

Level Up Technology Helps Customers Improve IT Operations Efficiency with DevOps Approach

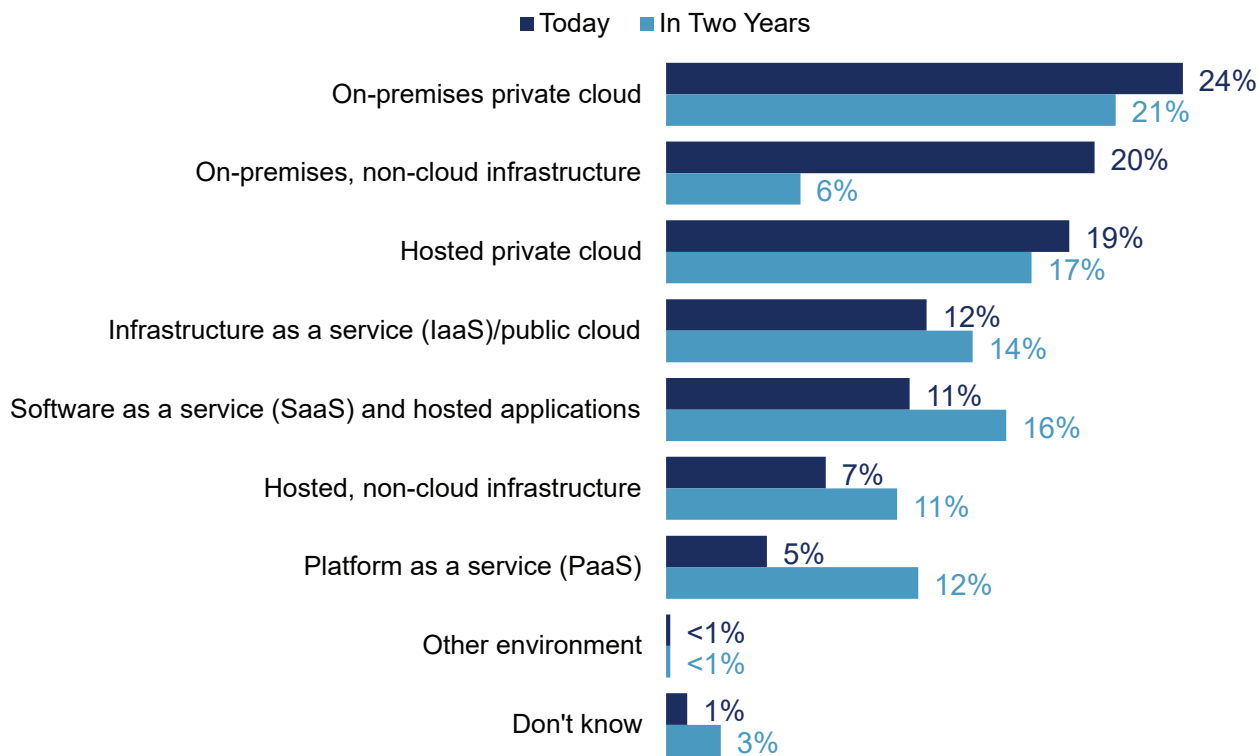
451 Take

Today's enterprises, including public sector organizations, are moving more of their infrastructure and applications to the cloud as they seek performance, optimization, efficiency, support and other advantages. Primary environments for DevOps – whereby software developers and IT operations teams collaborate for faster releases, more efficient IT management and organizational agility – are moving from on-premises to SaaS, IaaS and PaaS (see figure below). Although continued migration of workloads to the cloud is expected, organizations are still leveraging on-premises environments for data security, compliance and other reasons. This has driven a need to manage hybrid cloud infrastructure that spans on-premises, private cloud and public cloud environments. The goal is to be able to deploy applications on the most appropriate infrastructure based on cost, performance, data sovereignty and other factors.

DevOps Moving to the Cloud

Snapshot

Company name	Level Up Technology, LLC
Industry	Technology Services
Head office	Woodland Hills, California
Key supplier	Red Hat



Q: What is the primary environment for your organization's DevOps implementation? What will it be in two years?

Base: All respondents (n=509)

Source: 451 Research's Voice of the Enterprise: DevOps, Workloads and Key Projects 2020

Market Intelligence Case Study Brief

Along with the move to cloud platforms and cloud-native technology such as containers, Kubernetes and serverless come challenges such as cost and complexity, as well as cultural hurdles including resistance to change. Successful digital transformation requires organizations to address these challenges and drive collaboration, communication and automation to succeed in today's market. Open source software –which brings with it a broader development community, flexibility with other components, access to source code and other advantages – can help, but organizations typically need the certification, backing and support of commercial providers.

The Challenge

Level Up caters to public sector customers, including organizations that are typically limited in terms of budget and sometimes even more limited in terms of manpower. Talent and skills shortages in cloud, DevOps and cloud native are among the top challenges faced by today's education and government organizations. Dramatic changes in the market and disruption can be unexpected and fast, as evidenced by the COVID-19 pandemic and fallout from it. The pandemic drove a huge need for adjustments, including more instances of work-from-home and school-from-home, highlighting the need for digital transformation, which often translates to effective use of cloud infrastructure and services. IT overhead is another challenge that can become an even greater issue when infrastructure is scaled up. Organizations must also be cognizant of cultural challenges that include resistance to change, conflicting processes and persisting silos.

Deployment Summary

Level Up helps its public sector customers take a DevOps approach that centers on doing more with less – meaning faster software releases and more efficient IT operations with smaller teams through collaboration and the cloud. One key to success has been enabling customers by offloading manual tasks such as configuration, provisioning and policy to platforms through automation. Cloud-native software such as containers and Kubernetes has also been instrumental in enabling public sector clients to execute their digital transformation strategies, offering benefits such as IT operations efficiency, developer speed and productivity, and application portability across hybrid infrastructures. Another enabler is open source software, which can deliver benefits such as developer speed, flexibility with other components and lower cost, although vendor backing is typically needed for security, expertise and other assurance.

The Results

When considering cloud migration, digital transformation and DevOps success, Level Up often asks: what is the definition of 'done'? Success for public sector organizations is measured both quantitatively – how long did it take the IT organization to build and deploy a new application – and qualitatively – how well is the organization prepared to do it again. Critical to this is a hybrid cloud approach that enables use of new public cloud resources while still maintaining on-premises and private cloud infrastructures that are still most appropriate for some workloads. The ultimate outcome is the enablement of continuous improvement and learning that organizations and teams can view as an investment in themselves.



Level Up

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