BMC Multi-Cloud Consulting Services

Providing strategic guidance, migration, optimization and operations across the multi-cloud
Organizations face ever-increasing pressure to become more agile to stay ahead of competition, reduce IT costs (both operational and capital expense), and innovate their interaction with customers via disruptive, new services or products. The use of cloud services plays a key part in supporting these objectives. However, most organizations need guidance on how to begin their cloud journey, optimize their existing cloud environments, build a vision and target state, and determine which business applications are good candidates for migrating to the cloud and what cost-efficiencies can be achieved through architectural and component optimization.
Our Approach

BMC Customer Success helps you address the challenges you face in moving to and managing your multi-cloud environments. Our combination of multi-cloud advisory and implementation services allows your organization to achieve the most cost-effective, secure, and agile cloud model:

+ **Multi-Cloud Strategic Advisory Service**
  Our strategic advisory service is conducted over a period of 30 to 40 days, via tailored face-to-face interviews with business and IT stakeholders. It provides customers with greater insight into their cloud operational maturity, issues and risks with mitigations, opportunities for cloud cost and capacity optimization, and a roadmap to evolve them towards their target state.

+ **Multi-Cloud Governance Service**
  Our multi-cloud governance delivers a policy-driven Cloud Center of Excellence and operating model to ensure your company’s cloud efforts comply with best practices and standards. The service also helps customers to embed new cloud operating models and ways of working into their organizations, while also standing up a framework to promote service awareness focused on improving the delivery and support of cloud-based services.

+ **Multi-Cloud Migration Service**
  Our multi-cloud migration service is conducted in three phases. The Discover phase includes tailored face-to-face interviews with business applications owners and IT stakeholders to achieve a future state cloud architecture, and roadmap to the cloud. Migration Plan Development creates migration wave packages and the implementation plan to get your organization to the cloud. Migration Wave Execution manages and/or assists your company in the migration journey to the cloud.

+ **Multi-Cloud Optimization Service**
  Our multi-cloud optimization service is conducted over a period of 45 to 60 days building on the recommendations from the Advisory Service. It results in comprehensive objectives for cloud optimization based on data and fact-driven methodologies, algorithms and tooling. The optimization service goal is to identify and achieve overall savings of up to 40% or more based on the service mix of the cloud estate.

+ **Multi-Cloud Managed Service**
  Operates and administers BMC Cloud Management solutions, whether installed in the cloud or on-premise, to allow your resources to focus on strategic business objectives. Key goals are to increase the availability and reliability of your BMC Cloud Management solutions, deliver services to meet agreed KPIs, support your specific integrations and customizations, and drive faster adoption within your user base.
Offerings Overview

**MULTI-CLOUD STRATEGIC ADVISORY SERVICE**

**DISCOVER**
Interviews to determine cloud goals and objectives; validate business case; document IT support and operations maturity, skills and requirements, check for compliance issues; and review possible range of savings for current cloud workloads

**ROADMAP**
Create and present a high-level roadmap to implement based on interviews and tooling assessments

**MULTI-CLOUD GOVERNANCE SERVICE**

**GOVERNANCE**
- Establish a cloud governance charter and stand up a Cloud Center of Excellence
- Embed Governance processes and escalation procedures
- Set up a benefits’ register and tracking process
- Create and operationalize a value assessment schedule

**EDUCATION**
BMC provides a portfolio of education from BMC products to Cloud based education

**MULTI-CLOUD MIGRATION SERVICE**

**DISCOVER & ASSESS**
A series of interviews and assessments to identify applications to be migrated; Validation of current state baseline & inventory

**DESIGN**
Deep analysis and creation of a migration strategy and wave plan for applications

**CONSTRUCT**
Application modernization implementation, migration, and testing

**IMPLEMENT**
Cloud infrastructure analysis, cloud deployment and final testing

**SUPPORT**
Validation and support of migrated application

**MULTI-CLOUD OPTIMIZATION SERVICE**

**GOVERNANCE**
Extend cloud governance model

**DISCOVER**
Review of current inventory, current utilization and interviews for goal setting

**ANALYSIS & RECOMMENDATION**
Analysis of behavior pattern and cost. Generate recommendations based on goals, best practices, and data analysis

**IMPLEMENT**
Implement recommendation and deliver savings assessments

**MULTI-CLOUD MANAGED SERVICE**

**CONDUCT DUE DILIGENCE**
Agree to KPIs and scope of service: Identify issues and risks, and create an action plan

**TRANSITION**
Stand-up operational governance: Set-up service performance measures and metrics: Conduct knowledge transfer

**OPERATE**
Conduct application operations and Administration: Provide support for customer integrations and customizations: Conduct quarterly business reviews and audits: Provide analysis & recommendations to evolve use of product capabilities BMC products to Cloud based education

**MULTI-CLOUD MANAGED SERVICE**

**EDUCATION**
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About BMC
BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Bringing both unmatched experience in optimization and limitless passion for innovation to technologies from mainframe to mobile to cloud and beyond, BMC helps more than 10,000 customers worldwide reinvent, grow, and build for the future success of their enterprises.

[www.bmc.com](http://www.bmc.com)