

Whitepaper

Thinking

big

Why a growth mindset in cloud adoption will enable your transformation goals

Microsoft's journey to becoming the world's first US \$2 trillion company and radical cultural transformation is attributable, at least in part, to CEO Satya Nadella's wholehearted adoption of the growth mindset, a term coined by psychologist Carol Dweck. Since taking the reins at Microsoft, Satya Nadella has more than tripled the value of the company, proving that adopting a growth mindset can deliver truly spectacular transformations.

A "growth mindset," as Dweck calls it, is pretty much exactly what it sounds like: a tendency to believe that you can grow. This mindset welcomes challenges and even failures as a sign of expanding capabilities, intelligence, and character. At Microsoft, the growth mindset is exemplified by a cultural emphasis on continuous learning. As the foundational culture attribute at Microsoft, growth mindset has been a critical focus of the company's culture transformation, driving the customer experience and of course the employee experience.

Applying the concept of mindset to an organization sheds considerable light on their ability to compete, grow, and thrive. In reality, cloud can play a pivotal role in successful transformations that see organizations thrive, grow, and compete successfully even in challenging market conditions.

Organizations with a fixed mindset look to survive; those with a growth mindset look to thrive. Growth mindsets drive innovation while fixed mindsets seek to contain costs, risks, and behavior.

This can be evidenced in how organizations manage their approach to cloud and, by extension, transformation. Businesses with a growth mindset are better placed to fully leverage all the benefits of cloud, which can be countless. Those with a fixed mindset can get stuck in how they think about cloud, assuming it can only provide cost savings, swapping one technology for another. In reality, cloud can play a pivotal role in successful transformations that see organizations thrive, grow, and compete successfully even in challenging market conditions.





Why the full benefits of cloud are still not being realized

Regardless of mindset, companies are adopting cloud in droves. A recent report revealed that almost 100 percent of companies have adopted cloud in at least some form, whether it's a public cloud instance, private cloud, or a hybrid model. And, more than half of enterprises reported using cloud-managed service providers to manage public cloud use.

The top challenges when it comes to extracting maximum benefit from the cloud are security (83 percent), spend (82 percent), and governance (79 percent). For cloud beginners, lack of resources and expertise is the top challenge while, for advanced cloud users, the top challenge is managing spend.

Organizations are over budget on cloud spend by an average of 23 percent and expect cloud spend to increase by 47 percent next year. However, organizations could be wasting up to 30 percent of their cloud spend through inefficiencies or focusing on performance metrics not tied to their transformation goals.¹

Logicalis Australia CTO, Toby Alcock shares his experience, having migrated hundreds of organizations to Cloud.

'Organizations need to ensure they're evaluating cloud with the right goals in mind. The advantages that cloud delivers go far beyond simple cost efficiencies and flexibility. For example, some of our customers that would otherwise have been limited geographically can now operate as global entities by pushing their products or services out via the cloud. Cloud enables innovation and growth, not just savings'.

Alcock, who has global responsibility for the Logicalis Cloud Center of Excellence says that every successful cloud implementation has unlocked some value to the business, even if the cloud strategy was not focused on this outcome.

¹ <https://resources.flexera.com/web/pdf/report-state-of-the-cloud-2020-df?elqTrackId=8e710f56b1c44fe39130b0d6168944ed&elqaid=5770&elqat=2>

Linking cloud goals to transformation goals

Transformation cannot happen in a vacuum. It's intrinsically linked to the technologies and platforms organizations choose to power business processes. Therefore, organizations must look at cloud through the lens of their transformation goals to understand how best to leverage cloud.

In a recent study published by Tech Republic examining the *7-ways-to-accelerate-digital-*

transformation-success, the report cited 'prioritizing a culture of transformation and innovation' as a key driver, indeed 'Companies making the most progress in their digital journeys are prioritizing investments in organizational culture to be more iterative, adaptive, and innovative'.²

There are three key ways cloud can contribute to transformation goals directly:

1. Optimizing operations

Data is one of the most valuable assets a modern company possesses. With the ability to aggregate and analyze data comes the invaluable insights that can drive action. This could include streamlining operations, offering new products and/or services, and altering business models to map more precisely to market dynamics.

Using a data fabric architecture and services lets organizations leverage both on-premise and multiple cloud environments for data management. If data becomes siloed and hard to manage, this can compromise the organization's ability to leverage insights.

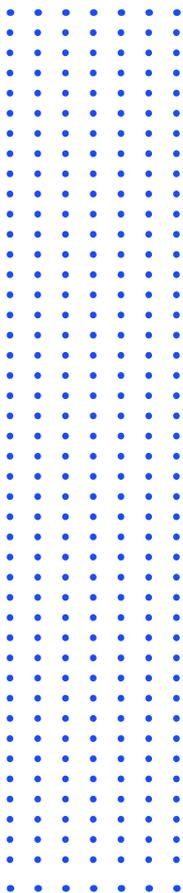
Webjet worked with NetApp and Logicalis Australia to complete a digital transformation aimed at turning IT into a core enabler to achieving competitive advantage and staying ahead of the competition. The

IT team needed to spend less time putting out fires and more time innovating, and it was clear that a cloud approach could help with this outcome. Webjet was looking to craft a cloud approach to future-proof the team and the business, which had never been done before.

As a result of this transformation, Webjet freed up 80 percent of the IT team's time from support duties to assist users to become more productive. It reduced co-location costs from \$80,000 per month to just \$20,000 per month with more services available to the business. Reduced data sprawl and dashboards let the business optimise IT investments. Importantly, the IT team is now empowered and challenged to find new ways and new ideas to deliver for internal and external customers.²

² <https://www.techrepublic.com/article/7-ways-to-accelerate-digital-transformation-success/>





2. Providing innovative customer experiences

Customers are no longer willing to settle for average experiences. Aware that businesses have data analytics and other capabilities available to them, they expect organizations to deliver individualized interactions at the right time, using the right channels. Previously the technology required to underpin this was prohibitively expensive. Cloud-based platforms make it both easy and cost-effective for even smaller organizations to access this technology, levelling the playing field.

Companies can provide innovative customer experiences through customer-facing apps and backend systems that leverage artificial intelligence (AI) and machine learning (ML). This combination lets organizations communicate with customers in new ways and fulfill customer expectations on every level.

Working with Logicalis, the Victorian Department of Health and Human Services (DHHS) used both Microsoft Azure and Logicalis Production Ready Cloud to build apps to empower and support the community. The DHHS's remit is to save and improve lives; however, its ability to do this effectively was hampered by the heavy reliance on case workers. DHHS needed a way to let clients self-serve however its existing IT infrastructure only permitted the release of a new app once every 12 months.

By leveraging Logicalis' Azure-based Production Ready Cloud Platform, DHHS can release public-facing apps every three months. This delivers more timely, efficient, and convenient services to Australians in need. Rather than relying on human caseworkers, around half of the user sessions are completed via self-serve apps. This has the dual benefit of providing services to those in need faster while freeing up caseworkers to focus on critical services.³

³ <https://www.tdlogicalis.com.au/globalassets/australia/case-study-2/casestudy-webjet.pdfv1-1.pdf>



3. Giving employees the flexibility and tools they need to be productive

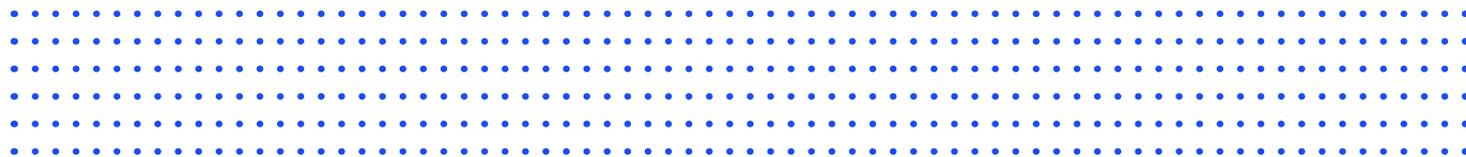
In the modern era of distributed workforces, cloud is a necessary conduit for remote workers to access the tools, systems, and information they need to be productive from anywhere. Supporting a distributed workforce effectively means that organizations are no longer tied to geographic locations. Instead, they can hire talent from anywhere in the world, including areas where salaries tend to be lower because the cost of living is lower. By having fewer employees tethered to the office, organizations can reduce real estate costs. And, by ensuring these employees can be just as productive from a location of their choice as they would be in an office, organizations won't have to sacrifice productivity for flexibility.

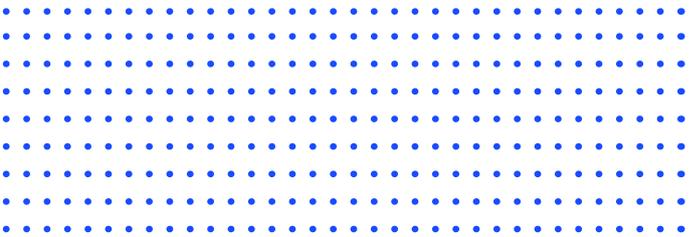
Peninsula Health in Victoria needed to quickly provision staff members to work remotely when COVID-19 restrictions were put in place. With a Citrix

cloud solution on Microsoft Azure, using Logicalis' Production Ready Cloud Platform capabilities, Peninsula Health was able to fully provision 1,000 staff members in just two weeks.

This achievement was all the more remarkable because, before this, Peninsula Health had around 95 percent of users onsite and just five percent were mobile. This meant it had to redefine the entire workspace to become virtual rather than physical. Working with Logicalis, Peninsula Health gained a significant cloud footprint and platform, letting it pivot to virtual meetings, telehealth services for patients, and seamless, secure access to information regardless of location. The cloud solution is scalable to allow fluidity in adapting to situations that may occur in the future.⁴

⁴ <https://f.hubspotusercontent40.net/hubfs/2723592/Case%20Study%20-%20DHHS%20v1-1.pdf>





Partnering with architects of change

By switching to a growth mindset focused on innovation and tied to transformation goals, organizations can get out of the cycle of focusing on swapping one technology cost for another. Instead, they can start to truly leverage the power of cloud to achieve their goals and drive their business forward. Aligning transformation and cloud goals helps attribute tangible return on investment (ROI) to the project, and makes it easier to qualify revenue growth through new products and services, operational efficiencies, or business continuity, with employees immediately able to work remotely.

Once organizations are ready to maximize the value of cloud in transforming the business, the next step is to partner with a cloud expert who can provide a blueprint of where the organization is going and how much the migration will cost, as well as easy steps to

get there. With clear goals and a business roadmap, the right partner can architect a cloud journey that contributes positively to transformation.

As an Azure Expert Managed Services Provider, Logicalis helps our clients maximize and accelerate the benefits that can be achieved from Azure. We take customers on a three-step journey, to align, transform and scale their business. The journey starts with a Cloud Readiness Assessment to understand the exact cost and workload compatibility of the migration before you even start.

To partner with an organization who can support your transformation goals with a cloud migration roadmap and realistic costs, contact the Architects of Change.



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