

JUNE 2020

Cloud- Native Mindset

Transformation
in the Cloud

Riley.

Challenges

To adapt to the future means moving plans from idea to production, and quickly. Breaking with legacy deployment methods and operations takes courage and an aggressive strategy to conquer the fear of the unknown.

Teams need to be supercharged with the skills and knowhow to deliver a cloud-native technology platform and mindset.

Cloud-native mindset

Unlocking the real benefits of cloud requires more than just the lift-and-shift of your IT estate to a cloud provider. To deliver real business value, to improve the agility of the business, and to lower the cost of IT, requires a different mindset.

Cloud-native technologies “empower organisations to build and run scalable applications in modern, dynamic environments such as public, private, and hybrid clouds.”

Adoption of cloud-native design and operational patterns will deliver scale, resiliency, and agility for both for the business and developers.

About Riley

Drawing on 10 years of cloud enablement across varied industries, we have the developed patterns and operational practices to rapidly transform your team, and prepare them for the future.

We collaborate with you to customise these patterns, merging them with the DNA of your organisation, to make the old new again, and provide you with a long-lasting strategic and competitive advantage.

Technology Modernisation - Build capabilities in the cloud to improve infrastructure agility and resilience.

Data Insights - Learn from your data, optimise your operations, and build personalised customer experiences.

Optimisation and Governance - Mitigate risks and ensure minimal interruption to adoption or innovation efforts.

'The future is already here, it just needs to be evenly distributed'

Riley has partnered with Google, Microsoft and Amazon Web Services to further the advancement of our clients. Over the next 5 years significant advancements in technology will fuel a bright future. Riley will assist you to harness this change, through a balance of innovation and governance.

A new capability

Transformation maturity begins firstly with inspiring new practices

In order to begin the transformation of the environment from classic to cloud-native Riley, along with your team will execute a proven-framework that will ensure not only the migration of key workloads but more importantly deliver the foundations for future transformation.

Foundations for the Future

Implementing architecture patterns to support cloud-native, the use of infrastructure-as-code, as well as establishing governance models for asset and cost management, all make the full potential of cloud-native a reality. A cloud platform in itself is only one part of the overall cloud-native picture.

Cloud-enabled

Operating with an optimised cloud platform, the transformation of software may begin. Through modernising development and production processes, the speed and agility of software development initiatives are improved. Training developers and infrastructure experts utilise the same tools to track and control changes in both code and infrastructure to treat both as software assets.



Cloud Native Journey

Establishing a Cloud-native culture, tooling and technology will contribute to business value capabilities.

	Status Quo	Foundations	Cloud-Enabled	Cloud-Native	Re-Invention
Riley. Capability Model	Traditional Infrastructure practices, inflexible environment misaligned with the business	Cloud foundations, new practices adopted. Migration of existing applications.	Optimised infrastructure and processes. Updates to using cloud platform features.	Significant re-architecture or re-coding of applications leverage modern practices.	Re-imagined services architected to run multi-cloud and at the edge to support IoT, AI/ML.
Business Innovation				⊙	●
Agility & Scale		⊙	⊙	●	●
Operational Efficiency		⊙	●	●	●
Technology Enablement	⊙	●	●	●	●

⊙ Emerging Capability ● Capability

Towards re-invention

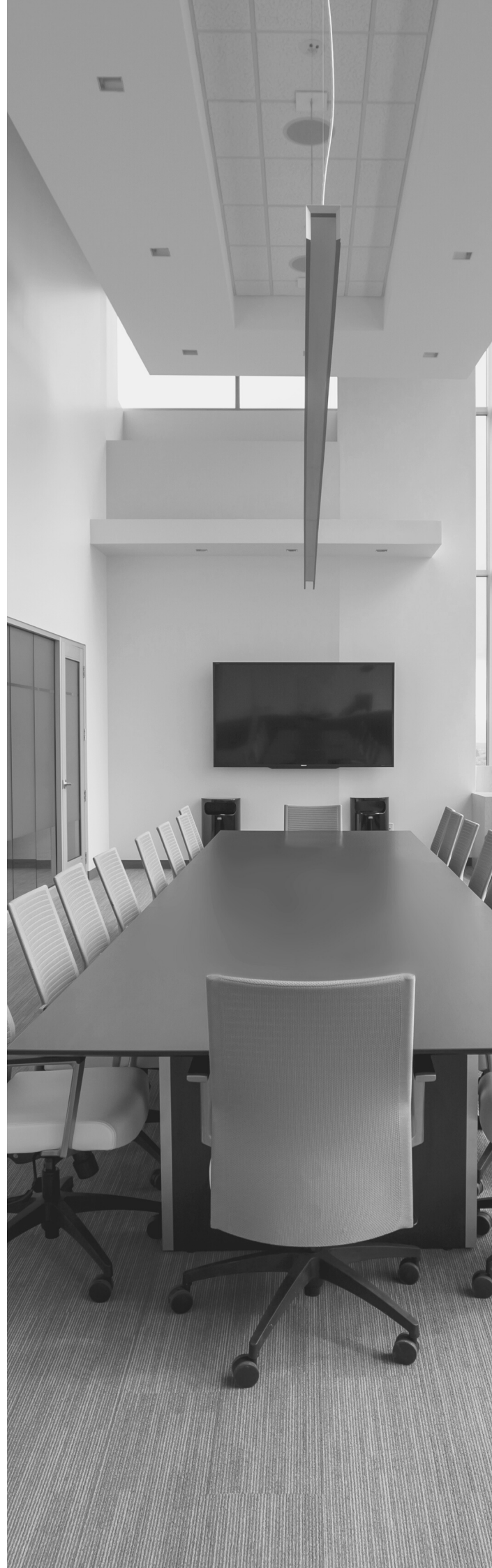
Build the next generation of platforms, to reach customers, innovate offerings and ignite future-growth

Cloud-native

Strengthen continuous delivery and deployment practices with architectures that break down monolithic applications into components, each to be developed, scaled and maintained independently. This involves the extended use of Microservices architectures, Serverless Application Models, and DevOps.

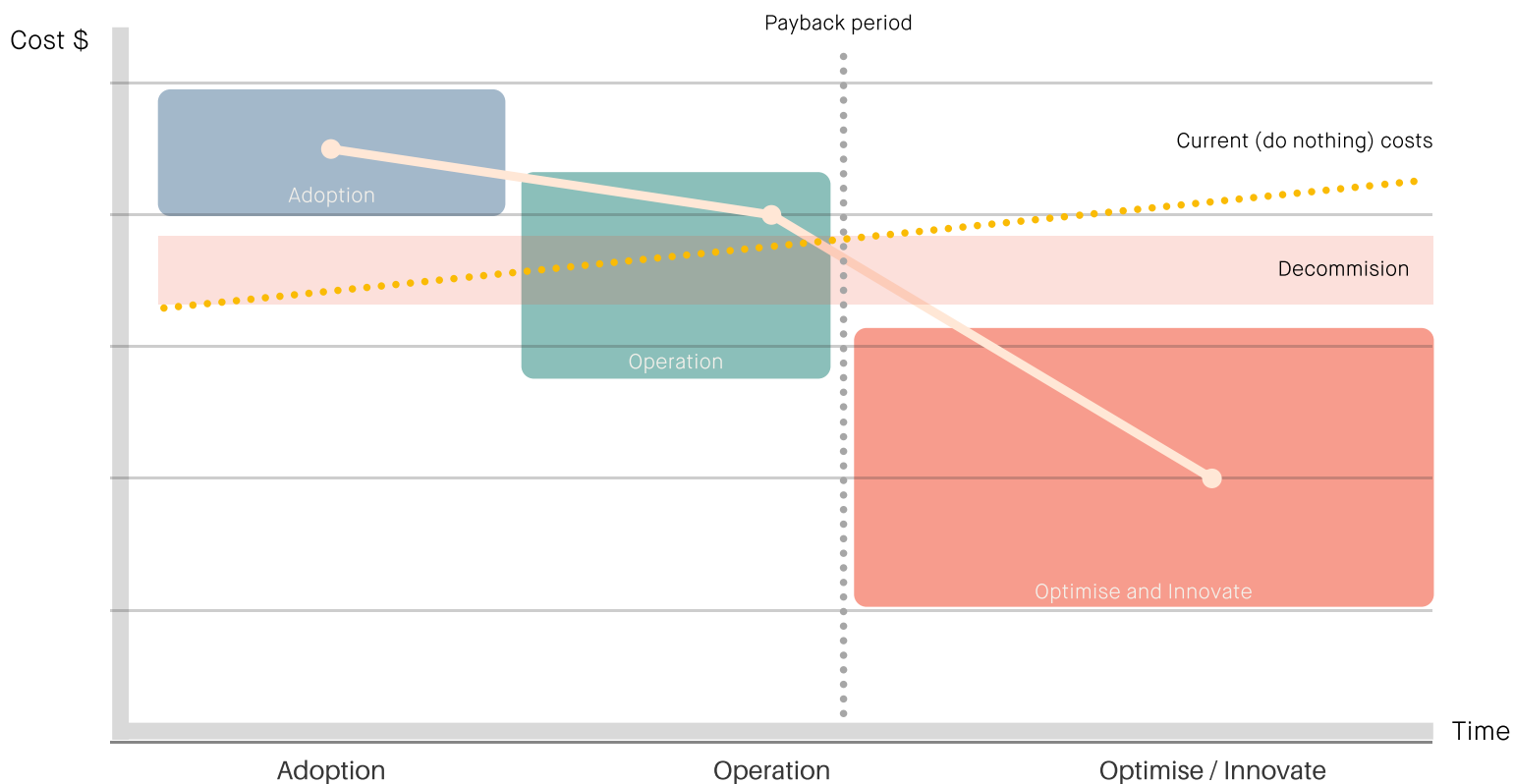
Re-Invention

Business models will be fused with exponential technologies, including Data+Analytics, Artificial Intelligence, Robotics, and IoT.



Understand the Opportunity

Build a financial model that accurately represents the business value of cloud-native transformation



Cloud-native transformation can generate early return on investment (ROI) from migration efforts. Developing a clear business justification with tangible, relevant costs and returns can be a complex process.

Riley will assist you in the collection of telemetry from your existing technology estate. Merging this with your strategic plan to create a financial model that aligns with transformation outcomes.

A Cloud-Native Culture

The key to success is a happy team invested in your future.

In the end true transformation comes from using data to solve modern problems. Software and Infrastructure engineers, DevOps, SREs, Data engineers and Data scientists are at the forefront problem solving for your business.

In a labour market that is tightening, keeping developers productive, requires that you keep them happy.

To understand happiness we first need to understand how to limit frustrations, and provide a cloud-native culture in which problems can be solved.

There are 10 top causes of developer unhappiness, of which 7 are due to external factors. These include; underperforming colleagues, broken code, bad decisions, and repetitive mundane tasks.

What makes cloud-native team happy;

- Reduce context switches (interruptions to workflow) and help cloud-native teams to get in the zone
- Improve knowledge and understanding and invest in relevant training on new techniques
- Easily resolve issues and embrace a culture that values learning over blame
- Make communication easy and share business goals, cloud-native teams that are invested in your future will be motivated to succeed.



Foundations

Enable your team with 'Well-architected' cloud-native practices for Business alignment, Security, Governance and Operations.



A change in the delivery of technology requires a standardised and governed approach. A Foundation engagement will establish a best-practice cloud environment, whilst uplifting team knowledge and implementing cloud-native operational practices.

The Foundation considers all perspectives, including Business, People, Governance, and Platform and is delivered via a series of customised workshops to transfer knowledge to your team.

Village Cinemas

Bringing a voice to the silver screen



Village Cinemas, part of Village Roadshow Group, is one of Australia's largest cinema operators. Village plays movies for its patrons on 704 screens across 74 sites in all Australian states and territories



"At Village the customer experience is at the heart of everything we do"

Gerard Turner - Head of Operations Village Cinemas

Village Cinema's runs a '1300 VMOVIE' business phone service for movie session times.

Used by those that lack the technology to access other channels, or with accessibility issues, the phone service was used for session times, presented with a message recorded by Village staff daily.

Customers were then required to wait for their cinema of interest to be announced, requiring customers to listen as tens of cinemas were read out before getting to the movie and session they might be interested in..

Village staff were required to generate recordings for each session time manually at all 74 cinemas each day, a costly and time-consuming task.

Leveraging a Serverless Application Model and a cloud-native contact centre, Riley worked with Village to transform the customer experience to one that delighted customers. Using conversational AI and real-time data processing, Village patrons can get consistent and real-time information about session times and ticket availability across voice, web, and mobile platforms.

By using cloud-native principles, Riley developed a pilot for the solution within only one week.

Contact

Riley was founded in June 2010 (as Data Solutions Group), and was among one of the first in Australia to migrate Enterprise workloads to the Public Cloud.

In the last 5 years we have assisted over 100 businesses across Financial Services, Retail, Manufacturing and Services industries to use cloud-native principles to transform their business.

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