Tech Mahindra Cloud Advisory Board Highlights: How Cloud Advisories Are Shaping an Organization's Strategic Board Discussions

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EXECUTIVE SNAPSHOT

FIGURE 1

Executive Snapshot: Tech Mahindra Cloud Advisory Board Highlights

This IDC Market Note provides a summary of Tech Mahindra's Cloud Advisory Board (CAB) and covers some noteworthy highlights on the board's discussion areas. Additionally, this report provides an overview of why C-suite advisors need to weigh the implications and benefits of adapting to the cloud shift and how it can impact the overall business need, especially in the pandemic and cloud-shift era.

Key Takeaways

- Tech Mahindra's CAB is a forum in which CXOs/cloud leaders from different enterprises come together to discuss the industry trends, share insights into their cloud journey, and explore the challenges associated with their organizations' cloud transformation.

- Learning the best practices at various stages of cloud journey advocates a good cloud strategy. The CAB is agenda driven and focuses on critical business challenges they face at present and speculated to face over the next few years, along with the required areas of support in their digital and cloud transformation.

- With the increasing ransomware attacks and the need for agile and boundary-less workspaces, organizations need to understand what their risk management framework is and how cloud can help them in risk mitigation. This Market Note includes four action items the board needs to focus on in their advisory discussions.

Source: IDC, 2022

IN THIS MARKET NOTE

This IDC Market Note provides a commentary on and analysis of Tech Mahindra's Cloud Advisory Board (CAB). Key highlights include how CXOs from different enterprises come together to make cloud adoption a part of the overall organizational strategic discussions. With a focus on the evolving need for cloud shift, Tech Mahindra, a leading provider of digital transformation, consulting, and business re-engineering services and solutions, announced the formation of the Cloud Advisory Board in 2021. The CAB is one of the strategic initiatives Tech Mahindra has undertaken, and it consists of industry leaders from the digital transformation and cloud ecosystem, such as Tech Mahindra's customers, academicians, and industry advisors. It is a facilitative platform for enterprises to create a peer-to-peer connection and build an open channel for strategic communication between Tech Mahindra's management and its customers and create vertical solutions across different horizons of cloud adoption for industries at large.

Tech Mahindra's Cloud Advisory Board Announcement Highlights

Tech Mahindra is a seasoned IT service provider that operates with a deep focus on leveraging cutting-edge technologies and has experience of approximately 250 active cloud engagements, state-of-the-art frameworks, and accelerators.

The CAB is a forum in which CXOs from different enterprises come together to discuss the industry trends, share insights into their cloud journey, and explore the challenges associated with their organizations' cloud transformation. With the CAB, industry leaders get to understand the pressing concerns and issues about their clientele and offer needs and service requirements to Tech Mahindra in terms of its cloud journey. This provides an opportunity to influence decision making at the highest levels of Tech Mahindra's management and experience meaningful interaction with peers.

The board comprises 50 CXOs across three chapters, namely USA, EMEA, and APJI. The advisors selected in the board are members at the C-suite level (cloud heads) across various industry verticals, including manufacturing, telecommunication, retail, logistics, banking, and healthcare.

To be an effective part of the CAB, the board members are expected to dedicate two days for in-person meetings conducted once a year and three hours of virtual meetings conducted every quarter. In cumulation, the board is set to assemble for six meetings per year across Europe, the United States, and Asia/Pacific chapters. The meetings are agenda driven, and the members are set out to delve into pre-agreed topics and themes across:

- The best practices and experiences with respect to cloud services
- The critical business challenges they face at present and speculated to face over the next few years, along with the required areas of support
- Thought leadership on hyperscalers from subject matter experts and how to maximize the benefits from an enterprise's cloud
- The potential opportunities that Tech Mahindra can pursue
- Their local experiences and solutions across industry and global levels
- The current industry and business trends/issues related to cloud services
- Feedback and areas of improvement for Tech Mahindra relative to the parameters it prioritizes
- Inputs for Tech Mahindra's services road map development and service delivery standards

The CAB acts as an effective way to interface and establish relationships with peers in the industry. Additionally, it also engages in sales and support interactions, social media interactions, annual customer surveys, and session feedback requests, among others.

In return, Tech Mahindra gets to gain valuable insights into its clients' needs across global markets, indications of early warnings of shifts in customer needs, and emerging cloud opportunities and competitive intelligence through market and client insights into their cloud transformation journey.

To facilitate deeper and more meaningful domain-specific conversations, the CAB has initialized four vertical-focused groupings in the form of sub-committees: Communications, Media, and Entertainment and Retail; Manufacturing; Healthcare Life Science; and Banking, Financial Services, and Insurance. Within these vertical sub-committees, CXOs share their best practices to enhance thought leadership, vertical use cases, and areas for co-innovation with Tech Mahindra.

IDC'S POINT OF VIEW

The pandemic had a ripple effect on multiple industries. Accelerating up the ladder and adapting to a remote work setup to maintain business agility and resilience became inevitable. Enterprises wanted to evolve to a flexible work environment that was uninterrupted for both employees and organizations and wanted to function seamlessly by investing in technological advancements that focused on moving the business to cloud.

IDC believes that even though cloud is in most demand, has a plethora of possibilities, and is getting due attraction from organizations, enterprises are still looking at it from a standalone point of view and for a way to apply quick fixes to their existing architectures.

Therefore, there is also an ever-demanding need to make cloud advisory an important part of the strategic board discussions. Futuristically speaking, cloud is going to be a part of the holistic digital transformation and must be tied up with the top-line business strategic conversations rather than being assigned to the working levels of an organization. According to IDC's wave survey conducted in November 2021, 52% of organizations in India strongly agreed that the vendor's ecosystem of ISVs and managed services partners is one of the most important digital infrastructure and cloud services selection criteria.

Top-level advisors need to weigh the implications and benefits of adapting to the cloud shift and how it can impact the overall business need. They need to understand how cloud can be a critical enabler for their business, driver to their transformation, and a disruptive technology enabler in the long run.

Boards can help shape the cloud agenda. With the increasing ransomware attacks and the need for agile and boundary-less workspaces, organizations need to understand what their risk management framework is and how cloud can help them in risk mitigation.

In these discussions, board advisors need to focus on:

- **How they can amalgamate cloud with the overall organizational strategy**. Businesses need to understand the importance of cloud in providing them a competitive advantage. They need to understand the importance of adoption and migration along with prioritizing the right type of workloads.
- **How much technology spend is required**. Businesses need to identify why a shift to cloud is right for the enterprise. Making a cloud shift also requires shifting from a capital-heavy

investment to an operation-heavy one. According to IDC's wave survey conducted in August 2021, 40% of organizations in India stated that they are looking to increase their organizations' final spend on public cloud infrastructure-as-a-service services by 10% and more in 2022 compared with their original budget for 2021.

- **What security measures should be considered**. Businesses need to weigh the compliance and risk management impact the cloud shift might have on the organization. They need to be aware of how they can integrate cloud into their risk assessment and how it seamlessly fits into their technological development, product strategic framework, geopolitical alignment, privacy regulations, and DevOps strategy.

- **How they can enhance their existing cloud capabilities**. Businesses are also required to be cloud-enabled with the right talent in place, starting from cloud solutions and security architects, cloud administrators, cloud network engineers, cloud consultants, and so on.

But the underlying question for the board remains: "Are we cloud-ready?"

Tech Mahindra's cloud advisory board seeks the best-in-class expertise, with members having preliminary understanding of the cloud experience. The CAB aims to maintain a portfolio of leaders with practical understanding of how the communications service provider, IT service provider, and hyperscaler industry works and what impact they have on the business goals. The board understands what drives significant business value and how cloud can act as a fluent driver in the long run. Their discussions revolve around digital strategies, such as vertical solutions, talent acquisition, budget planning, investment allocations, re-architecture, security frameworks, change management, and hyperscalers and their challenges. In the long run, the board acts as an enabler of and accelerator for transparent thought-provoking conversations, leading to real impact for customers and the industry at large.

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Synopsis

This IDC Market Note reviews Tech Mahindra's Cloud Advisory Board and covers some of the noteworthy highlights on the board's discussion areas. This report also provides an overview of why C-suite advisors need to weigh the implications and benefits of adapting to the cloud shift and how it can impact the overall business need.

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