for whatever comes next. That is the advantage of partnering with Dell Technologies to drive your digital transformation—when you need us most, you know we'll be there. We can help provide the multi-cloud flexibility you require so you can drive your organization forward with confidence.



## Additional Resources:

[Learn how to take the next steps for achieving business agility.](#)

[Learn more about Creating Value: Driving New Paths to Innovation in the Data Era.](#)

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### Sources:

<sup>1</sup> IDC FutureScape: Worldwide CIO Agenda 2021 Predictions, October 2020. <https://www.idc.com/getdoc.jsp?containerId=US46972220>.

<sup>2</sup> Dell Technologies Digital Transformation Index, October 2020. Research conducted by Vanson Bourne surveying 4,300 business leaders across 18 countries. <https://www.delltechnologies.com/dtindex>.

<sup>3</sup> ESG Research Insights Paper "The Cloud Complexity Imperative: Why Organizations Must Unify and Simplify the Management of their Sprawling Multicloud Environment" commissioned by Dell Technologies, VMware and Intel Corporation, February 2020. Results are based on a survey of 1,257 IT decision-makers from 11 countries and benchmarking consistent operations management across both public cloud and modern on-premises private cloud infrastructure. Actual results will vary. Full report: <https://www.dellemc.com/en-us/cloud/hybrid-cloud-computing/index.htm#overlay=/collaterals/unauth/analyst-reports/solutions/cloud-complexity-imperative.pdf>.

<sup>4</sup> IDC Whitepaper commissioned by Dell Technologies, Intel and VMware, "Optimizing Workload Placement in your Hybrid Cloud", July 2020. Actual results will vary. Full report: <https://www.dellemc.com/resources/en-us/asset/analyst-reports/solutions/idc-optimizing-workload-placement-in-your-hybrid-cloud.pdf>.

<sup>5</sup> Dell Technologies, "A New View on Technology Maturity: Three Imperatives for Leading in the Data Decade", April 2021. Based upon findings from ESG research, commissioned by Dell Technologies. Full eBook: <https://www.delltechnologies.com/en-us/what-we-do/connectedcio.htm#overlay=/collaterals/unauth/briefs-handouts/solutions/a-new-view-on-technology-maturity-three-imperatives-for-leading-in-the-data-decade.pdf>