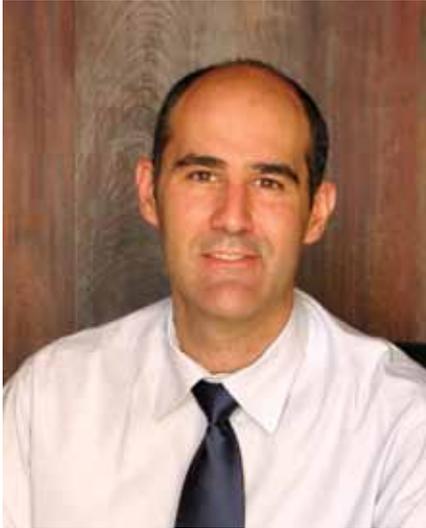


By SUZANNE FRANCO

# The state of cloud adoption in SA

**Business continuity, higher availability, and the ability to grow and shrink ICT capacity on demand are the top benefits expected from cloud services.**



**ANDRE SCHOEMAN**, data centre specialist at Neotel

**I**TWeb, in partnership with Neotel, recently ran an online cloud survey to determine some of cloud's true benefits and gain clarity on how South African companies are approaching its adoption.

The survey revealed 60% of respondents are already using or busy implementing cloud, and only 9% cited they have no interest in cloud at this time.

"Indeed, South African business users of IT have realised that cloud services – with careful planning and an honest assessment of the capabilities – can bring significant business benefits," says Andre Schoeman, data centre specialist at Neotel, commenting on the results of the ITWeb/Neotel 2016 Cloud Survey.

"Not all cloud implementations are equal in their implementation," he adds. "Prospective cloud consumers need to be selective in whom they entrust their business operations."

"It is important," he notes, "not to treat cloud as a one-flavour commodity, but rather to search for the features of the cloud service that match those of

the company's requirements – specifically in terms of platform resiliency, security measures and ease of porting in and out."

### Top models

Forty-two percent of the respondents indicated the hybrid cloud service model is most suitable for their organisation, with 29% opting for private cloud, and 16% for public cloud.

According to Schoeman, cloud does not have to be an all-or-nothing affair. "The astute cloud consumer filters the various applications under his control and selects those applications that port well to the cloud – especially where those applications are non-core or common across many industries. Therefore, the mix of private cloud for certain workloads and public cloud for others makes great sense – even from the point of limiting risk."

“  
**The mix of private cloud for certain workloads and public cloud for others makes great sense.**  
”

Schoeman says the IT team can break down the application stack and classify those applications that are standard, non-core, and/or share great similarity to other organisations.

"Those would be the low-hanging fruit, since migration based on standard templates is the easiest. Thereafter, an honest assessment of the age and lifespan of hardware under the IT department's control can give guidance to where IaaS [infrastructure as a service] cloud servers can be used in the short term."

### Controlling cloud's impact

What will be the main impact of cloud services on ICT over the next three to five years?

Respondents to this survey said the key benefits are that IT will gain the ability to offer more services to the business; it will become more strategic; and less time will be spent on updating infrastructure.

Schoeman believes the ability for a company to grow and shrink their IT systems based on their requirements unlocks "fantastic business value".

"Not to mention the fact that hard capital can be invested in business operations and not be used for investments in IT hardware."

When it comes to key features that businesses are looking for in a cloud provider, the ability to guarantee availability, confidentiality and integrity of data and services came out as the top three.

The results show 15% of respondents allocate more than half of their total IT budget to cloud, while the bulk (54% of respondents) spend between 10% and 50%.

"Cloud should not be seen as a separate IT budget line," comments Schoeman. "The question to be asked is where that budget line could be spent better – on in-house IT systems or on cloud services." <sup>1</sup>

### ABOUT THE SURVEY

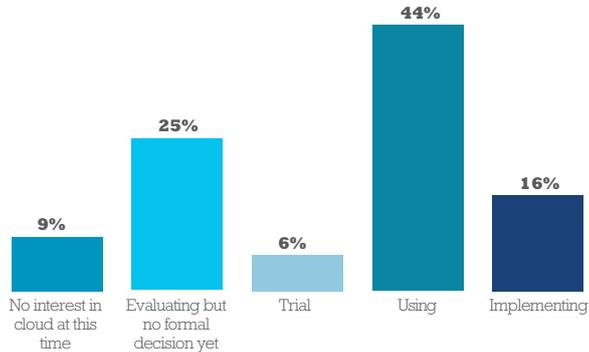
The **2016 Cloud Survey** was run online on ITWeb for a period of two weeks, in August and September, to determine:

- 1 The state of cloud services usage among South African organisations;
- 2 The lingering inhibitors to cloud adoption; and
- 3 The key benefits that cloud providers are expected to deliver.

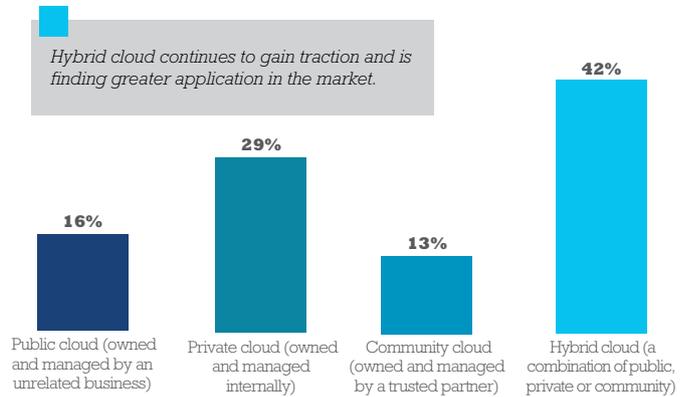
### WHO RESPONDED

A total of **310** valid responses were received, with **26%** being in executive management and **42%** in mid-management positions. A wide range of the industry sector is represented in the survey. **Forty-eight percent** of participants work for large companies with more than **500** employees, while **34%** come from small business with fewer than **50** people.

## AT WHAT STAGE IS YOUR ORGANISATION WITH REGARDS TO CLOUD SERVICES?

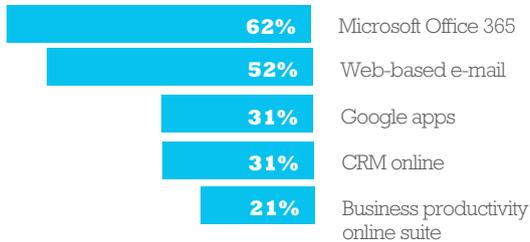


## WHICH CLOUD SERVICE MODEL IS MOST SUITABLE FOR YOUR ORGANISATION?

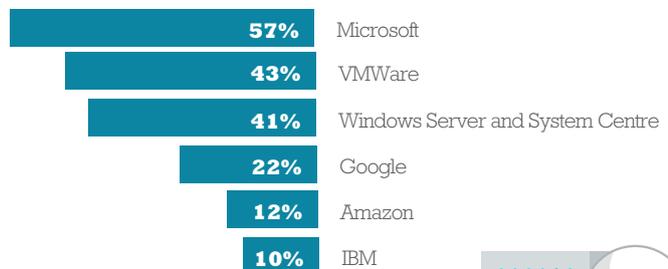


## WHICH CLOUD SERVICE IS YOUR ORGANISATION USING OR EVALUATING?

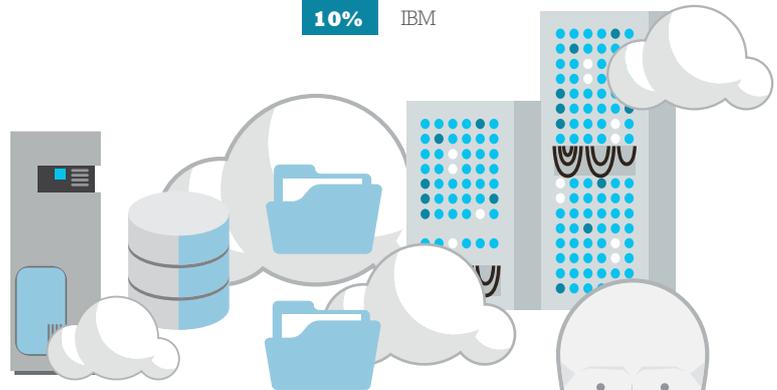
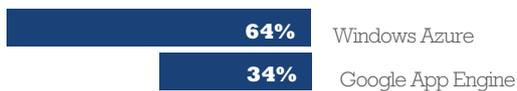
### Software-as-a-service



### Infrastructure-as-a-service

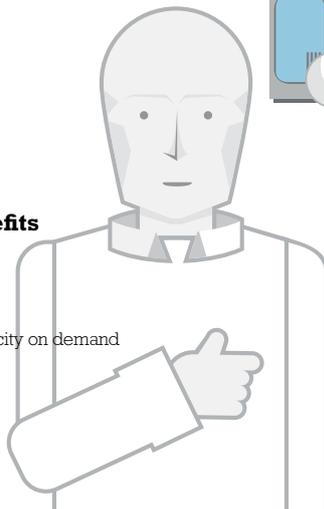


### Platform-as-a-service



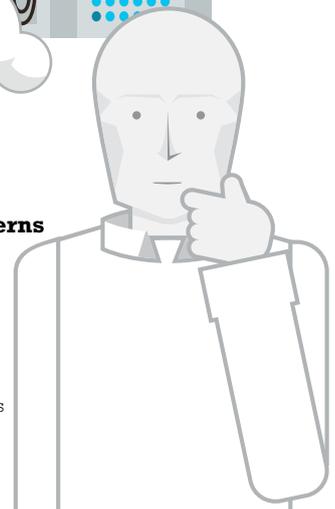
## Biggest cloud service benefits

- 1 Business continuity
- 2 Higher availability
- 3 Ability to grow and shrink ICT capacity on demand
- 4 ICT efficiency
- 5 Operational cost savings



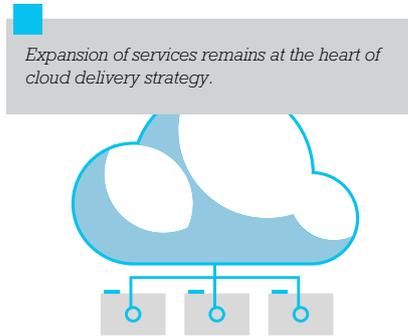
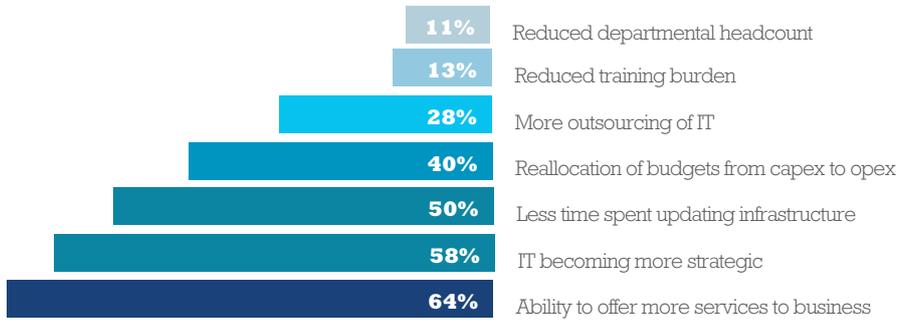
## Biggest cloud computing concerns

- 1 Confidentiality of corporate data
- 2 Integrity of services and data
- 3 Availability of services and data
- 4 Privacy
- 5 Lack of liability in case of security incidents

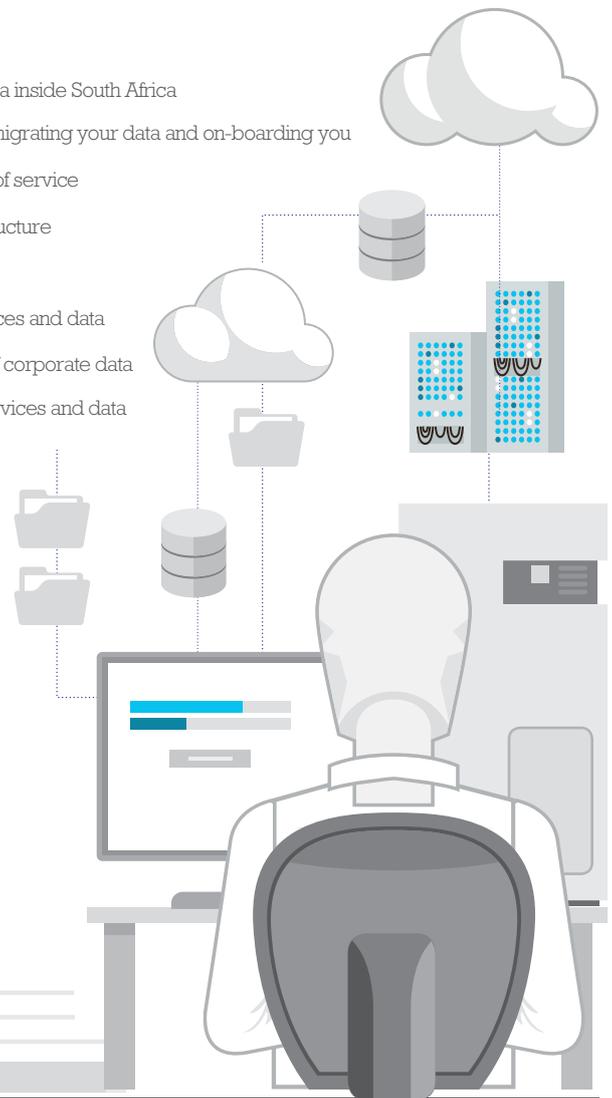
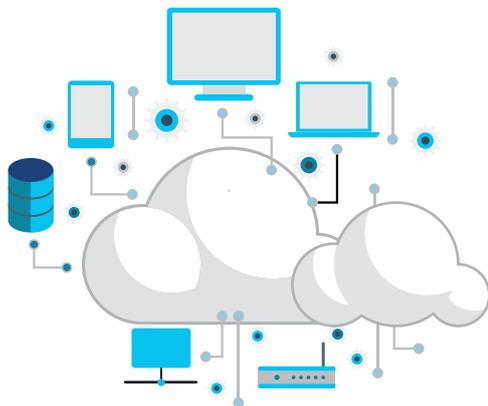
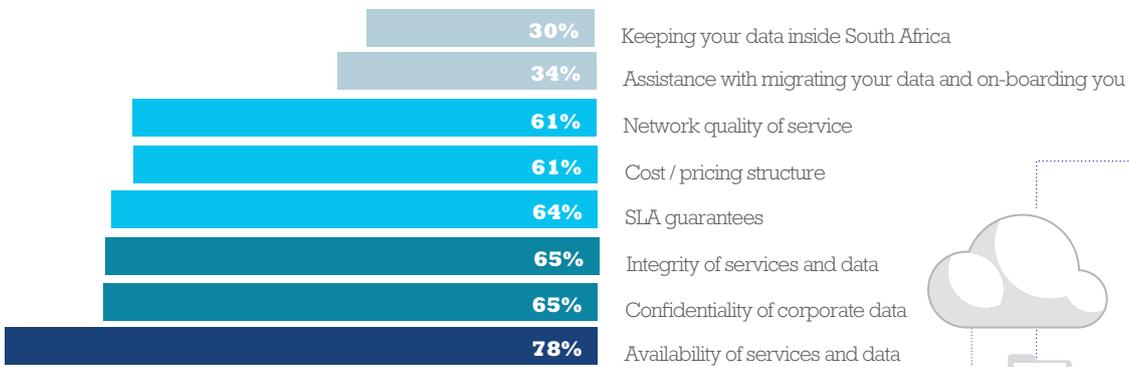


# CLOUD SERVICES SURVEY

WHAT WILL BE THE MAIN IMPACT OF CLOUD SERVICES ON ICT OVER THE NEXT THREE TO FIVE YEARS?



WHAT DO YOU EXPECT FROM A CLOUD PROVIDER?



- Almost **40% of respondents** allocate up to **30% of total IT budget** to **cloud**.
- **More than 20%** estimate that **40-70% of IT budget** goes to **cloud services**.

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