



# Future of Technology Infrastructure

4I: Intelligent, Invisible, Interoperable, Invincible

# Everest Group is a leading global services advisory and research firm

Everest Group helps senior executives of leading companies capture value from the next generation of global services



With you on the journey

## Strategy

Consulting and research services to turn insights into decisions

## Implementation

Consulting services to capture value from decisions

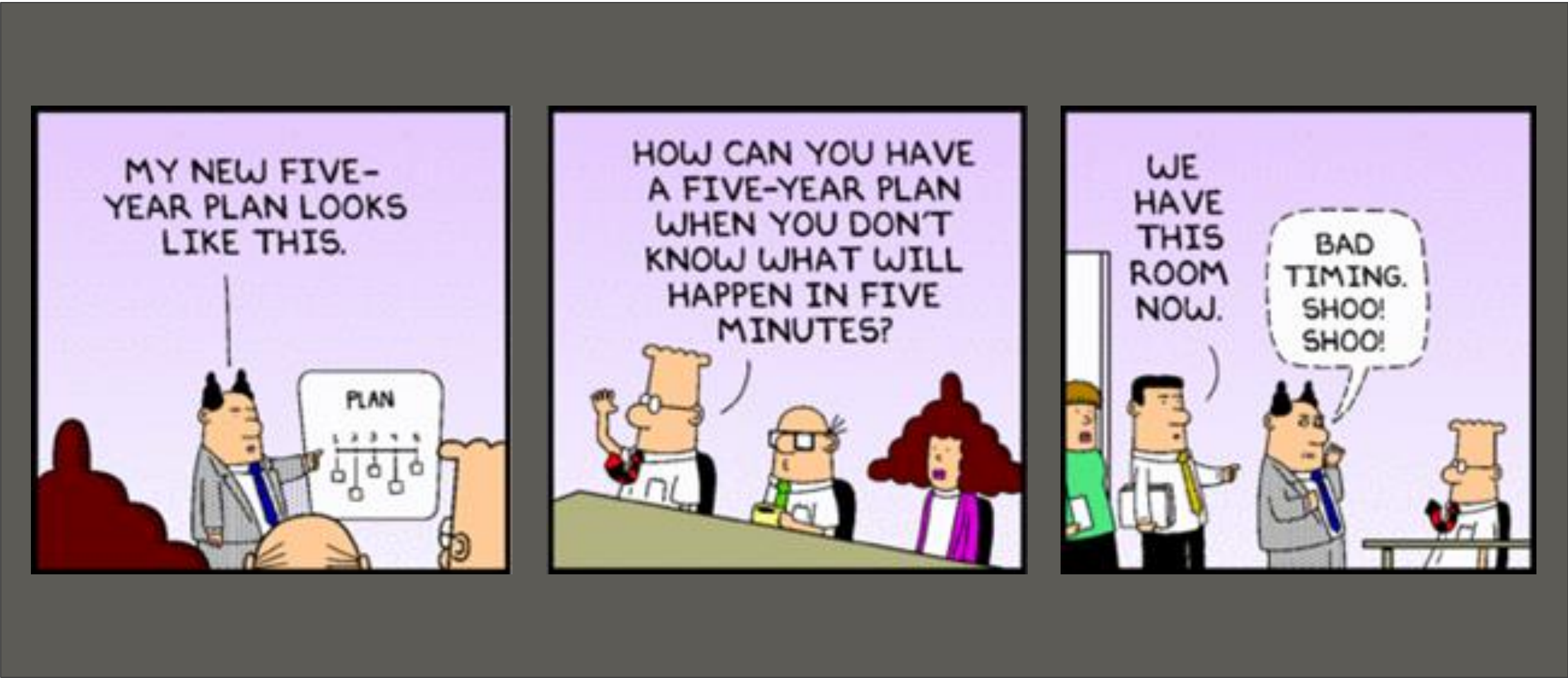
## Memberships

Research reports, data sets, customized tracking services

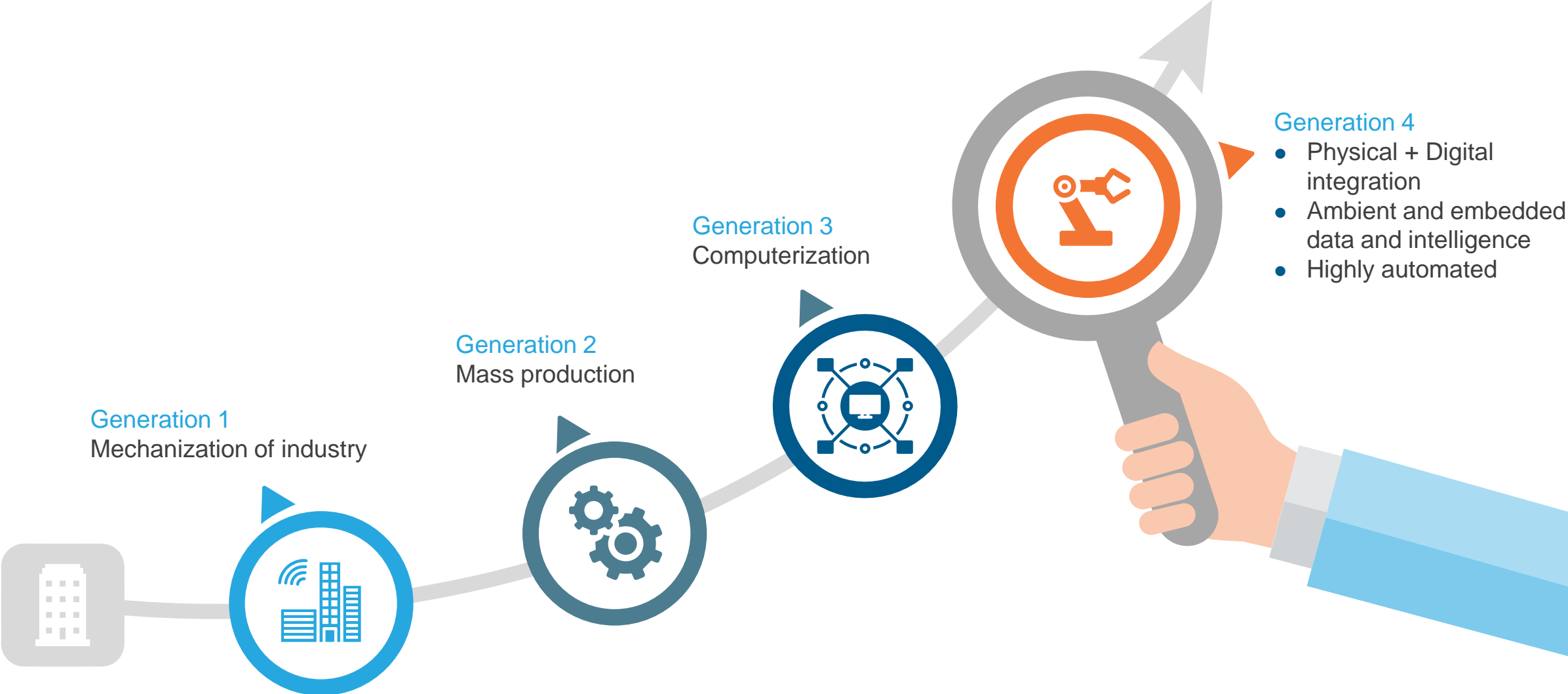
## Resources

Webinars, research, and blogs

# Talking about the future is exciting but challenging

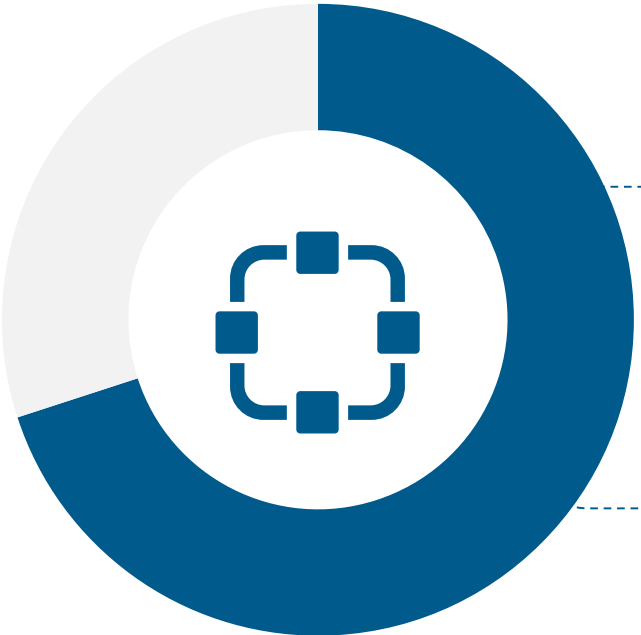


# We are here to brainstorm the evolving expectations from IT infrastructure



# Enterprises realize IT infrastructure is key to their business transformation

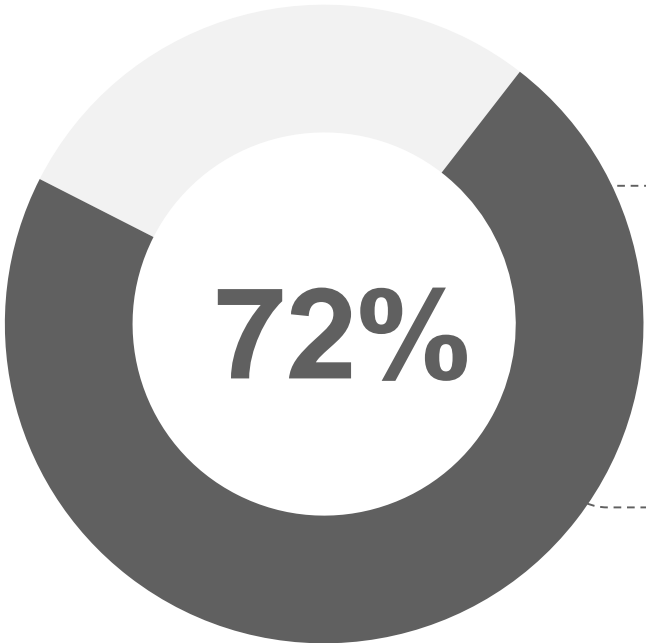
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**More than 85%** of enterprises believe technology infrastructure to be the bedrock of their business transformation initiatives

# However, enterprise perception of IT infrastructure remains poor

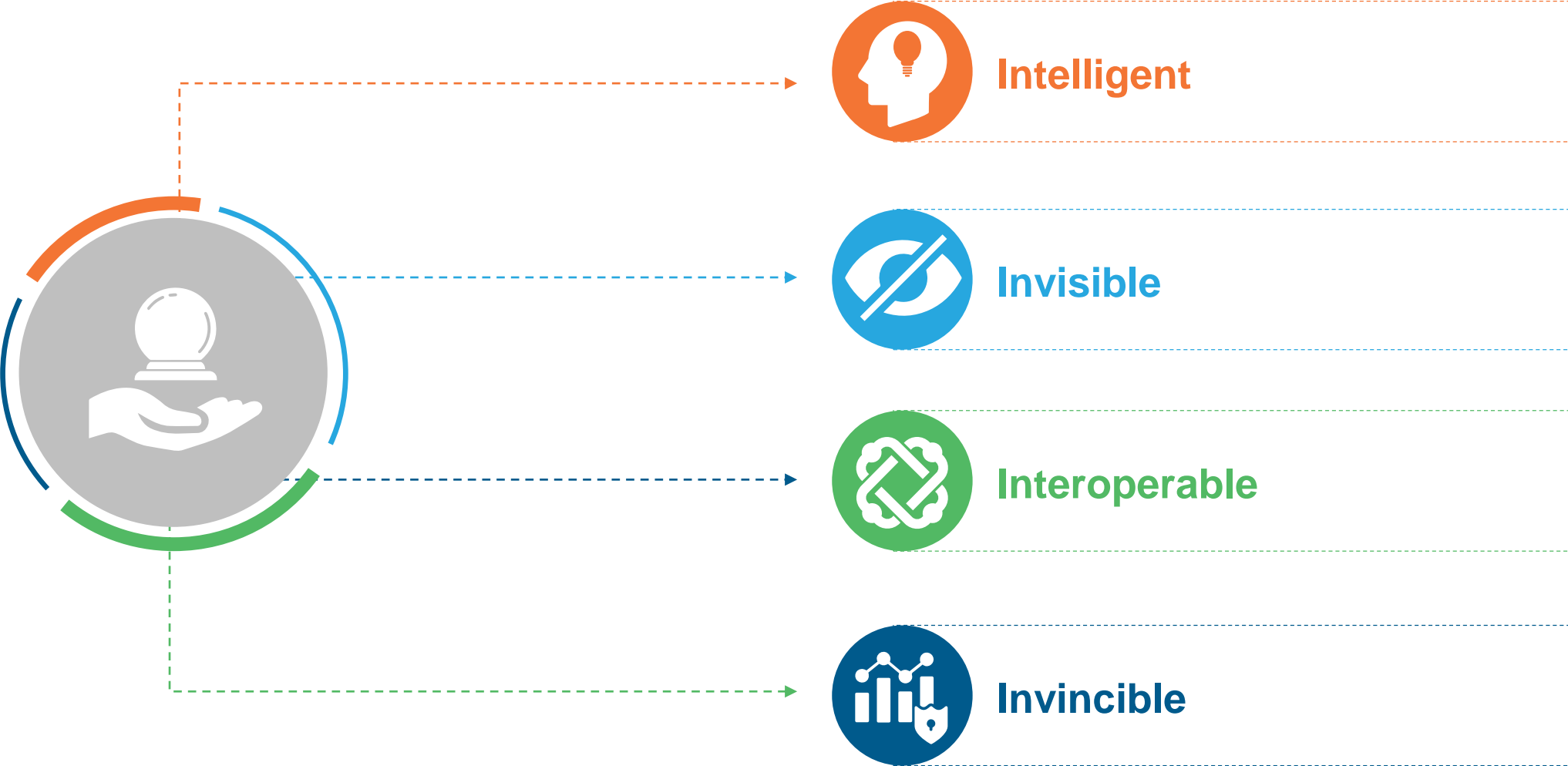
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of enterprises believe their IT infrastructure is not responsive enough for newer business requirements

Everest Group research with 200 CIOs / IT heads of large enterprises (>US\$1 billion revenue)

# Let's discuss how IT infrastructure should be in the new world



# How do the 4 “Is” of IT infrastructure look like





# How do the 4 “Is” of IT infrastructure look like



# IT infrastructure is no longer just to “support” but also to “enhance” the business

## Doing what we do better

Unit cost reduction



Quality improvements



Hyper efficiency



Traditional value

## Creating new service models



Improved experience



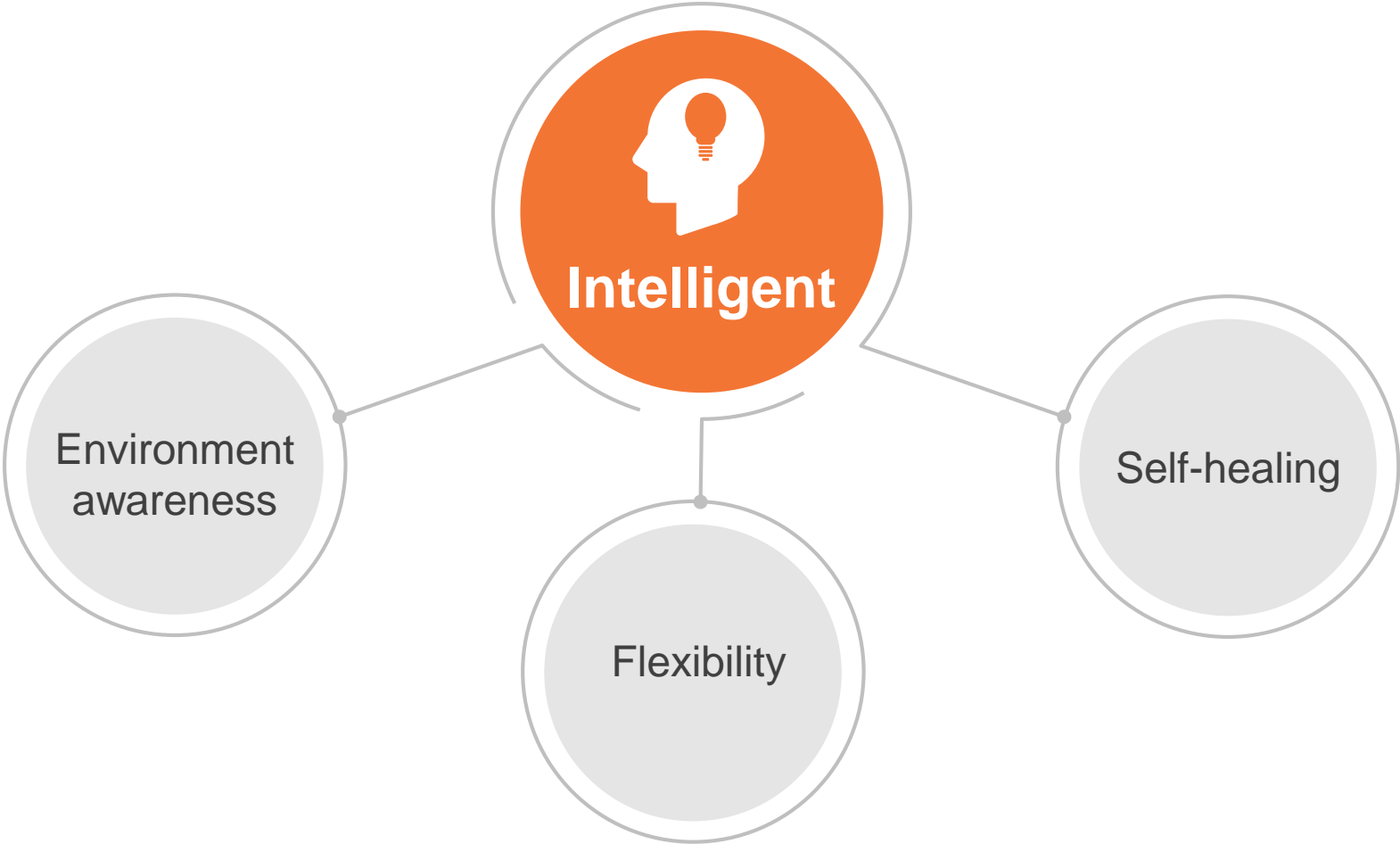
Revenue growth



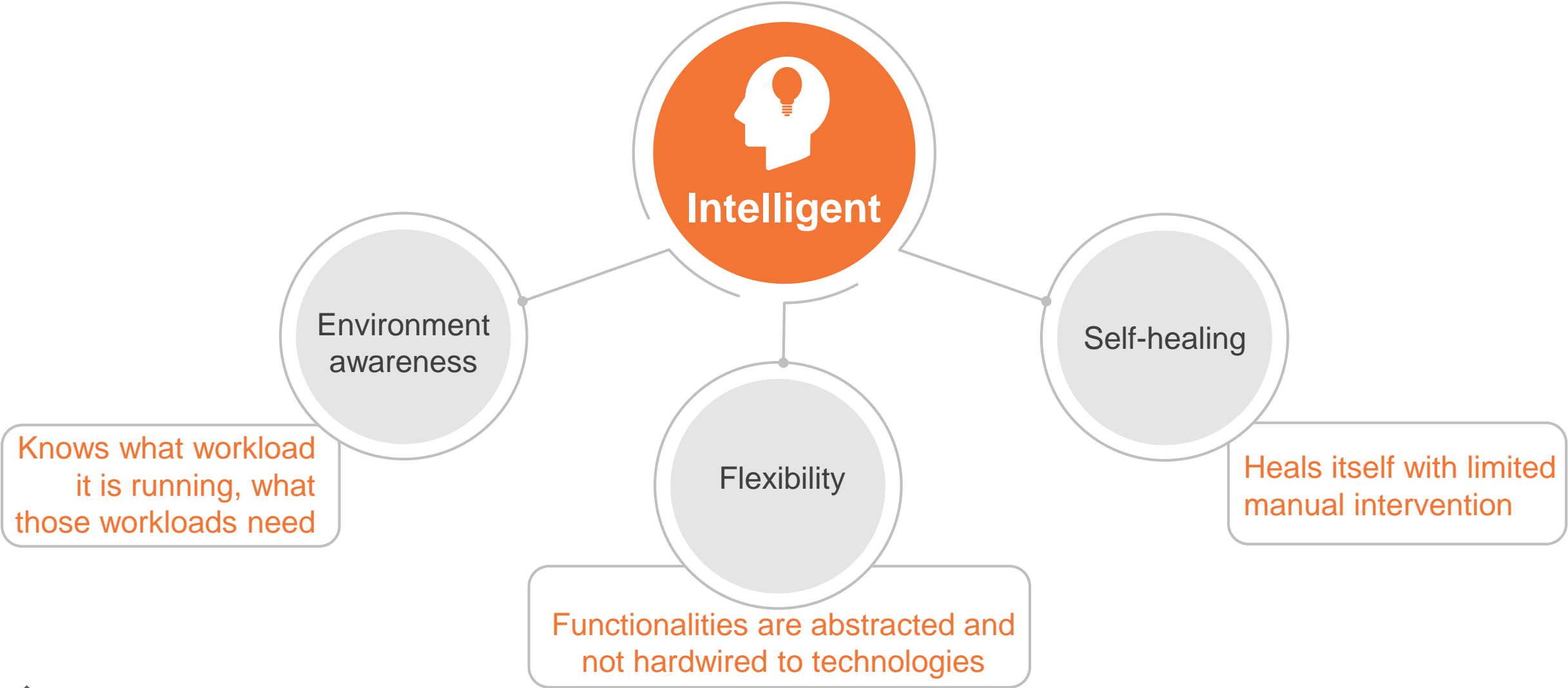
Speed and agility

Breakthrough value

# This change in role requires a lot more “intelligence”

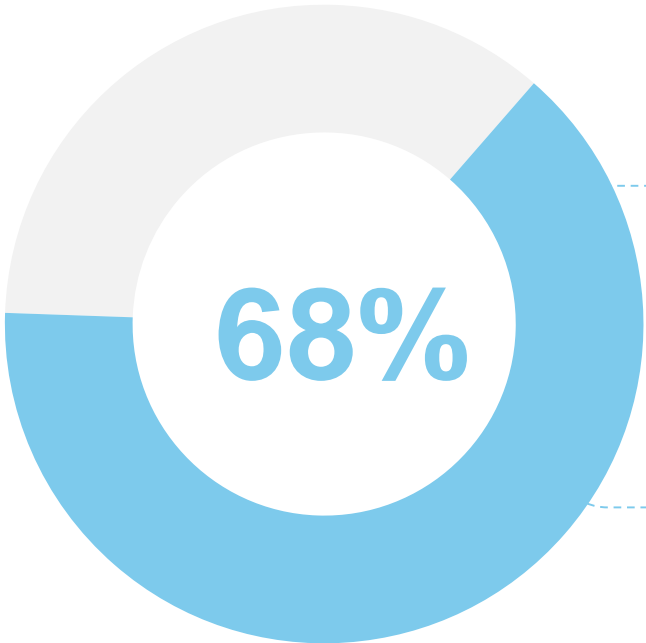


# Let's discuss the building blocks of an "intelligent" IT infrastructure



# However, intelligence in IT infrastructure is still not well understood

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Of enterprises still do not understand the role of AI/Cognitive technologies in IT infrastructure

Everest Group research with 200 CIOs / IT heads of large enterprises (>US\$1 billion revenue)

# How do the 4 “Is” of IT infrastructure look like



# IT infrastructure is now expected to just “work” than being an elephant in the room

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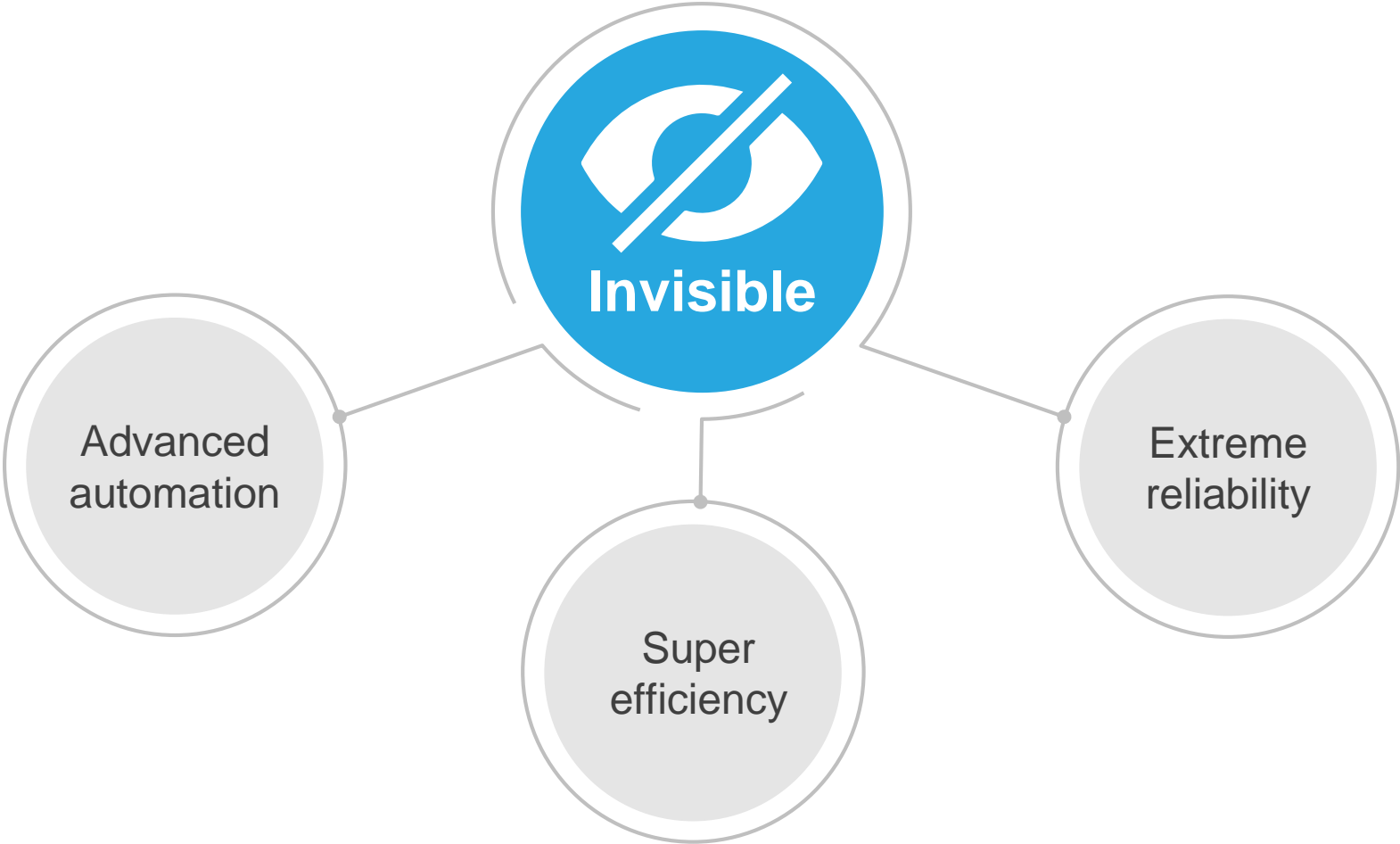
Bank of America (BoA) has closed 20 datacenters and transferred more than 33,000 workloads onto the new Software Defined Infrastructure (SDI)

*We reduced DevOps tools provisioning from weeks to minutes*

*If you are manually provisioning storage, need systems architect to decide storage requirements, you are doing something wrong*

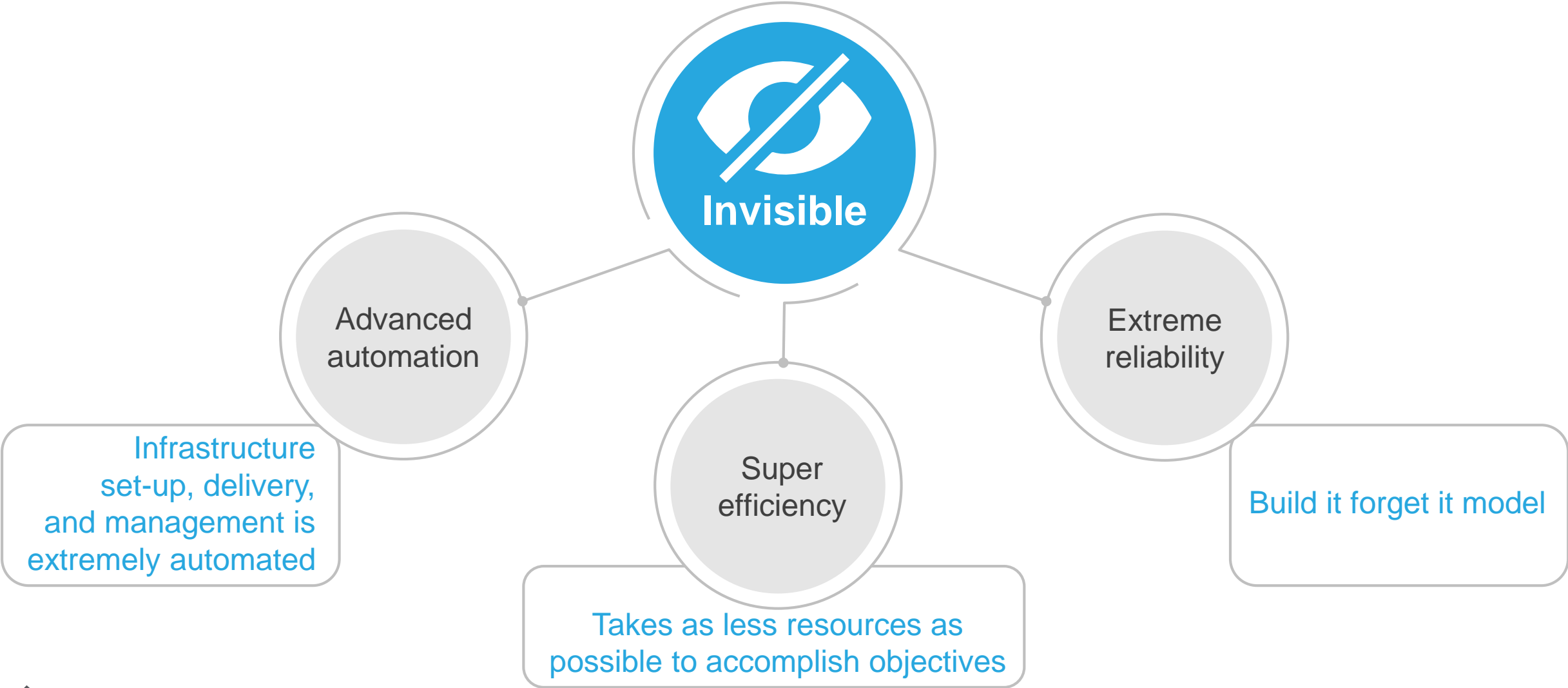
**Shift of qantas.com to public cloud, Qantas expects to save more than \$30 million over five years, and has already experienced a 90 percent reduction in infrastructure costs**

# The infrastructure should be “invisible” to the users

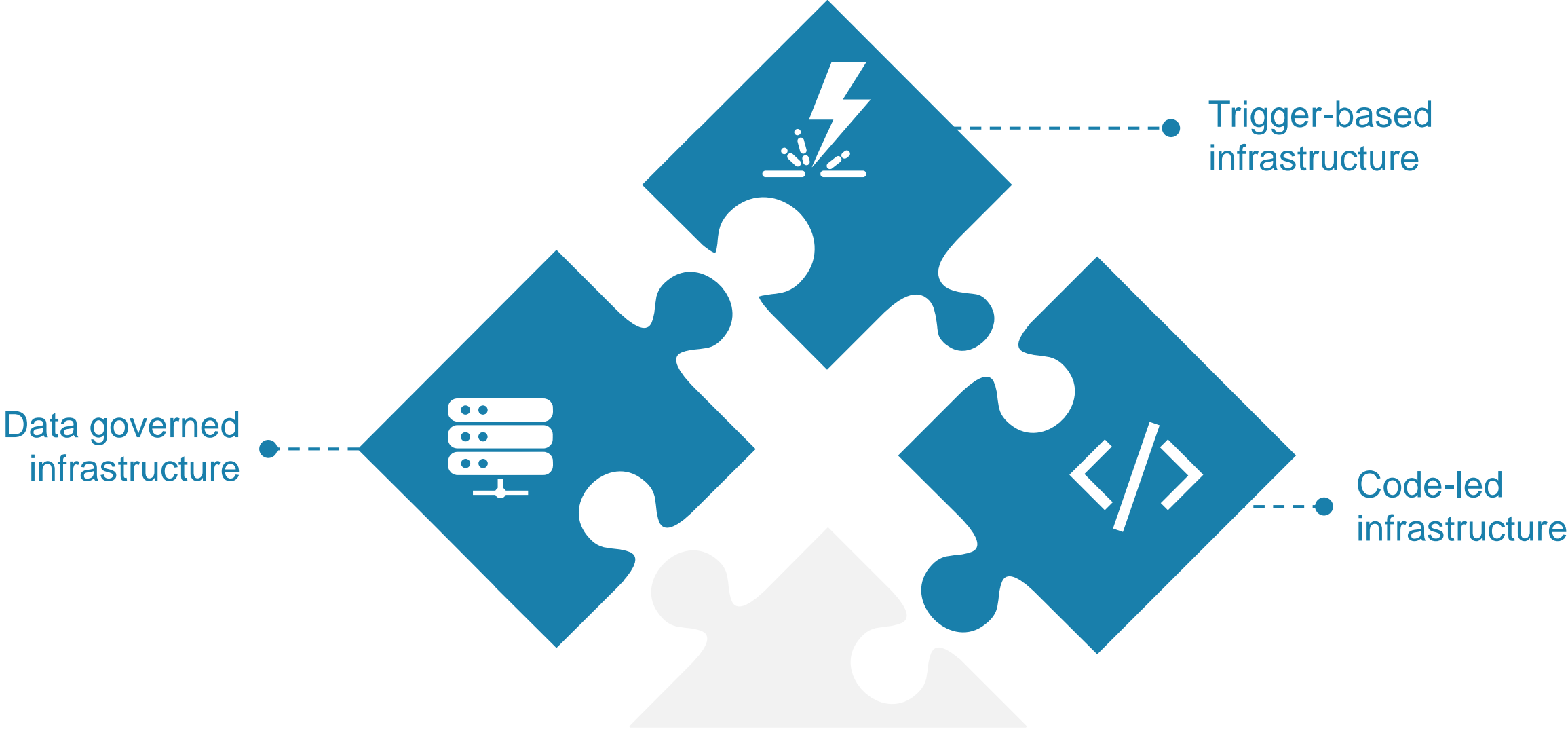




# Let's discuss the building blocks of an "invisible" IT infrastructure



# Some of these building blocks have already become visible



# How do the 4 “Is” of IT infrastructure look like



# Suddenly there are many “frenemy” alliances in IT infrastructure

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Google’s Cloud Services Platform is now Anthos,  
and it works with AWS and Azure

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**Microsoft and VMware unveil new cloud service  
that lets VMware customers run their apps on Azure**

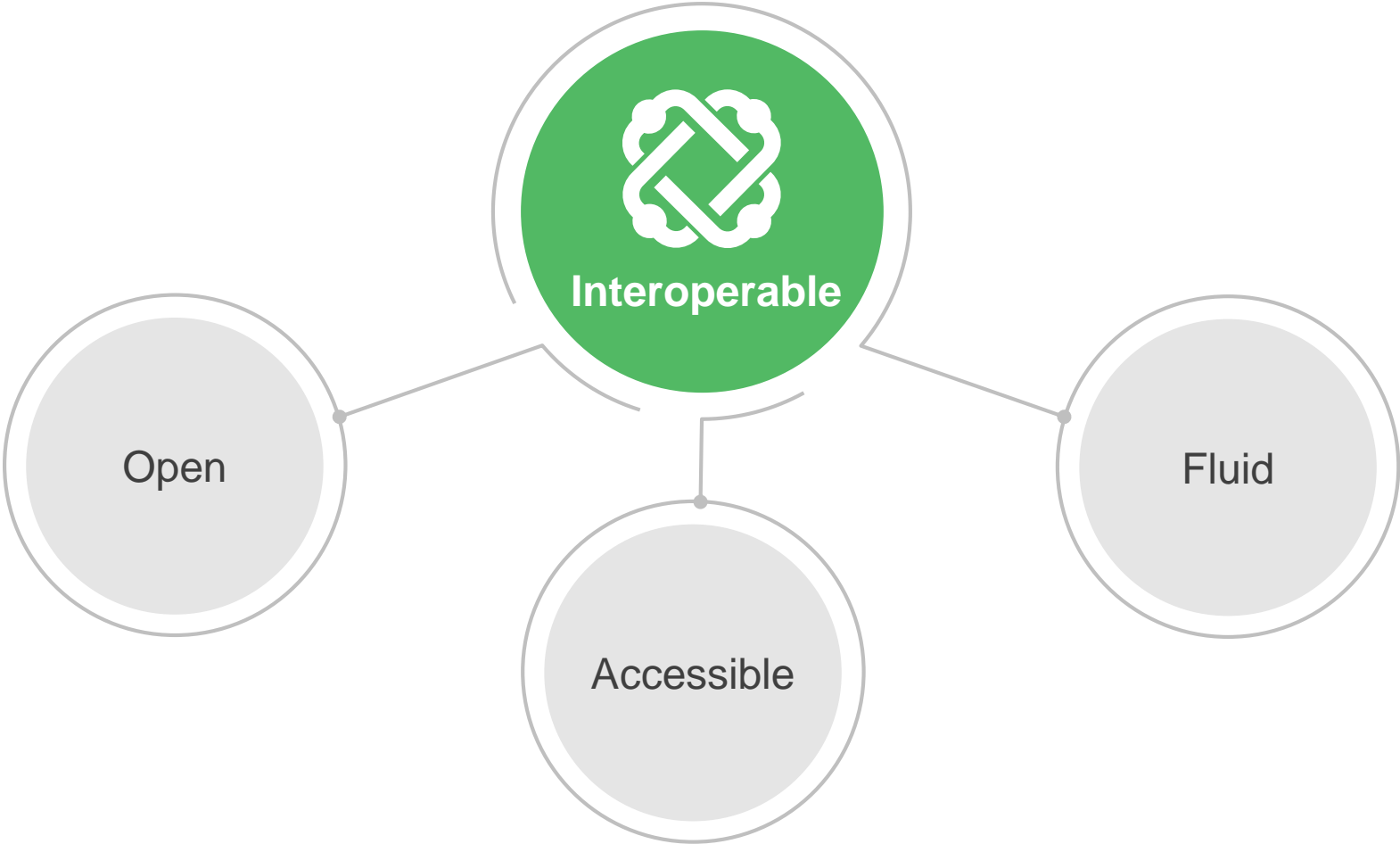
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HPE and Nutanix Kiss and Make Up,  
Formalize Hybrid Cloud Partnership

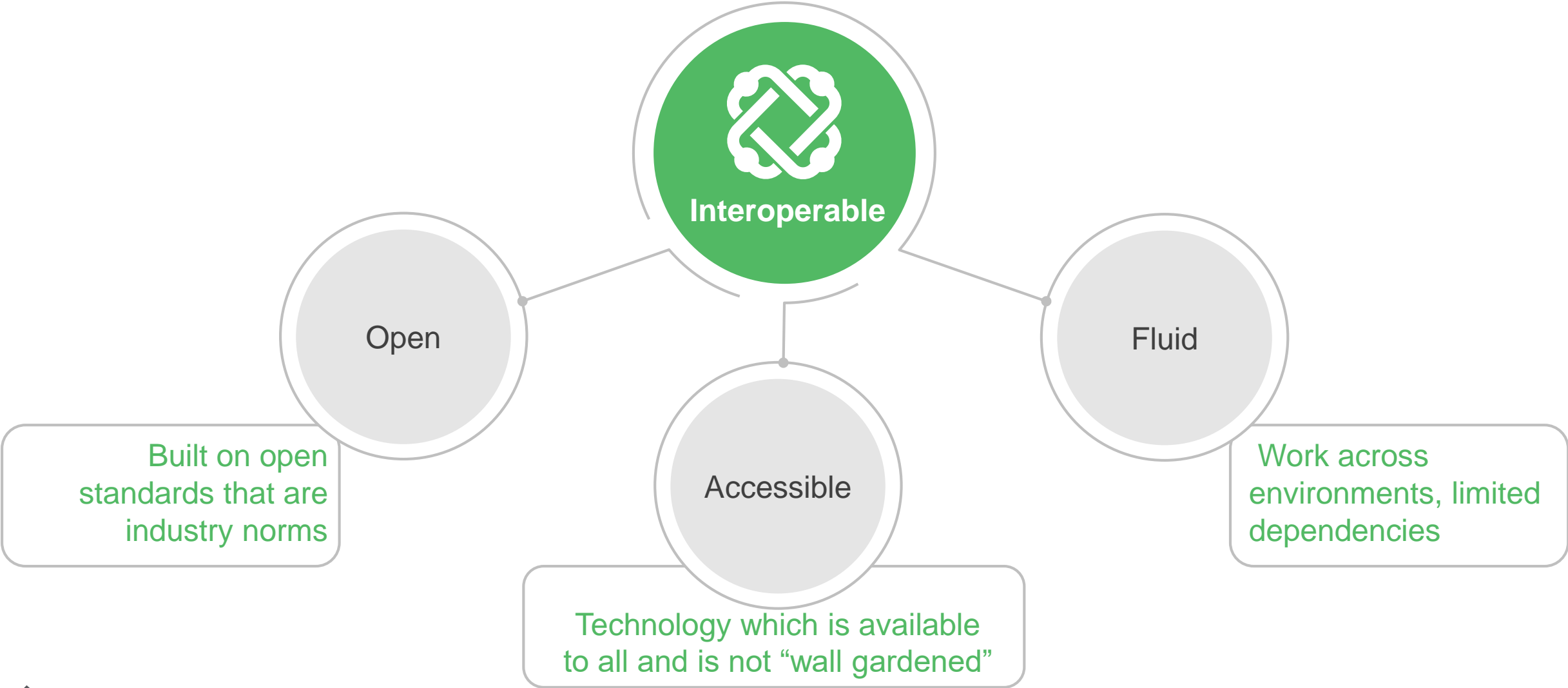
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**IBM Watson Anywhere brings AI to AWS,  
Azure and Google Cloud**

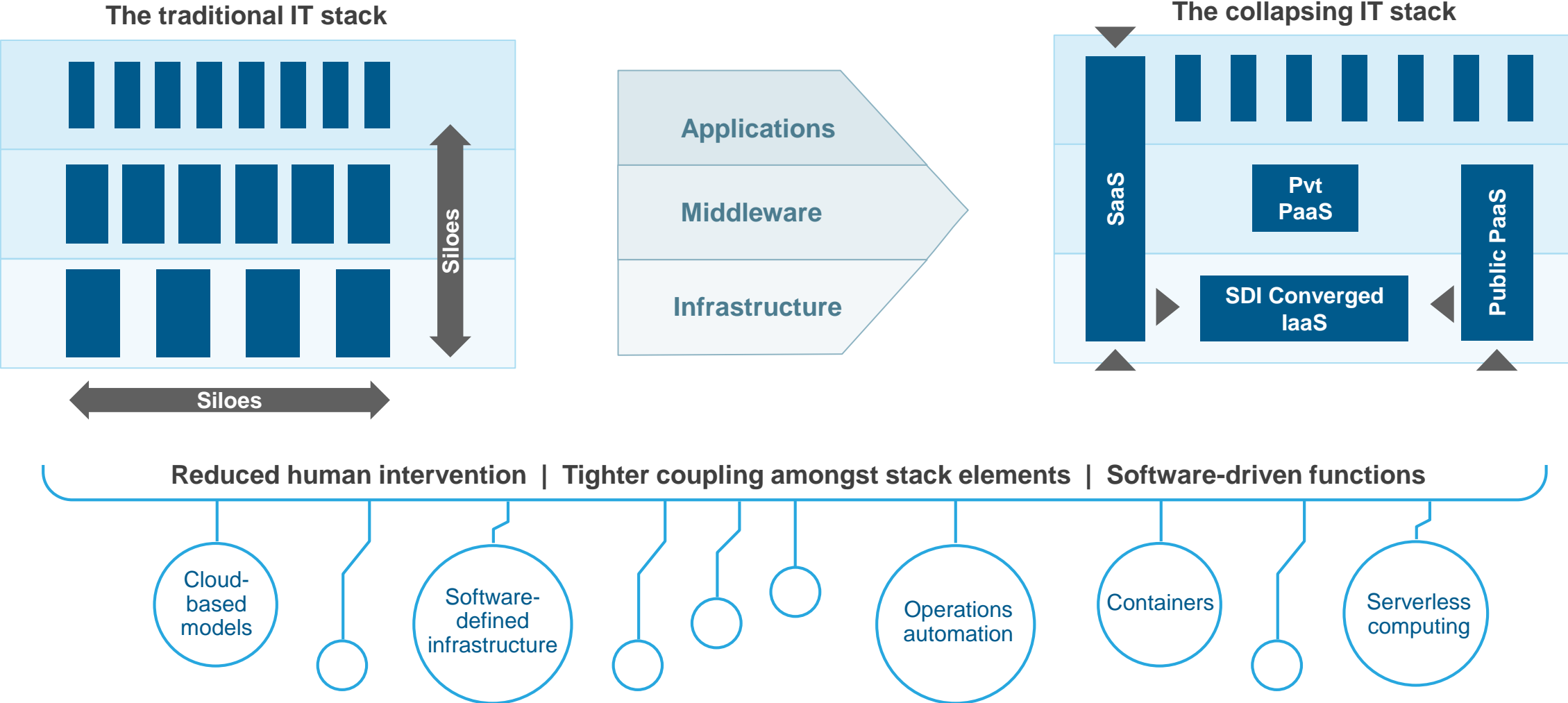
# This indicates the next wave of “interoperability” in IT infrastructure



# Let's discuss the building blocks of an interoperable IT infrastructure



# For interoperability to work, siloes of IT infrastructure need to break



# How do the 4 “Is” of IT infrastructure look like





# Security breaches are becoming common across enterprises

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## HOW HACKERS BROKE WHATSAPP WITH JUST A PHONE CALL

Rs 500, 10 minutes, and you have access to  
billion Aadhaar details

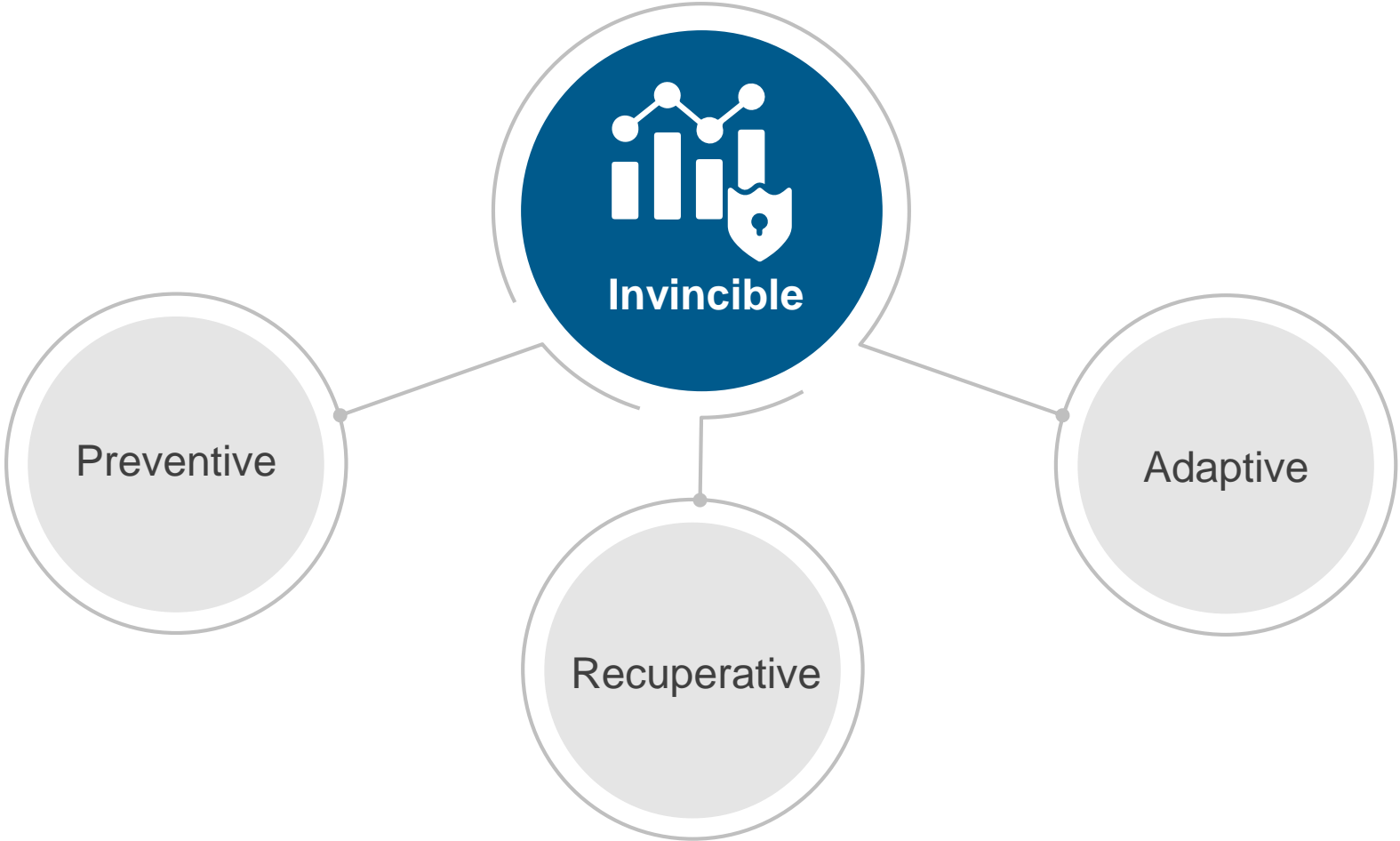
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## Data stolen from hundreds of thousands of British Airways customers in major breach

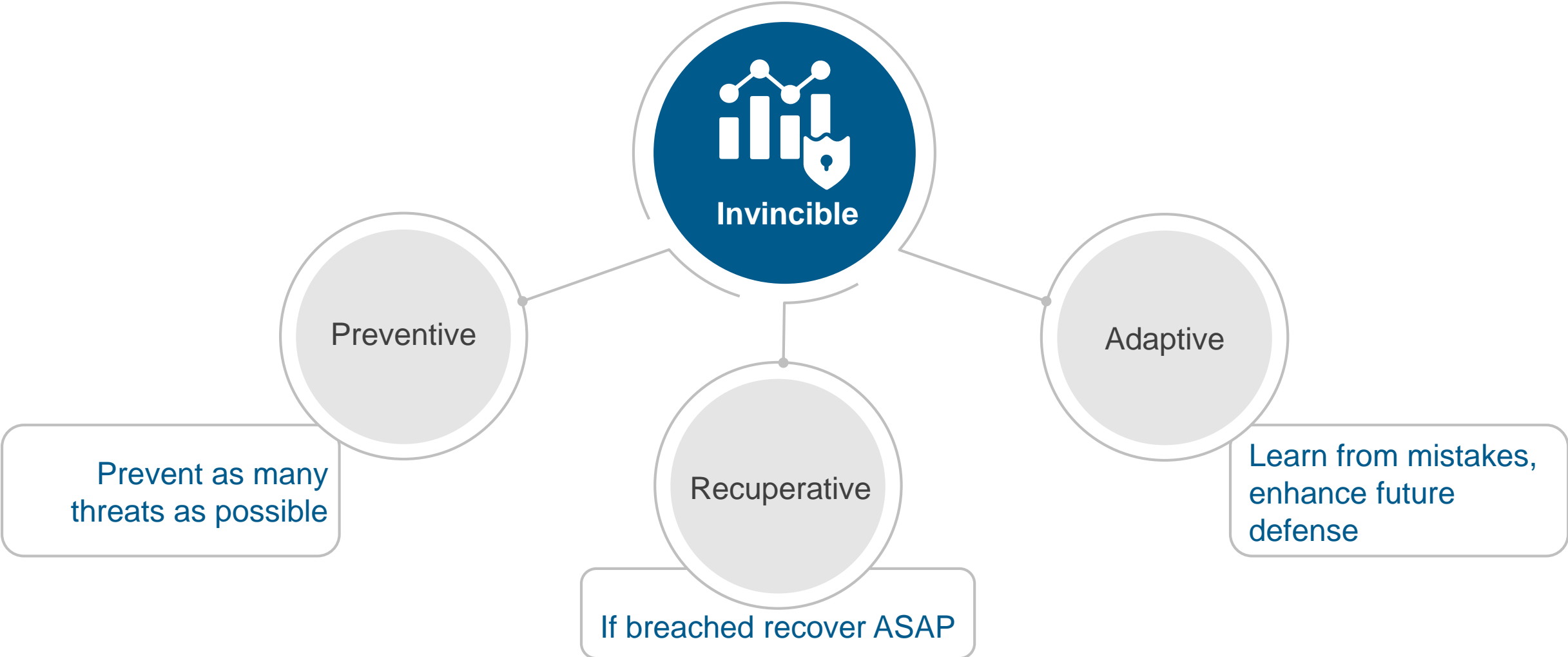
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Giant Equifax data breach: 143 million  
people could be affected

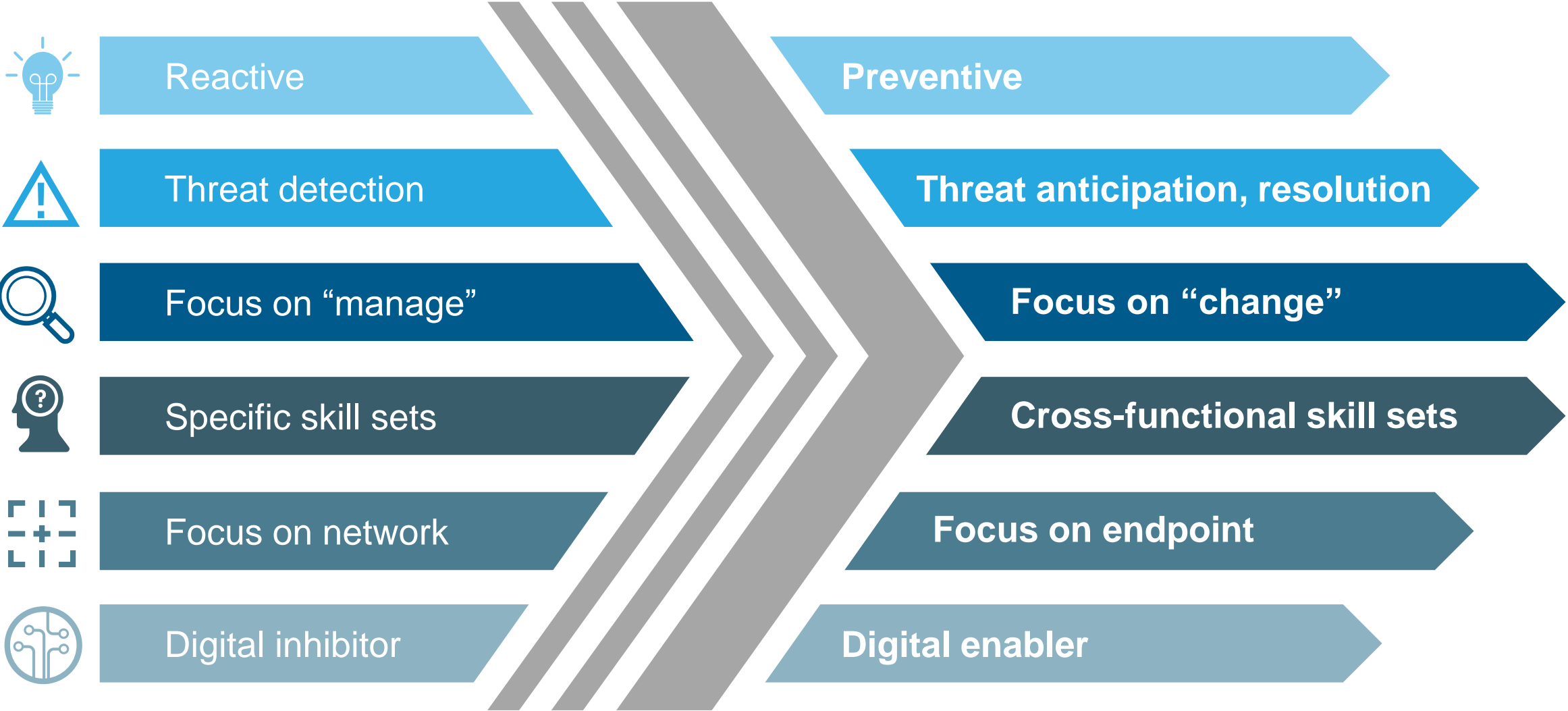
# Increased security threat requires an “invincible” IT infrastructure



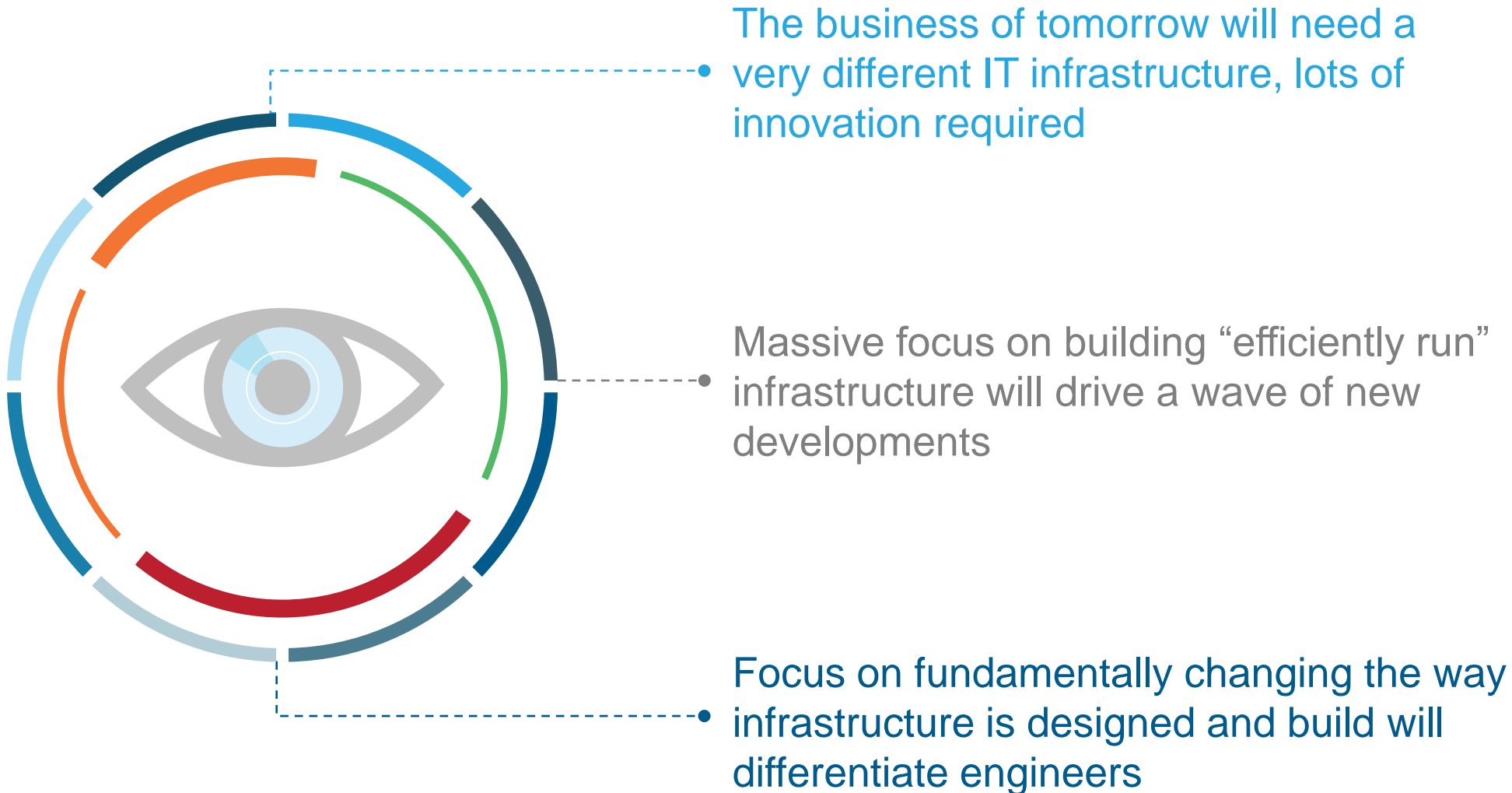
# Let's discuss the building blocks of an invincible IT infrastructure



# Invincibility of systems need to evolve for the digital world



# These are exciting times for the IT infrastructure industry



# What does it mean for you?



Fully understand technical AND business requirements you are building infrastructure for



Enhance your learning through extensive collaboration inside and outside your organization



Keep track of the latest and greatest from technology start-ups



Push yourself to think about future of IT infrastructure more often

# Any questions, please feel free to reach out

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