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As Director of Sales, Justin Ciaccio is responsible for overseeing VION's national sales team, which is focused on Fortune 500, state, local and education (SLED) clients. Through his leadership and execution his practice has seen revenues increase 90% by delivering purpose-built solutions for some of the world's most critical workloads. Prior to joining VION Corporation Mr. Ciaccio spent over a decade working on the turnaround efforts of Sprint Corporation post its merger with Nextel by leading various commercial sales teams to record performance.

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Success Strategies for Multicloud Management

The challenges of managing cloud infrastructure and services have become ever more complex as organizations move to a hybrid multicloud environment. Maintaining governance and control over several cloud resources, as well as legacy infrastructure, is critical. But separate and different management tools offered by cloud service providers make it challenging to easily control disparate environments. Instead, customer marketplaces now offer a single, robust, and cost-efficient solution for selecting, implementing, and managing all cloud environments. We spoke to Justin Ciaccio, Director of Commercial Sales, VION, to better understand the challenges—and solutions.

How is cloud adoption and management evolving?

Rapid adoption of cloud in all forms has led to a sprawl of multiple services from multiple providers, some without involving IT. For example, employees can buy Software-as-a-Service (SaaS) subscriptions with a credit card or departments can procure their own cloud resources. Additionally, there are challenges around controlling and orchestrating cloud resources. CIOs need new ways to put a central governance layer across all of these cloud services, to maintain control over what is being procured, the associated costs, and the impact to the overall IT strategy to more fully realize economic value from all cloud services.

What are the key considerations for commercial markets in adopting hybrid and multicloud networks?

Commercial customers are looking at application performance, security, and cost fac-

tors when choosing between public cloud, on-prem/off-prem private cloud, or legacy infrastructure. Some industries, such as finance, need data and applications installed in close physical proximity to where they do business because of network latency issues. Other industries such as healthcare need to keep critical systems on-premises, but they configure that infrastructure in a cloud-like design and use cloud solutions for selected activities such as big data analytics. For any customer, looking at what applications and data can go to cloud will quickly lead to solutions that incorporate a hybrid multicloud design.

What cloud management challenges do today's CIOs face?

Before moving anything to cloud, it's critical to understand application dependencies and incorporate that understanding in a services-led model for application and data delivery. Moving to multiple clouds brings the challenge of how to manage all cloud and on-premises resources from a single pane of glass, without having dedicated experts for each cloud type. Also, many customers face challenges in procuring cloud services and accounting for cloud expenses appropriately because of the growing choices and complexity in cloud offerings today.

As organizations expand cloud and as-a-service models, what helps ensure success?

The model of IT as a service is critical in order to design, implement, and tune cloud resources throughout the lifecycle, based on the customer's unique service defini-

tions. Although investing in professional and managed services can be more expensive to implement initially, operational savings over the long term are possible from continually right-sizing cloud resources and incorporating new cloud technologies.

Service-level agreements (SLAs) are also changing and can now be unique to each customer's environment, business concerns, and budget levels. For example, one customer may be concerned primarily about avoiding unplanned outages, while another may place priority on the time-frame for delivering new server capacity.

How can IT leaders streamline management of public, private, and hybrid clouds?

A key strategy is to manage all IT resources and application workloads through a single resource, whether the deployment is on-premises, in a colocation facility, or in multiple clouds. Integrated management allows CIOs to determine what workloads are best run in what environment, taking into consideration factors such as cost, location, or security. This frequent and in-depth orchestration of applications and resources is daunting—but a partner with the right capabilities and relationships to offer multicloud services, management, and orchestration through a marketplace model can help.

What are the benefits of managing cloud and services through a marketplace?

Application management becomes more complex the more instances you have, both in the cloud and on-premises. Central governance and control helps with costs by providing visibility and transparency into who is ordering what, plus coordination through a single management platform.

A marketplace is a way for customers to research, procure and manage their as-service technology on a single platform. The ViON Cloud Services Platform helps customers manage their operations for ordering and service delivery while the ViON Multi-Cloud Orchestrator provides automation and governance across public, private, hybrid clouds as well as legacy infrastructure.

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What is different about the ViON approach to hybrid cloud management?

ViON partners with leading data solutions companies like Hitachi Vantara to offer an experience that extends from on-premises to multicloud and hybrid designs, with orchestration to manage different workloads and technology across the entire environment. Customers benefit from a single place to access cloud resources, and options for full customer management or a fully ViON-managed service. ViON professional services are available for migrating application workloads into and out of the cloud.

ViON engagements are services-led and based on SLA metrics that are important to our customers, allowing them to make the most cost-efficient cloud decisions. Our customer intimacy model necessitates that we develop a deep understanding of our customers environment and helps us provide the best cloud solution to meet the highest demand and availability requirements. ■



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