Hybrid, Multi-cloud Management Maturity

How Leaders Tame Complexity, Increase Efficiency, and Innovate at the Speed of Business

Executive Summary of Research Findings

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infoblox.

Few technologies could be argued to be more transformational to business operations today than cloud computing and the solutions used to secure cloud environments. However, determining the optimal strategy for operating and securing a hybrid, multi-cloud environment presents many challenges. The complexity inherent in managing multiple cloud providers with varying architectures, services, and pricing models can be overwhelming. Additionally, ensuring consistent performance and reliability across different clouds while minimizing costs and avoiding vendor lock-in is difficult work for overburdened IT teams. Compounding matters, IT teams must also continuously modernize their on-premises IT infrastructure, either because not all workloads are suitable candidates for public cloud environments or because the effort to refactor them for the public cloud doesn't offer a compelling return on investment. Finally, IT teams are under pressure to optimize developer experiences. Developers are crucial for competitive differentiation. Their needs include a seamless development experience, flexible deployment options, and robust tooling for monitoring, debugging, and security.

This report, and the research that underpins it, seeks to illuminate the right approach to hybrid, multi-cloud operations so that decision-makers can give their organizations the best chance to compete and win in their markets. It does so not by outlining a vendor or analyst's opinion but by examining the data provided by 1,000 IT decision-makers and influencers knowledgeable about the organization's public cloud environment (see *Appendix I: Research Methodology and Respondent Demographics* for more details).

The results show if, and by how much, the decisions organizations make about the structure of network and security teams—and the tools they use—affect a wide variety of ITOps, SecOps, and business outcomes. Organizations can use this research as a guide to improve their own cloud operations.

Key Findings

How are mature cloud organizations leading the way?

They have better cross-cloud visibility. They are 2.1 times more likely than their peers to say their approach to cloud networking and security has enabled significantly better cross-cloud visibility and 66% more likely to say it has significantly reduced risk.

They see 23% larger cloud cost reductions.
Cost optimizations in cloud networking and security technologies drive their savings.

They experience greater application resilience. 56% say they've seen one or fewer business-critical cloud outages in the past year (versus 37% of their peers who reported the same thing), and they are 3.8 times as likely to say they can restore cloud services in minutes.

They excel in security investigations and activity detection. They are 2.5 times more likely to have significantly accelerated security investigations and 2.3 times more likely to have significantly accelerated the detection of suspicious activities.

They exceed end-user satisfaction goals. These organizations are 2.3 times more likely to beat satisfaction goals and 3.6 times more likely to be confident in their cloud reporting capabilities. Additionally, 76% of respondents report their technical teams are under pressure to increase cloud agility to accelerate developer velocity.

How do mature organizations excel in developer enablement and innovation?

They increase profitability and accelerate cloud deployments.
Leading IT organizations are 3.6 times more likely to achieve both through better cloud asset management.

They delight developers. They are 3 times more likely to be viewed as competitive differentiators by developers.

They accelerate developer agility.
These organizations 4.6 times as likely to enable on-demand code deployment.

They gain a competitive edge in time to market.
They are 4.2 times more likely to outpace competitors or bring more products to market.

They delight customers. They are 2.2 times more likely to exceed customer satisfaction scores for cloud-hosted applications.

The Four Common Denominators of Hybrid, Multi-cloud Success

The research shows there are four characteristics that most mature hybrid, multi-cloud managers share and that every organization should pattern themselves after to optimize their outcomes. Mature organizations do the following:

1. Converge network, security, and cloud operations practitioners into a cloud operations center of excellence.

88%
of the most mature organizations have increased the frequency with which these teams meet and collaborate.

85%
have taken steps to align the goals and KPIs these teams strive to achieve.

81%
have created a formal cloud center of excellence with representation from both networking and security practitioners.

2. Employ cloud-neutral network and security tools.

97%
of the most mature organizations leverage cloud-neutral domain name system (DNS), dynamic host configuration protocol (DHCP), and IP address management (IPAM) solutions, as opposed to only using solutions provided by cloud service providers (CSPs).

97%
leverage third-party security tools as opposed to just security features provided by cloud operators. This approach enables organizations to create cross-cloud integrations with their tool sets, helping drive more complete visibility and reducing the need for cloud provider-specific expertise among staff.

3. Embrace DNS as a highly valuable cloud security solution.

78%
of the most mature organizations use DNS extensively in security incident investigations.

77%
do so to detect and block malware.

75%
do so as a data loss prevention (DLP) mechanism.

In all cases, mature organizations report greater reliance on DNS.

4. Enable automation holistically in cloud operations, spanning both network and security workflows.

Modern, dynamic cloud environments require CloudOps to be highly automated in order for teams to keep pace. Mature organizations are further along in instrumenting this automation in areas like resource provisioning, anomaly detection, asset discovery, and audit reporting.

Download the full report here.

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