ACCEDIAN

Use Case: Cloud Migration Monitoring

Driving quality and reducing risks with cloud migration

Cloud migration is an increasingly attractive prospect for mobile operators and communications service providers. You could be a service provider moving specific business applications to the cloud for customers, or you might be an operator wanting to run traditional infrastructure components as new cloud-native applications. In both cases, cloud hosting is often more cost effective than maintaining private physical resources and offers more flexibility when it comes to scale. The cloud is also a boon for end-customers, offering flexibility in how, where, and when they consume services, which has a direct impact on what level of experience they can expect to receive.

For both operators who are looking to execute a successful migration from a technical perspective and for suppliers who don't want the process to affect their end-users' experiences, end-to-end visibility is key. It's this visibility that will assure quality of experience (QoE), support IT operations teams, and manage costs more effectively. However, when moving into the cloud, many organizations find that visibility that was once taken for granted now becomes a significant business challenge that needs to be addressed.

At a glance:

- Migration of apps and infrastructure to the cloud is an increasingly attractive option for service providers and operators looking to drive cost savings, flexibility, and scalability

- It also can be a crucial move for service providers looking to improve QoE for end users, which in turn reduces churn and lays the foundation for potential upselling opportunities

- But visibility into application and network performance is a challenge in the cloud without the right tools, meaning migrations are easily derailed and can lead to QoE issues during and post-migration

Why Accedian Skylight

- Accedian Skylight offers a unique architectural approach and range of cloud-based sensors to deliver unparalleled visibility into network and application experience, leveraging both active and passive monitoring

- With Accedian Skylight, customers can preserve QoE, support IT Ops troubleshooting, keep costs down, preserve brand value, and optimize future planning decisions
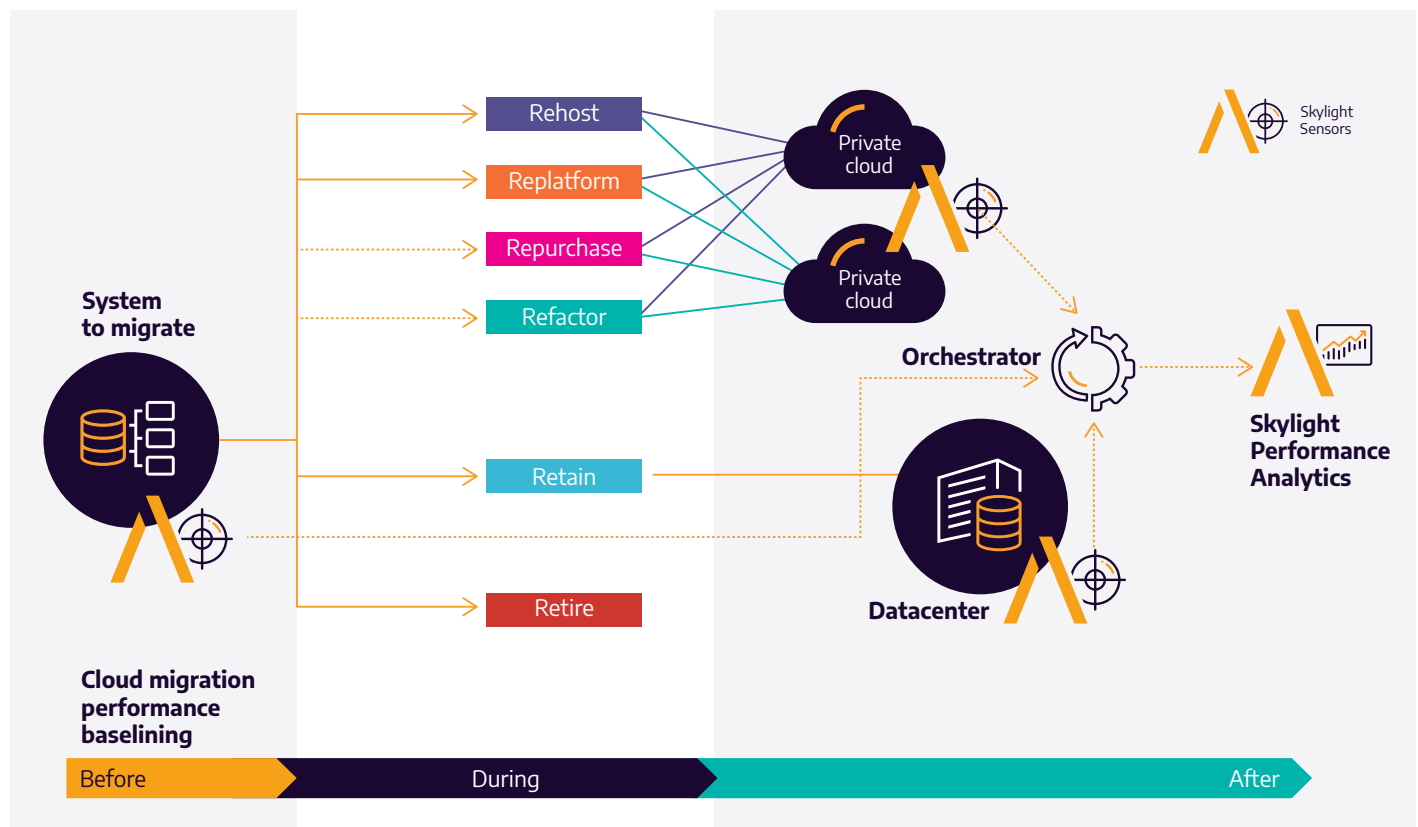
The challenges that cloud migrations introduce

The bottom line with cloud migration is that you can't have control without visibility, and you can't have either without the right performance assurance tools. Yet when moving apps and infrastructure to the cloud, service providers often lose the insight that they used to have when everything was on-premises and managed within their own domains. Without a flexible solution to baseline performance and ensure performance along the way, they'll likely have a frustrating and potentially unsuccessful migration, and perhaps one that significantly affects QoE for customers.

Related challenges include:

- Gaining granular performance data to baseline and maintain network performance and end-user QoE before, during, and after migrations

- Accessing detailed performance data to flag any pending issues in order to drive trouble-free migrations or roll-back if things don't go to plan

- Gaining the right insight to support effective troubleshooting so IT (NetOps) can spend more time on projects generating value for the organization

- Potential operational and brand reputation risks associated with switching on new cloud-based services or capabilities without adequate monitoring, plus not having sufficient diagnostic tools when things go wrong

- Inability to realize the benefits of the original business case(s) that drove the cloud migration in the first place—due to limited assurance that internal and external customer commitments are being met

Solving cloud migration challenges with Accedian Skylight

Accedian Skylight offers a cloud-native performance analytics and visibility solution with sensors built specifically for monitoring the public and private cloud. They enable both active, high-definition network testing and passive, traffic-based service experience monitoring. Data from Skylight sensors, as well as third-party data that can be easily added via APIs, are correlated and visualized in a single pane of glass in Skylight performance analytics.

Accedian Skylight offers:

- Cloud-native sensors designed specifically to monitor performance in public or private cloud environments

- End-to-end visibility across cloud, hybrid, and on-premises environments (mobile networks, data centers) from a single pane of glass, for rapid time-to-insight and alerting of potential network issues

- Visibility across all network layers: from Layer 2 to 7

- Granularity of performance data allows you to see what other solutions miss, with end-user performance insight and predictive analytics capabilities

- Open APIs and event busses enable simple integration into orchestration and IT systems

- Applicability across multiple cloud-based use cases and industry markets with a common solution and wide range of different sensor options

Business value

Without a trusted performance monitoring and assurance solution in place, migrating apps and infrastructure to the cloud could represent a major business risk. Operators need to ensure they have the right technology to execute migrations successfully.

Accedian Skylight's unified visibility into network and application performance adds tremendous value for operations managers and product line managers, all the way up to CTOs and Cloud Transformation Executives (CTEs).

For service providers and operators, this means:

- Your IT operations teams have the right tools to work effectively, even when various cloud-based components are introduced into the network. This optimizes troubleshooting and enhances operational efficiency

- Future evolution and planning is easier and more cost effective as managers have the right information to make smart decisions about new capacity and rearchitecting for latency sensitive services, for example

- QoE is maintained throughout cloud migrations, keeping end users and customers happy, reducing churn, and opening the door to potential upsell opportunities

- Brand value is preserved through cloud migration success and negative headlines about failed projects or service outages are avoided

About Accedian

Accedian is the leader in performance analytics, cybersecurity threat detection and end user experience solutions, dedicated to providing our customers with the ability to assure and protect their digital infrastructure, while helping them to unlock the full productivity of their users.

Learn more at accedian.com