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INSIDE INNOVATION PODCAST EPISODE 1: GET YOUR HEAD IN THE CLOUD

AUDIO TRANSCRIPT

Hosts:
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Jess Faulkner [00:00:03]
Hello and welcome to Accenture's Inside Innovation podcast series. In each episode, we'll look at different emerging technologies and explore how they can help change our world for the better. We're going to kick off by diving into the cloud. My name's Jess Faulkner and I'm a manager within our cloud practice as part of Accenture Technology. Joining me today are two colleagues who also specialise in cloud. I will let them introduce themselves.

Kayode Oladipo
[00:00:31] My name is Kayode Oladipo. I am a senior manager at Accenture and I also lead the implementation services for Accenture Cloud, Infrastructure, Engineering in UK and Ireland.

Ruta Radiya [00:00:44]
Hi everyone. My name is Ruta Radiya. I am a senior analyst at Accenture — full stack developer. I have been working on various tech stacks, including hands-on experience with cloud services.

Jess Faulkner [00:00:57]
Great, thank you. I think first, let's start with the basics. Kay could you kick us off with a brief overview of what the cloud is, how it works and how it differs from the legacy solutions?

Kayode Oladipo [00:01:10]
There are three types of cloud architectures. Public cloud are infrastructures owned and operated by third party, called public cloud service providers. And they deliver their services over the Internet. An example of a public cloud provider is Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP) and Alibaba Cloud. On the other hand: private cloud are infrastructures exclusively owned by an organisation or business. Hosted in their data centre or in a third-party premises. Connectivity to private cloud resources is over a private network and not over the Internet. Lastly, hybrid cloud is a combination of both public and private clouds. This gives the users the flexibility to consume services hosted on any of the cloud infrastructure.

Jess Faulkner [00:02:13]
So I think we've covered what cloud is. Ruta would you be able to explain to me the benefits of cloud, why people would look to move their existing workloads into the cloud or why they'd make the decision to build exclusively new in the cloud?

Ruta Radiya [00:02:28]
Yeah, sure Jess. There are various advantages that cloud computing or cloud services offer. Cost saving is one of the biggest cloud computing benefits. It helps us to save substantial capital cost as it doesn't need any physical hardware investments. Also, we don't need to maintain the hardware. The buying and managing of equipment is done by the cloud service provider. Cloud computing also allows us to deploy our service quickly in fewer clicks. Once the data is stored in the cloud, it is easier to get the backup and recovery of that, which is otherwise a very time consuming process on premises. Also, cloud infrastructure scales on demand to support fluctuating workloads. So, yeah, it has a lot to offer for any business to move on to the cloud computing.

Jess Faulkner [00:03:22]
Thanks for running us through those benefits. I think an often overlooked benefit in the cloud space is the environmental impact it can have for businesses. It's very easy to forget that there is a carbon footprint and an environmental impact every time that we interact with technology, whether that's sending an email, using an application, browsing a website, and a lot of that is driven by the sheer amount of power it takes to run, but then also to cool a data centre. I think historically we've seen servers up full time just to run a process at the end of the month or a weekly process, but then they are powered on and using all the power the whole time that they're running. So I think it's amazing that businesses can get those core business benefits of speed and cost savings and agility whilst also hugely reducing our impact on the environment.

Kayode Oladipo [00:04:16]
Just a round up of some of the benefits here which we see. The cloud keeps it keeps giving and keeps giving — a very good one that I would like to call on is how businesses and individuals can really utilise the cloud to, especially for start-ups, how they can invest just a little bit of investment, a little bit of up-front investment, and they can get their services, products, they can get it out there. While for bigger organisations they can save costs in infrastructure costs, in hardware, in storage and including software to. So that their teams can then focus on change. They can concentrate on innovation, reduce time to market rather than focus on the solid hardware and servers. So these are really, really good benefits that the cloud do bring.

Jess Faulkner [00:05:11]
I think it is a real interesting point, that the cloud does enable people to spin up fast, fail fast, and there's not really much capital or money at risk because they can just turn off those services that they've used. It's an interesting point.

Ruta Radiya [00:05:26]
Yes, I suppose all this goodness that we are discussing reminds me really some of the case studies where Accenture helps our clients.

Kayode Oladipo [00:05:36]
It reminds me of a major service provider in the UK. This is a service provider that had about 35 data centres and over 50 computer rooms across the UK. The intention was to build a more efficient data centre and at the same time virtualise some of their servers. What we started off to do was to access their entire infrastructure. With these, we're able to meet with the IT teams, those responsible for the network, the application developers, the server administrators and including their security teams to understand all of their connectivity requirements. After this was done, we came up with a design, with a design of how to consolidate all of these and move them to a private cloud. As we speak now, that private cloud is now integrated with the public cloud, and so they now have a hybrid cloud infrastructure. This gives them the flexibility, especially their users the flexibility to be able to move workloads either on the private cloud or on the public cloud.

Ruta Radiya [00:06:48]
That sounds really great Kay. It's very interesting to hear your experience working with cloud. It reminds me of my previous project where we were doing technology based innovation and we were developing prototypes where I could get a chance to work on cloud services and got some good hands on experience. It also motivated me to do some certification and get proper insight. And Accenture really came forward at that time and offered us that certification opportunity by providing the A Cloud Guru online training material, which I can go at my own pace. And also it arranged a meeting and sessions with SMEs of Accenture or who already have passed that certification. So those sessions were also very helpful to get our questions or queries clear. And with all that help, I could get my certification done as well. So I am very grateful to Accenture for that.

Jess Faulkner [00:07:51]
Yeah, I think I've had a similar experience with certification and I've picked a few up across various vendors over the last few years. It's interesting hearing the types of projects you both tend to work on because I think we all focus in on slightly different areas of the cloud, which shows kind of how vast it really is. My day to day projects tend to be much more focussing in on helping businesses with that journey to cloud. So more up front focussing on understanding why and what they want to achieve, then moving through discovery. So understanding what they have and defining that strategy of where they want to take it. Whether that's hybrid or 100% public cloud, and then supporting during that transformation phase. So completing that migration and moving those workloads. One thing I do love is I do have the option to work across all cloud vendors. So I have experience across the board. And I think it's also key that we have so many other infrastructure service providers involved as part of the ecosystem.

Kayode Oladipo [00:08:53]
So Jess talking about this, it's interesting that you mentioned journey to cloud and the advisory that Accenture provides to some of our clients. What do you think the future holds?

Jess Faulkner [00:09:07]
I think looking at that human to human aspect, if we just look back 10 years ago where we were at and now if I look at my day to day, I work with people all over the world. We're all on calls. We're all connected to each other. The ability to run those calls and to have that interaction with people, which I think has been valuable to all of us over the last year with everything going on and us all being at home a lot more, the cloud really enables that because it has created this network, this completely high speed network that enables us to be on video to communicate from all parts of the world, from all endpoints. So I think if we look at the progress we've made over the last 10 years by moving to cloud and those networks being put into place, I think the future is only even more exciting of where we'll be.

Kayode Oladipo [00:09:59]
Jess that's interesting. Do you realise that most of some of the videos and some of the software that we consume every day is hosted on the cloud, like Netflix is hosted on the cloud, even some of the cloud management systems, home automation, IoT, most of those applications are actually delivered from cloud services. So enabling your services on the cloud is actually a game changer.

Jess Faulkner [00:10:30]
Yeah, I think the streaming services are an interesting one because I think them being on cloud has really hugely benefited them with the elasticity which they can utilise. I think historically we probably saw a lot of things almost just falling over when they were in a real high demand, whether that be a website launching a new product or a cult TV show coming out that everyone really wanted to watch. But streaming services like that who do utilise the cloud, I think them being able to scale up and spin up hundreds more servers to support the demand they've got is an amazing thing. And I think particularly now we're very conscious consumers and quite particular. I don't think any of us probably react well when something we want to use suddenly doesn't work. So it is key for those businesses that their services are always up and running and they're always accessible wherever their user may be.

Ruta Radiya [00:11:26]
Can you explore or throw some more light on the sustainable cloud computing or how any organisation would like to consider the environmental or sustainability with cloud computing?

Jess Faulkner [00:11:40]
Sure. I think often people's technology choices, the first consideration isn't the environmental impact of them. It's, you're kind of picking up a piece of tech just to use it. But really, there is a lot going on behind the scenes from the power that drives it and also just all the power that's in place to keep that data centre running to actually run that application you're using or your email service. If anyone's ever been into a data centre, they are crazy places with air conditioning like you wouldn't imagine, which is just needed to keep the servers cool. The servers that we tend to run in data centres, output so much heat that we then have to use power off the grid to call them down again so that there's no functional issues with them. So cloud providers, because they're able to operate at such huge scales, can really reduce the overheads and the footprints that we see in that space because they run their data centres at kind of very lean, efficient margins.

Kayode Oladipo [00:12:39]
Regarding sustainability, I do remember when I used to have several servers installed in my garage to test applications. And I remember the huge bill I incurred at that time. But now I do not need to do that because I can just spin up and try some of the things I need to test. I do not need to spin up servers. If I don't need them, I can shut them down on demand. And that saves the environment.

Jess Faulkner [00:13:09]
And I think Kay you are saying as well, the ability to spin up is interesting because of the amount we leave computers on and servers on that aren't really doing anything and they're sat idle. And the cloud really just pushes us to turn them on when they're needed and turn them off when they're not. Just like we would the lights at home, I don't think we'd all go out to work and leave them on. So it's a really good mindset shift in the way that we consume, compute, and the way that we use these services. Thanks so much both for providing such interesting insights. I think it's clear from our discussion that cloud is already one of the defining technologies in the current landscape and there is still so much more to

discover. And I'm sure we will see so much more in this space. If you want to learn more about the cloud or about any other tech trends transforming today's world, there's a wealth of reports and thought leadership on our website, Accenture.com. You can also keep the conversation going over on our social media channels. So thank you to Ruta, and Kay, and thank you for listening. I hope you'll be back for our next episode on AI. If you've enjoyed this podcast and want more, please check out our Powerful Minds podcast series where we explore technology's power for social good. And if you're interested in helping to shape the future we've talked about, we'd love to hear from you. Check out our 'careers' portal Accenture.com/careers to find out how you can change things for the better.