CLOUD4C

CLOUD ADOPTION IN 2019 - HOW WILL IT AFFECT YOUR INDUSTRY THIS YEAR?

CLOUD4C

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1. Overview

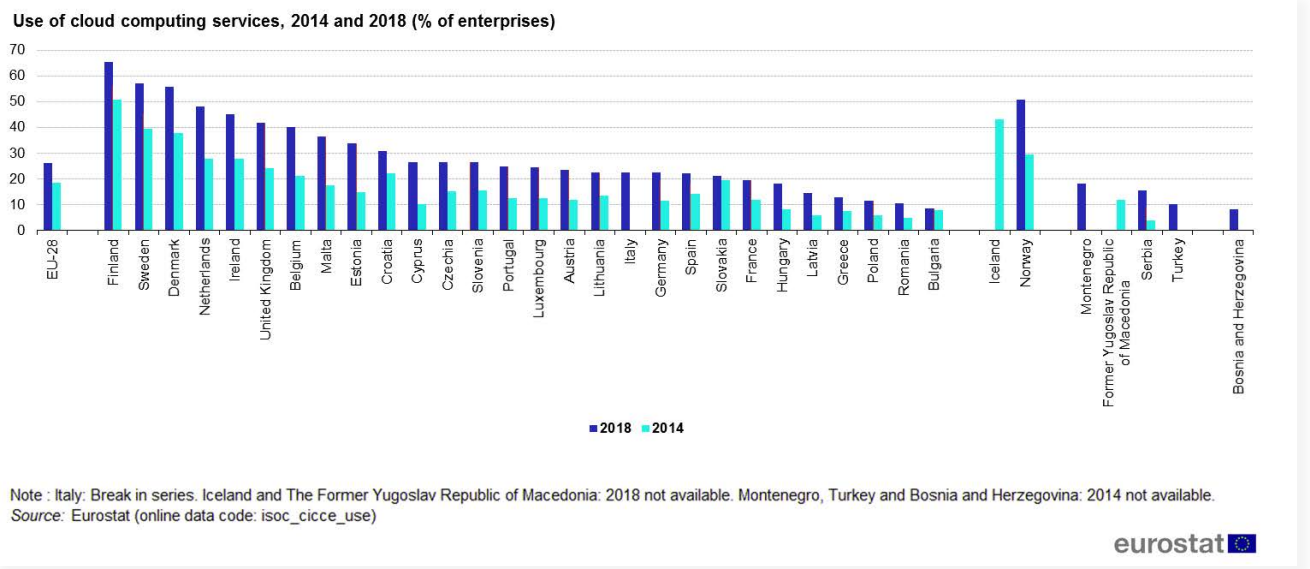
Cloud computing has become a driving force for digital transformation with ubiquitous adoption across industries. According to a Gartner forecast, cloud computing could be a $300 billion business by 2021 with IaaS (Infrastructure as a Service) being the fastest-growing (35.9% CAGR in 2018) vertical and SaaS (Software as a Service) holding the largest market share.

Worldwide Public Cloud Service Revenue Forecast (Billions of U.S. Dollars)

	2017	2018	2019	2020	2021
Cloud Business Process Services (BPaaS)	42.6	46.4	50.1	54.1	58.4
Cloud Application Infrastructure Services (PaaS)	11.9	15.0	18.6	22.7	27.3
Cloud Application Services (SaaS)	60.2	73.6	87.2	101.9	117.1
Cloud Management and Security Services	8.7	10.5	12.3	14.1	16.1
Cloud System Infrastructure Services (IaaS)	30.0	40.8	52.9	67.4	83.5
Total Market	**153.5**	**186.4**	**221.1**	**260.2**	**302.5**

However, every industry has its unique set of requirements and expectations from the cloud. While hyperscale cloud service providers have mature infrastructure and platforms to meet common requirements, these are not optimized to suit the niche. That is why cloud adoption is not uniform across all industries - some have been at the forefront of cloud transformation while others are still catching up.

Another factor that influences cloud adoption is the variation in the regulatory and competitive environment from one country to another. The following chart from a Eurostat report on 'cloud adoption in enterprises' highlights this fact:



Note : Italy: Break in series. Iceland and The Former Yugoslav Republic of Macedonia: 2018 not available. Montenegro, Turkey and Bosnia and Herzegovina: 2014 not available.
Source: Eurostat (online data code: isoc_cicce_use)

eurostat

As can be seen above, more than 50% of enterprises in countries like Finland, Sweden, and Denmark use cloud computing while less than 10% of enterprises in Romania and Bulgaria host their applications on cloud. The same report also highlights the differences in how enterprises leverage the cloud for their businesses. For instance, while a large number of enterprises in Europe use advanced cloud services, there is also a significant number of organizations that use cloud only for hosting e-mail systems and storing files.

It is important to note here that in large enterprises the adoption of cloud technology can be a complex undertaking as implementing new processes across partner and employee spheres requires a big change in the culture and work practices. Further, to replace legacy systems, adopt new technology and harness its true potential, enterprises have to add new roles and functions such as cloud systems administrators, cloud architects, and security engineers. Still, utilizing the true potential of cloud is not simple and optimizing cloud spends becomes a big challenge in today's multi-cloud environments.

In this whitepaper, we will look at the challenges faced by various industries while adopting cloud and try to find answers for such challenges. We will discuss how enterprises in different industries have taken forward their cloud transformation initiatives to tackle unique challenges in their domain. We will also explore the latest trends in the cloud. Further, we will focus on some regulated industries where organizations often have to struggle to find the right balance between efficiency and security. The white paper will discuss best practices for cloud adoption along with an increasingly popular approach to manage complexity in multi-cloud environments.

2. Cloud - The Platform for Innovation and Sustenance in the 21st Century

Everyone is aware of the benefits of public cloud infrastructure - it brings unmatched agility and elasticity in the provisioning of infrastructure, reduces management overheads, and also gives flexibility in payments. Although there is nothing wrong with this understanding, cloud is more than just a means to simplify data/infrastructure management and streamline service delivery. According to an IBM study, more than 70% of companies (cloud outperformers) surveyed had rated cloud as an enabler for the development of new products, services, and revenue streams. The companies also reported better customer experience and the ability to foray into new industries as major cloud benefits.

Leading organizations are leveraging cloud as a platform to experiment with new technologies, products, and services for future growth.

Internet of Things (IoT)

IoT has been cited by many as the force that will power the next industrial revolution. The idea of connecting consumer appliances, homes, vehicles, industrial machines and even entire cities to the internet, is indeed revolutionary.

IoT-enabled appliances allow manufacturers to gain critical insights into their product-usage which can help in making the product better over a period. Further, businesses can monitor IoT enabled customer appliances to carry out maintenance work which can make them last longer and reduce unexpected breakdowns. IoT also enhances the monitoring and maintenance of industrial machines that can make supply chain management easier and even improve marketing.

However, there is a lot of fragmentation in the underlying technology, platforms, and standards supporting the entire IoT ecosystem. Businesses seeking early advantage often have to invest significant resources in R&D to wade through this ecosystem and develop new revenue streams for their business. Cloud simplifies all this by providing a ready platform for innovation. For instance, AWS provides an IoT platform that allows businesses to securely and seamlessly connect and manage all of their IoT devices. It also integrates with other AWS technologies that simplify the processing and analysis of IoT data. In fact, all hyperscale cloud vendors offer similar platforms for IoT.

Big Data and Predictive Analytics

Today every business in an enterprise collects a huge range of data, yet utilizing this data to its full extent remains a big challenge. For instance, a recent report from Forbes says that 62% of organizations are not even able to fully leverage the first party data from their own digital marketing infrastructure. Ironically, the most cited use-case of Big Data in business is that of being used by retailers and marketers. Big Data analytics can help in consumer sentiment analysis, helping businesses create contextual and personalized recommendations. However, it is never easy for an organization to develop analytics capabilities for heterogeneous data from scratch and maintain the infrastructure in-house. That is why cloud has today become a natural choice for analyzing data that can vary significantly and could be located on a range of relational and non-relational systems. In fact, it will not be wrong to say that the cloud and big data are inseparable. Cloud offers scalable computing resources that can deal with dynamic loads and make sense of arcane data-streams to convert them into real-time visualizations.

Moreover, it has widespread applications across industries. For instance, Hospitals are managing their staff and shift-rotations with the help of cloud-based Big Data solutions that can predict the number of patients visiting a hospital during a day or a week. Similar solutions have been used to detect financial crimes, predict the weather, manage city traffic, and more.

Internet of Things (IoT)

Big Data and Predictive Analytics

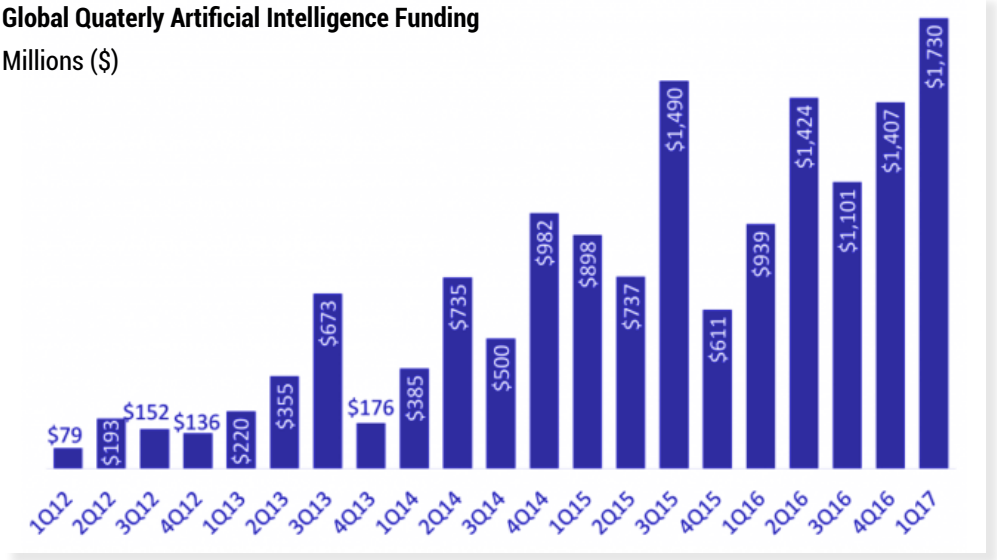
Cloud and Artificial Intelligence(AI)

Cloud and Artificial Intelligence (AI)

Artificial Intelligence has a long history of research and development. However, businesses have only recently started to see its potential in terms of a revenue generator, and have increased investment in the technology (see illustration below).

Global Quaterly Artificial Intelligence Funding

Millions ($)

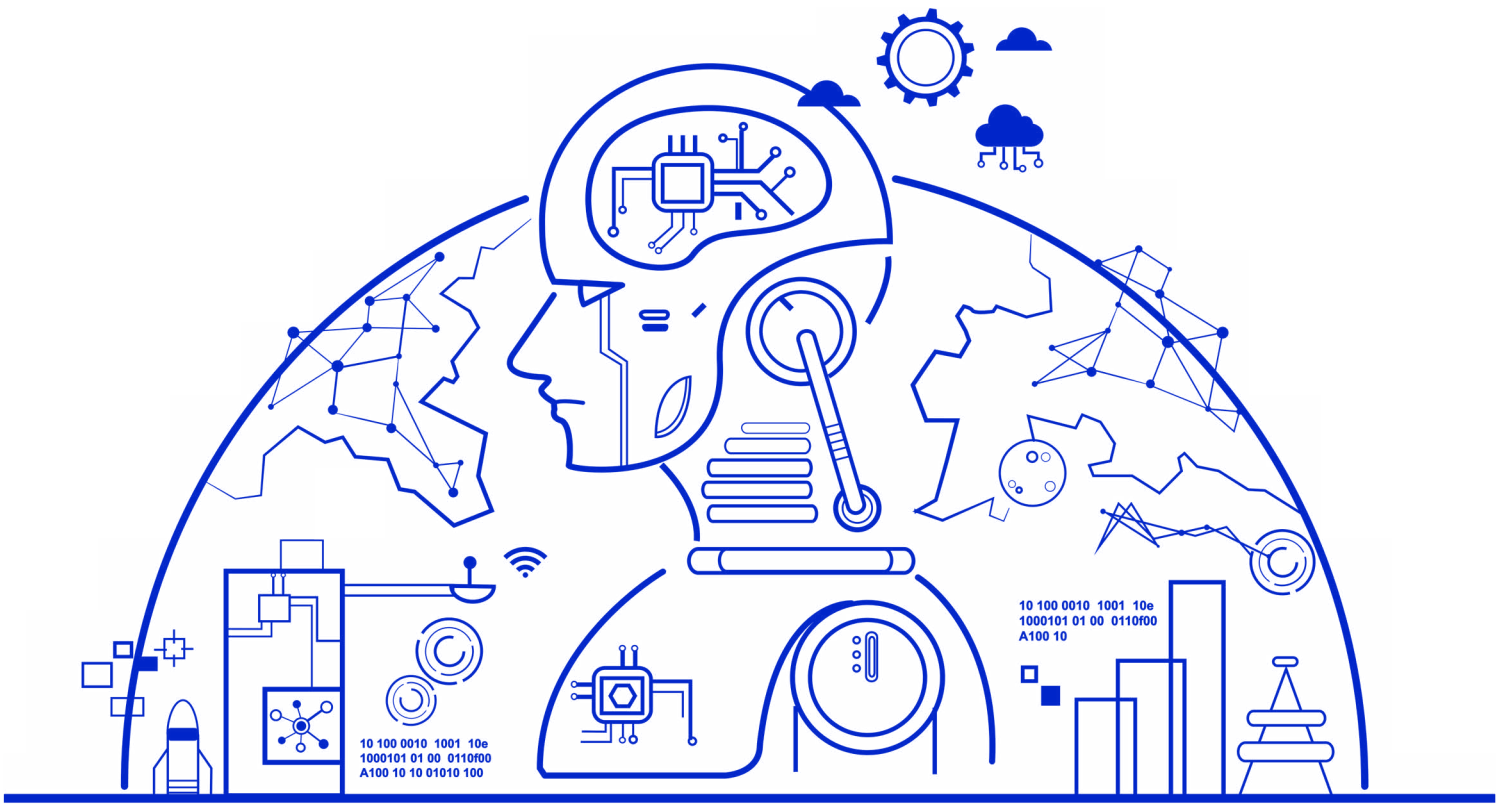


Source - CB Insights, 2017

BI INTELLIGENCE

With increased investment, AI is now supporting a lot of business applications. For instance, Google's RankBrain uses advanced machine learning algorithms to provide relevant search results. Consumers are well acquainted with Siri, Google assistant, and Alexa, all of which use natural language processing to communicate with humans. It is important to realize that the credit for a major leap in machine learning and natural language processing goes to the internet and the cloud which have made it possible for AI engines to train on large publicly available datasets. Further, the cloud continues to power the development and deployment of AI applications.

The above examples reiterate that cloud is today a natural choice for not only those companies that are keen on innovation, but its adoption is also imperative for those who want to remain in the competition. It is in this context that we will now discuss how different industries are currently placed in the cloud transformation journey. We will discuss the prominent challenges in adoption of the cloud and how the industries can find answers to these challenges. We have restricted our observations to five major industries viz. Banking Industry, Insurance Industry, Healthcare Industry, Manufacturing Industry, and Government Organizations. However, some of these observations would also be applicable to other industries as well.



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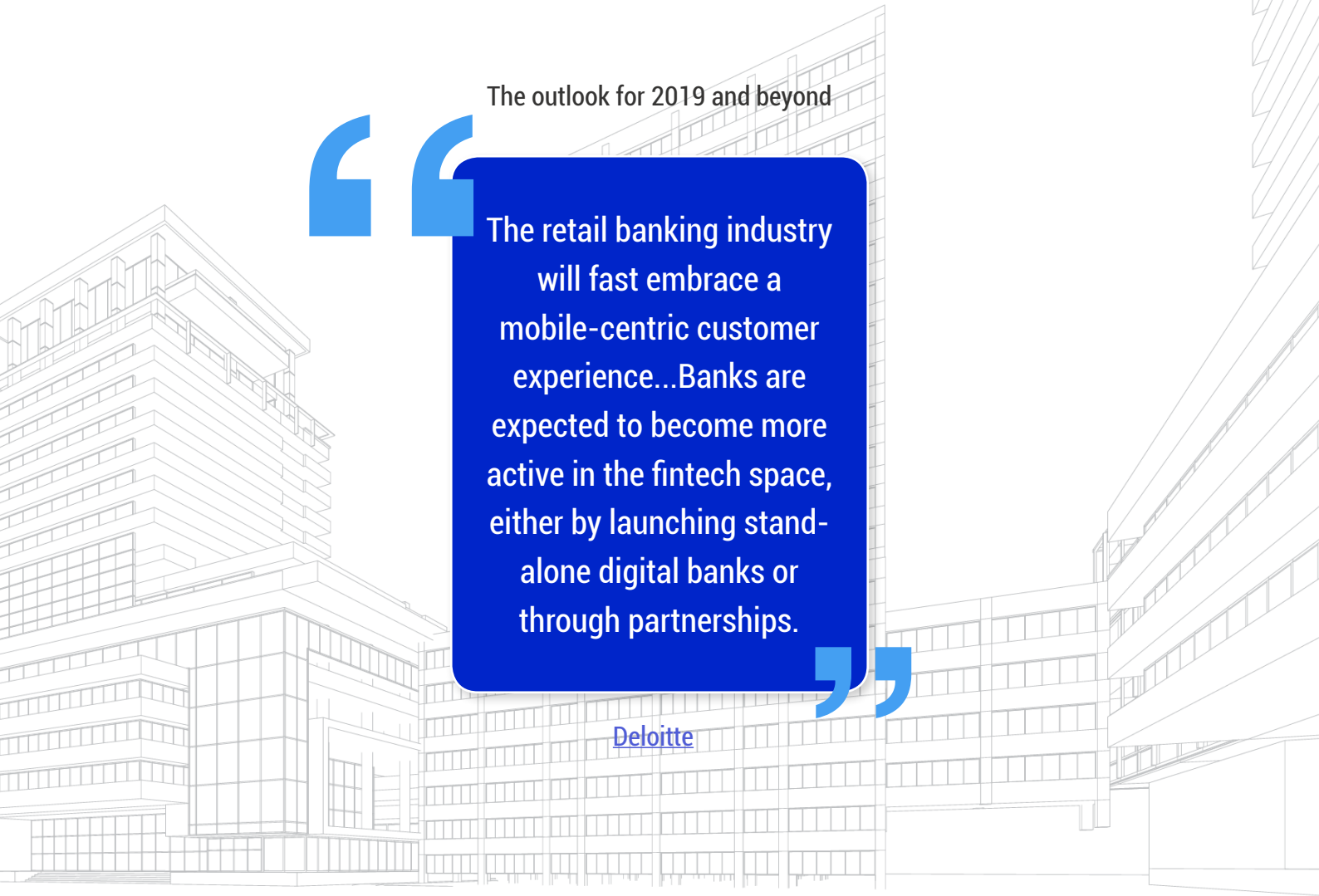
BANKING INDUSTRY

3. Banking Industry

The leaders in the banking industry started using some form of the cloud even before the term cloud became a part of the business vocabulary. Leading banks used the x86 architecture to create their own large-scale grid computing setups for risk management in their derivative businesses and products. However, a private cloud infrastructure of such scale is not simple to deploy and manage; replacing it is an even bigger challenge. A news article published in the Financial Times highlights this pain point citing how RBS was pushed to replace its core-banking system at a staggering cost of £750m after it had to pay a hefty fine for an outage caused by its legacy systems.

Meanwhile, customers' aspirations are constantly changing and delivering better digital experiences and convenience has become a business imperative for the banking industry.



The outlook for 2019 and beyond

> The retail banking industry will fast embrace a mobile-centric customer experience...Banks are expected to become more active in the fintech space, either by launching stand-alone digital banks or through partnerships.
>
> Deloitte

The Challenge

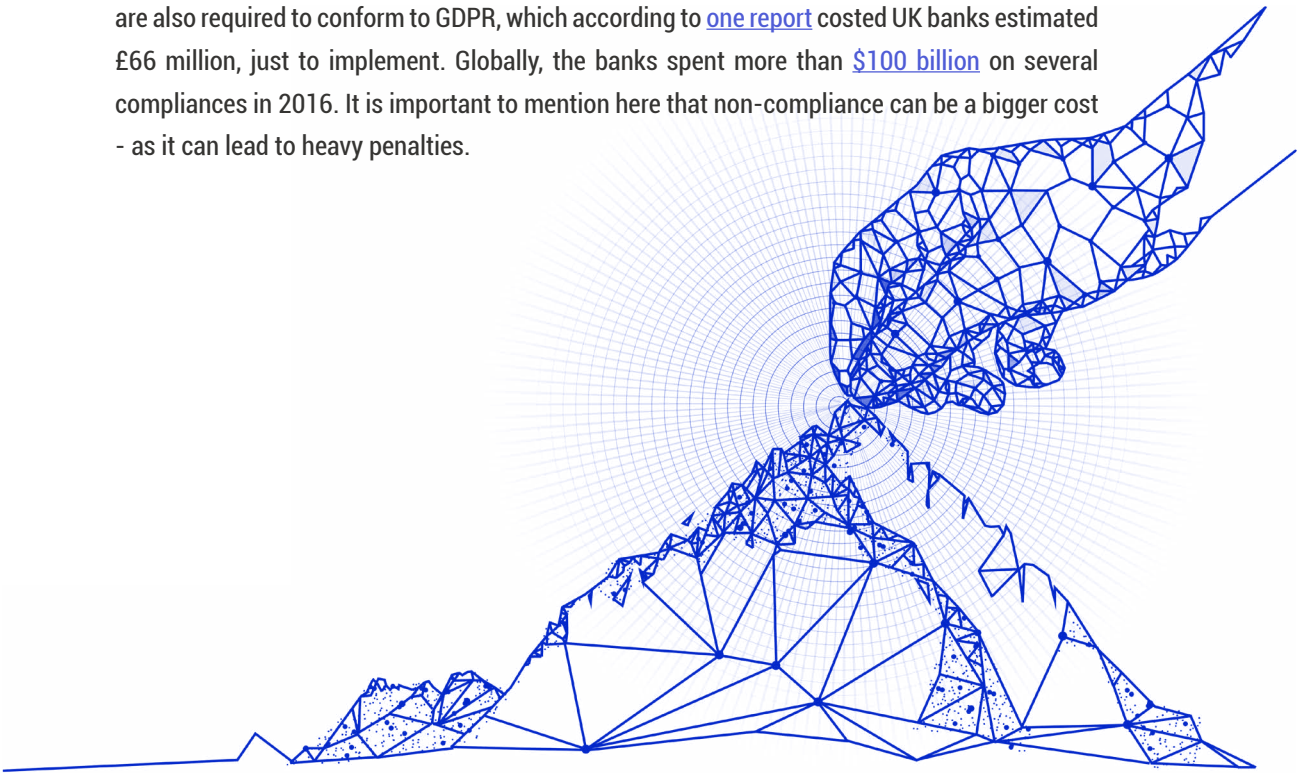
Core systems are still a cause of concern for banks as it is complex to integrate these systems with newer cloud-based technology and products. Legacy systems often provide inadequate documentation and lack of expertise often becomes a bottleneck. Several challenges can arise in cleansing, deduplication, extraction, mapping processing during data migration to the cloud. Further, banks often have data spread across numerous mainframe systems; while migrating to cloud, ensuring that dependencies are not lost becomes challenging task. In fact, the higher integration and product development costs have become a major roadblock for the banking sector seeking digital transformation.

With the evolution of open-source software and cloud architectures, the banking sector has a potential opportunity to create digital frameworks and digital business models at a higher pace and lower cost. However, the usage of cloud in core-banking is yet to pick up.

In a survey by the American Bankers Association, 50% of the respondents stated they were unsure of adopting cloud-based core banking and 21% even said that they were against it.

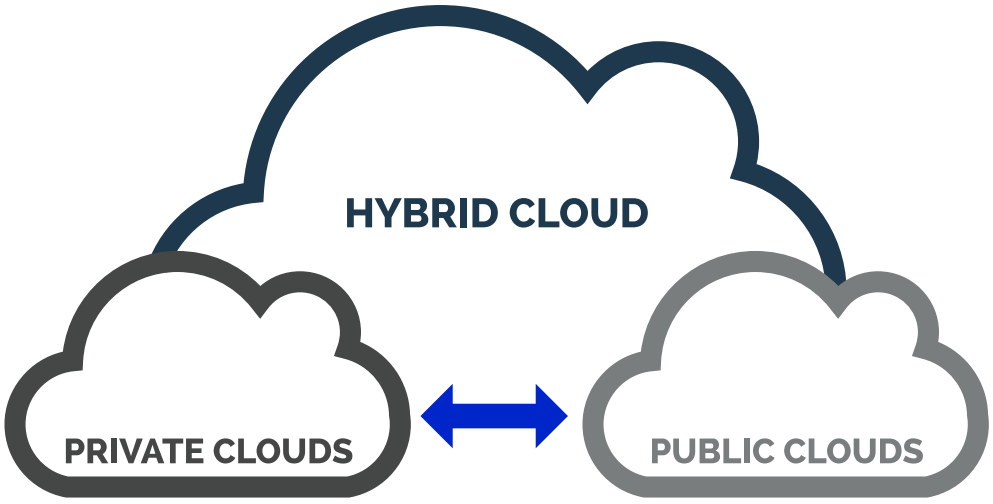
Banks often cite several regulatory and compliance related complexities preventing public-cloud adoption. The management and governance structures in banks have come under scrutiny everywhere with ever-tightening regulatory environment. Meeting many of these compliance standards is not easy; in 2018, the European Central Bank stated that "thus far, none of those significant institutions – some of which are classified as global systemically important banks – have fully implemented the BCBS 239 principles." The BCBS 239 aims to improve risk data aggregation and risk reporting.

Meeting compliance is not only complex, it is costly as well; for example, the banks in Europe are also required to conform to GDPR, which according to one report costed UK banks estimated £66 million, just to implement. Globally, the banks spent more than $100 billion on several compliances in 2016. It is important to mention here that non-compliance can be a bigger cost - as it can lead to heavy penalties.



The Opportunity

A hybrid approach allows banks to retain critical customer data in-house, maintain their legacy systems, take advantage of the economy of scale as provided by public clouds. However, hybrid clouds can add up another layer of managerial-overhead. For banks, managing their private setup with open source tools is a challenge in itself, now they have to manage another portal provided by the public cloud vendor. In a hybrid environment, it is possible to lose sight of what's covered by the cloud services provider and who holds accountability for data security and up to which extent. This means banks have to take extra precautions ensuring the data is encrypted when it flows between their public and private set up.



Also, as discussed above, meeting compliance in a hybrid environment is not easy either. That's why Gartner predicts that "the number of cloud managed service providers will triple by 2020." Managed services and community clouds (discussed later in this whitepaper) provide a smart approach to meeting the challenges related to cloud migration, application re-architecturing, cloud-optimization, compliance and more.

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INSURANCE INDUSTRY

4. The Insurance Industry

The global insurance industry has seen a lot of revolutionary changes in recent times and the trend for innovation is likely to continue in the near future. Fintech startups have been leading this change with the use of technology across the entire insurance value chain. With technology, these startups are able to provide lower insurance cost, efficient claims settlement and better overall customer experience than the incumbents. Cloud has been at the core of all these technology-driven initiatives that have helped these startups disrupt the market.

However, it appears that the incumbents have so far weathered the storm and are unlikely to be completely replaced by their new-age digital counterparts, any time soon.

The outlook for 2019 and beyond

> Both digital and direct distribution channels are imperative for growth, though traditional human channels are not going anywhere soon. Life insurers must expand their value propositions and product sets to address all aspects of financial wellness.
>
> EY

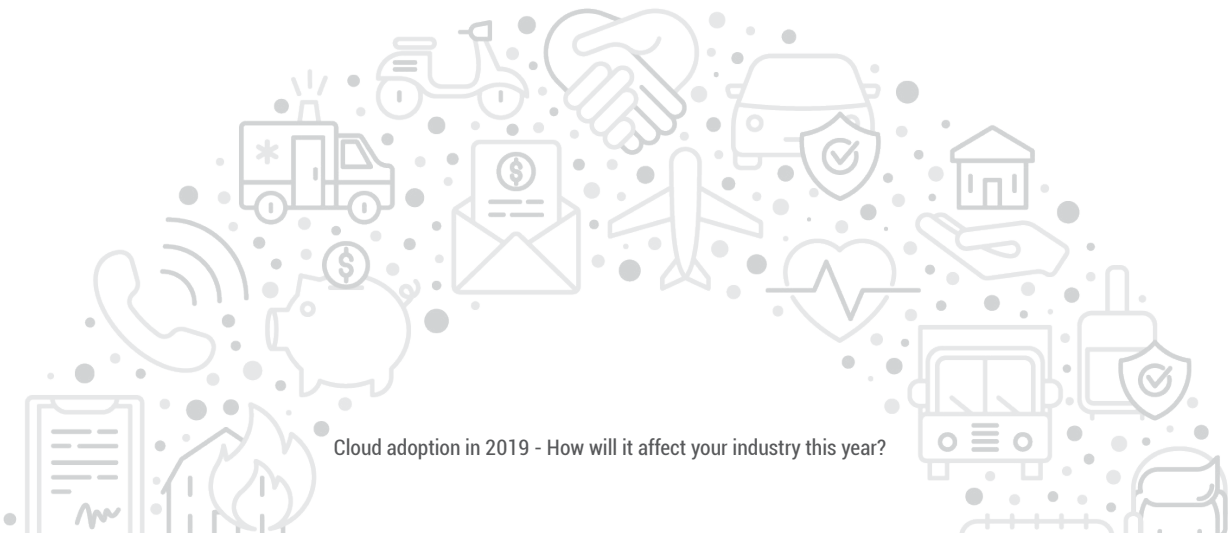
The Challenge

Like in most industries, the incumbents tend to find the lift and shift approach to cloud as highly lucrative; however, challenges often arise even in migrating core applications and data to the cloud. Further, such migration alone cannot meet the demand for innovation. There is a race to use technology for reducing insurance premium costs, expand market reach with efficient distribution, and explore niche markets like the cyber liability insurance market for higher growth. This race requires constant innovation and investment into application development. Developing such capabilities from scratch is a huge undertaking and might require strong a strategic shift.

While the insurance industry is trying to find answers for this strategic shift; operational challenges such as those related to cloud migration, data localization, data security and compliance also continue to remain unanswered. Creating a mobile application for selling insurance products online is crucial; however, ensuring that the application remains available 24/7 for registering FNOL (First Notice of Loss) and can handle customer data securely is a bigger challenge. Performance issues or downtimes affecting customer self-service portals or other channels for loss reporting can severely impede customer experience.

In a KPMG survey, less than 20% CEOs in the insurance sector admitted that they were confident of facing a "cyber-event" with full preparedness. Moreover, 42% of them rated cyber-risk as a bigger concern than the one posed by regulatory environment.

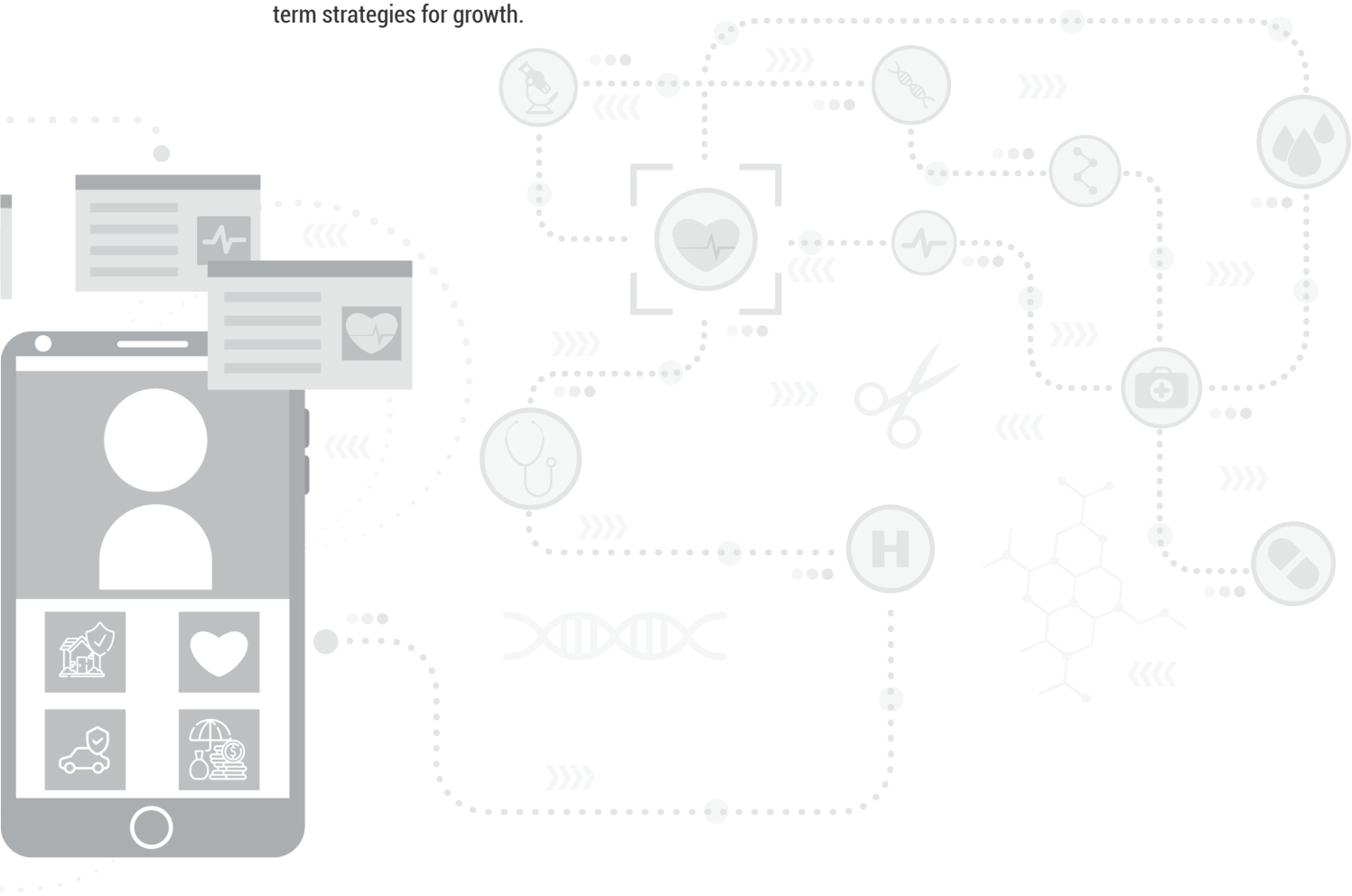
Meanwhile, private clouds and in-house setups are seen as viable options for ultimate control and ease of governance and compliance. However, managing these setups is a resource intensive endeavour. Also, preparing a contingency plan whenever a disaster (flood, hurricane, etc.) or data breach happens, requires considerable expertise in incident management and disaster recovery. As breaches become more frequent and sophisticated than ever before; businesses have to remain fully prepared, developing capabilities that ensure early threat detection, mitigation, and swift recovery. Inefficient handling of data breaches can lead to significant reputation and financial losses. However, as these technology functions have traditionally not been core to insurers' business, they often remain underserved.



The Opportunity

With their large customer base and established brands, the incumbents are today in a better place to leverage cloud-enabled technologies for improving their operational efficiencies and customer experience. The online term insurance plans have been a big hit with the millennials. However, there is a need to harness the cloud to its full extent to provide automated advisory and personalized offers to customers based on their life stage and interest in financial planning. Moreover, taking a cue from the fintech startups, they can leverage IoT for real-time monitoring of vehicles in auto-insurance, use health data from wearables for health insurance and so on.

While the security concerns are real, there is a need to do a trade-off analysis for usage of multi and hybrid cloud infrastructures. There is no doubt that the cloud provides an easy avenue for higher agility and increased efficiency. To make the most of the cloud opportunity, insurance companies would have to find reliable partners who can help them deal with the operational complexities in the cloud. Managed cloud services providers can fit the bill. They can help in strengthening information security and governance, manage country-specific privacy concerns and regulatory compliances, and establish standards for interoperability between cloud and enterprise systems. Insurers, would also need to partner with ISVs who can support their long term strategies for growth.



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HEALTHCARE INDUSTRY

5. The Healthcare Industry

Cloud has played a pivotal role in the delivery of affordable healthcare by empowering doctors, nurses, clinics, and hospitals with digital tools that make electronic health record (EHR) management more efficient and secure. Setting up of health information exchanges (HIE) is an important step in this direction. Cloud has also helped in expediting clinical research, enabling telemedicine, and improving collaboration among health practitioners. Some of these tools also are making diagnosis easier for doctors. Cloud computing provides a vast improvement over the traditional healthcare provider and payer systems, which were hard to maintain, secure, update, and scale up.

While most governments are focussing on improving their EHR management and adopting the cloud models for different IT functions of healthcare, advanced technologies like AI and Blockchain are also getting attention in countries like the US and China.

The outlook for 2019 and beyond

> Artificial intelligence and blockchain will continue to make a splash in 2019 as top trends for healthcare CIOs to watch. VR, analytics and hybrid cloud also deserve attention.

SearchHealthIT - TechTarget

Amidst these technology initiatives, virtual care is likely to pick up the pace. Gartner predicts that "by 2023, U.S. emergency department visits will be reduced by 20M due to enrollment of chronically ill patients in AI-enhanced virtual care."

The Challenge

According to a study, physicians in the US still have to spend 23% of their time on non-clinical paperwork. The situation isn't much better in the Europe, where according to a report by Bain & Company, physicians are experiencing job burnout with the industry dealing with aging equipment, inadequate facilities, and staffing shortages among other things. One can imagine the state of affairs in developing countries.

The challenge of digital transformation in healthcare is more acute than it is elsewhere. According to an American Hospital Association (AHA) report, hospitals in the US have to comply with as many as 629 regulatory requirements across various domains. While most hospitals have taken steps to adopt the EHR-MU initiative, interoperability between medical systems continues to be a big hurdle. They also had to make significant additional investments in upgrading their systems and making them compliant.

The AHA report says, that every average-sized hospital in the US spent nearly $760,000 to embrace EHR-MU

Meanwhile, healthcare organizations in other parts of the world are also struggling to manage their legacy systems and processes involving superfluous personnel. These legacy systems are vulnerable to data breaches; nearly 3.15 million patient records were compromised in the second quarter of 2018 in 142 reported cases of data breaches. Digitization and management of EHR, amidst a complex regulatory environment continues to overwhelm the healthcare industry as management of IT operations is not its core expertise.

The Opportunity

It is true that the widespread implementation of cloud computing in the healthcare sector hasn't been achieved. However, the industry is moving in the right direction. Telemedicine can have a transformational impact in developing countries enabling medical experts to extend their services to remote areas. Simple mobile-driven innovations can help medical practitioners access the right data at the right time, reduce their non-clinical paperwork, and improve patient care. One has to realize that only a strong, unified infrastructure can power such innovations and cloud makes this unification simple. Still, implementing secure cloud solutions that are compliant with regional regulatory policies and follow global best practices in data security is a complex exercise. Keeping track of changes in the policy framework, cybersecurity landscape, and new practices for optimization of cloud-spends, and creating a highly-available cloud-based data framework with high resilience requires domain expertise. Hence, to bring a cloud-transformation, healthcare organizations should look forward to seeking the expertise of external service providers who specialize in rendering community cloud infrastructure and services.

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MANUFACTURING INDUSTRY

6. The Manufacturing Industry

Every major industrial manufacturer today uses a range of software solutions and ERP suites to manage different functions of their manufacturing activity. Some of these functions such as finance and procurement also utilize cloud-based solutions. However, there is a lot of fragmentation in the market and to offer a standard approach, cloud services providers have started offering cloud solutions for the manufacturing industry. According to IDC, the global spending on manufacturing industry clouds was worth $3.6 billion in 2018 and is expected to grow at 26.3% this year.

It appears that the industry is warming up to the cloud and other major technologies for expanding their product portfolio and exploring new markets for growth.

The outlook for 2019 and beyond

> The global spending on Cloud Enterprise Resource Planning (ERP) software is predicted to increase from $19.1 bn in 2017 to $28.8 bn in 2028, at a CAGR of 7%.
>
> Statista

The Challenge

The manufacturing industry needs to support newer business models leveraging Blockchain, AI, IoT, and virtual and augmented reality. Still, a big obstacle for wider adoption of cloud-enabled technologies in the manufacturing industry is that it often requires significant investments in the physical infrastructure. Limited domain expertise is another factor; designing new sensors, enforcing common standards and communication protocols can be highly complex with every approach offering some tradeoffs.

According to a Deloitte report, only around one-fifth of the manufacturers rate themselves highly in terms of preparedness for the fourth industrial revolution (Industry 4.0).

Integrating legacy SCADA systems with the cloud in a secure manner is another major challenge. Most of these systems evolved much before cyber threats became a global phenomena. Hence, even though these solution may have capabilities to withstand minor human errors or natural disasters, they often have ineffective defence mechanisms against cyber attacks. This is why, when working with SCADA solutions, securing multiple access points in a vast ecosystem becomes difficult. Various contractors, employees and 3rd-party technology vendors have access to these SCADA systems, without any effective central oversight or AAA mechanism. Today these systems face a huge threat from state-sponsored actors, cyber-terrorists, and cyber-criminals.

The Opportunity

The manufacturing industry can achieve a significant increase in efficiency by upgrading technology for better connectivity, intelligence, and automation. With 3D prototyping, real-time tracking, predictive maintenance, and automated warehouse operations, manufacturers can transform all functions related to product designing, supply chain, production and delivery to the customers. As discussed earlier, cloud provides a wonderful platform to drive application development and leverage advances in IoT, AI, big data and more. Further, the usage of cloud-enabled manufacturing ERP solutions can help organizations improve integration between disparate systems, promote collaboration between employees and equip them with real-time process management tools for achieving higher efficiency and secure operations. Manufacturing industry can drive this transformation by partnering with ISVs and managed services providers who hold expertise in managing projects of large-scale over a long-term. These vendors can help in developing a cloud-based centralized security center and communication server for SCADA systems.

McKinsey predicts that the productivity gains and cost savings with such cloud transformation initiatives alone could deliver an impact of $200 billion to $500 billion in terms of expansion of margins - which can far outweigh their initial investments.

7. Government Organizations

A majority of global governments today have invested heavily in digitizing their departments and citizen data under several e-governance programs. India's much talked about universal healthcare program depends on Aadhaar card which is one of the biggest ID programs in the world collecting citizens' biometric and demographic data. Similarly, China plans to expand its online health services to masses using cloud and big data technologies under its mission "Healthy China 2030." There are major benefits of using cloud-based centralized systems for storing data and implementing processes that improve transparency, accountability, and operational efficiency across the board.

Cloud-based analytics tools are helping governments in providing better public services (town planning and construction, transportation, utility management, etc.) and administration of cities with advanced planning for natural disasters like floods. In rural areas, it has helped them promote agricultural programs, distribute financial aid, enhance skills and more.

The outlook for 2019 and beyond

> The global E-Governance market is expected to grow from USD 20.82 Billion in 2016 to USD 45.76 Billion by 2022, at a CAGR of 12.6%.

Market Research Future

The Challenge

When it comes to utilizing the cloud, security and privacy are often cited as major concerns by governments all over the world. Cloud services providers have taken steps to allay some of these data localization concerns by setting up local data centers and ensuring compliance with local regulations. However, this hasn't prevented government organizations from being targeted by the threat-actors. According to a 2016 report, 72% of government bodies had their security compromised. A 2018 report by The Economist Intelligence Unit says that 90% of African businesses (both in the public and private sectors) lack the basic preparedness against cybercrimes. The governments are also susceptible to clandestine state-sponsored cyber-espionage and malware threats.

The Opportunity

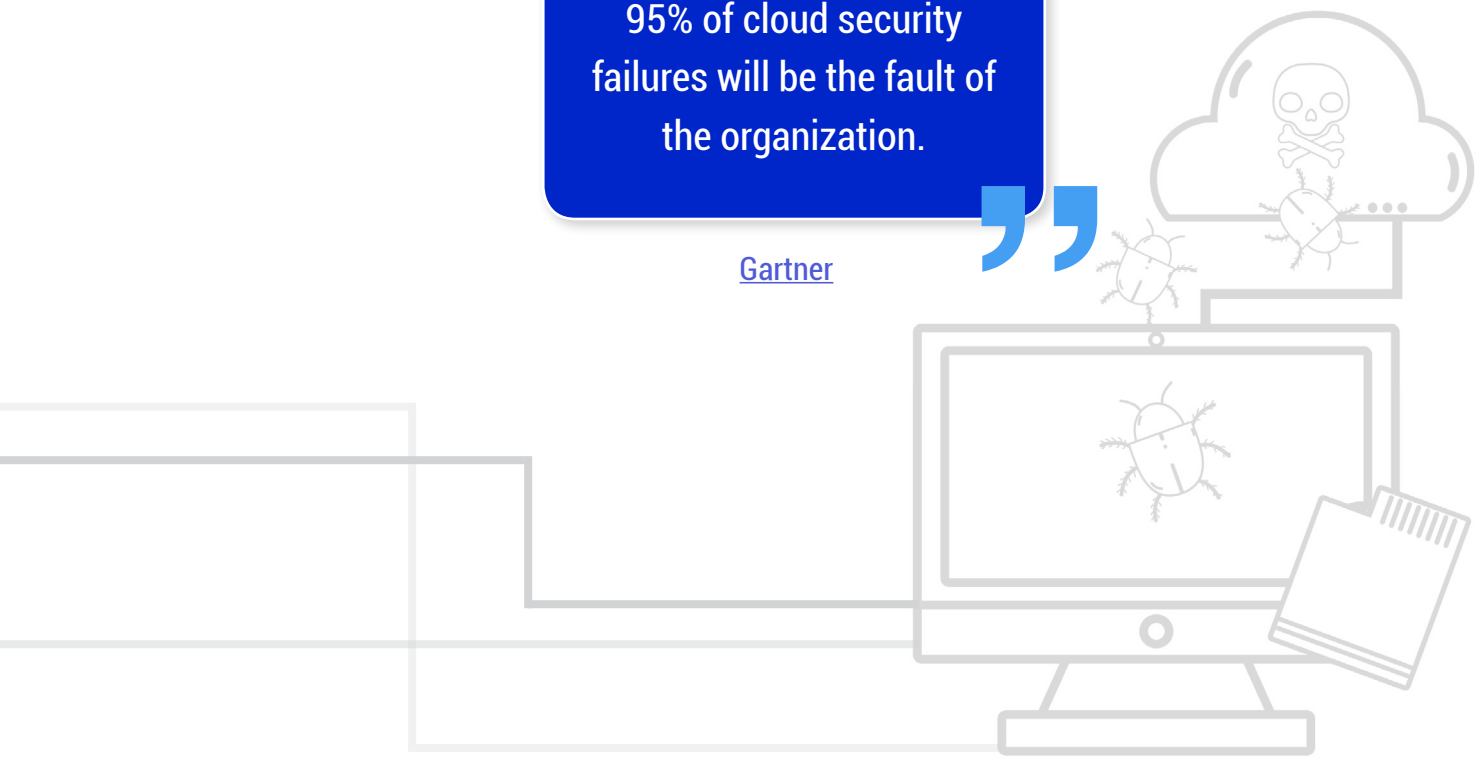
As government organizations often deal with multiple vendors, they can opt for a managed services approach to enforce common governance and security policies across the board. There are several accreditations and standards which can help ascertain that all these vendors have the capabilities to meet the requirements of government and other highly regulated industries. Understanding the full scope of these standards and their coverage is important for a CIO in a government organization. This is where managed services approach can be useful. According to a Markets and Markets report, the cloud managed services market is registering extensive growth in the APAC and MEA region and is projected to grow from $27.15 billion in 2017 to $53.78 billion by 2022.

8. Managing Complexity in the Cloud

While it is true that every industry has shown willingness to take the cloud opportunity with both hands, the adoption is still in the formative stage. According to a Bain & Company report, replacement or upgradation of existing, non-mission critical apps and creation of new digital businesses accounts for 90% of the demand for cloud services. In other words, organizations are yet to leverage the cloud to its full potential for bringing a transformative impact across the business value chain. We have discussed the challenges different industries face in their cloud transformation journey. Here are the top four common concerns:

- How to choose and optimize different deployment models - Public, Private, Hybrid?
- How to leverage different service models - IaaS, PaaS, SaaS?
- How to decide the scale and scope of cloud initiatives?
- How to improve security and meet compliances?

> Through 2022, at least 95% of cloud security failures will be the fault of the organization.
>
> Gartner



It appears that a limited understanding of 'how to tap the cloud opportunity' in a secure and efficient manner is perhaps the biggest barrier to growth. However, there is a silver lining; organizations should explore the following services models for leveraging the true potential of the cloud:

Cloud Managed Services

There is no single formula for achieving higher efficiency in the cloud as it requires constant calibrations and orchestration of resources. A cloud deployment model working well for an organization may not be suitable for a similar organization in another geography due to variations in the regulatory and competitive landscape. A managed services approach can help in dealing with this complexity by offering you the most pragmatic route for higher efficiency. The managed services vendor should offer the following:

Community Cloud Services

Community clouds are an extension of cloud managed services which are commonly employed by highly regulated industries. These services rely on the delivery and management of private clouds that cater to the specific requirement of industries such as banking, insurance, healthcare, and government. Businesses and organizations required to collaborate on joint projects often prefer community clouds over any other form of deployment. Other than offering the benefits of a private cloud, the biggest advantage of using community clouds is that they offer higher operational efficiency due to standardized deployment, security, and patch management framework.

9. About Cloud4C

Cloud4C is one of the leading global cloud and managed services providers offering multi-cloud management solutions and IT services on cloud platforms like Microsoft Azure, AWS, and Google Cloud. Our service portfolio comprises of private, public, and hybrid cloud, managed services, Infrastructure as a Service (IaaS), Security as a Service, DR as a Service (DRaaS), and vertical-specific community clouds.

Cloud4C currently has 18 Centers of Excellence (CoEs) equipped with 1500+ skilled and certified experts who are addressing the needs of the enterprises by deploying cloud infrastructure that is compliant with country-specific privacy and data residency guidelines.

The company partners with large enterprises and global Independent Software Vendors in delivering applications to its end customers on its flagship community cloud platform. The cloud infrastructure is built on a robust architecture with high availability, disaster recovery and backup to provide zero data loss combined with near zero downtime. The company also specializes in multi-cloud platforms and collaborates with other global cloud providers to provide seamless client experience to its customers.

CLOUD4C

www.cloud4c.com

Let's Connect