iTMethods.

itmethods.com

EBOOK

Benefits of a Managed DevOps SaaS Platform

Modernize & Run Your Enterprise DevOps Tools Securely in the Cloud

Contents

Introduction 3

Benefits of a Managed DevOps SaaS Platform 4

Using the iTMethods Managed DevOps SaaS Platform 9

Conclusion 11

About iTMethods 12

Introduction

It has been a decade since Mark Andreesen made the case that “Software is eating the world”, and that “every company is a software company” in the Wall Street Journal article. Those arguments have stood the test of time well and are more relevant today than ever thanks to the acceleration of a global workforce driven by COVID.

As we’ve seen in the past decade close to 50% of the Fortune 100 companies have lost their place on that list. Organizations that come out on top are the ones that can embrace digital transformation, modernize themselves into effective software corporations and quickly respond to evolving customer demands. History shows us those who cannot evolve will be left behind.

So how does this relate to DevOps tools? DevOps tools are what keep the software development process humming as quickly as possible, keeping the feedback loop from end user to developer as short as possible. Tools allow infosec professionals to manage the dizzying array of security configuration and scanning, as well as to automate as much of the security process as possible. However, the problem is that the tools can require a lot of care themselves.

In this ebook, we’ll address how a Managed DevOps SaaS Platform can provide state-of-the-art software development tools while freeing up engineering resources to focus more on their core business.

Benefits of a Managed DevOps SaaS Platform

For most organizations there's no competitive advantage from managing the entire suite of DevOps tools internally. Managing the tools, keeping them secure and up-to-date, is the foundation of everyone's software factories and critical to get right. And yet these tasks, which are so critical to the health of the software that the business depends on, do not provide any competitive advantage. All businesses have to do it but no one has any reason to be the best at it.

Here are some of the primary benefits organizations get from using a Managed DevOps SaaS platform:

Easy Migrations

In most organizations, the first step to getting value out of cloud-native development practices is planning and executing a migration and modernization project. In a best-case scenario, migrations take months, and require entire teams to learn new skills while they make decisions that can have lasting technical consequences.

According to Gartner, the percentage of enterprise workloads in the cloud will double between 2020 and 2023, from 20% to 40%. That means that many engineering teams are currently grappling with how to make the migration as painless as possible in the short term while also putting all the right foundational elements in place for long-term success. Using a Managed DevOps SaaS Platform is a key way to meet that objective.

Migrations are already very complex. They involve specialists from a variety of disciplines, from network engineers and storage admins to infosec teams and even business leaders. In most organizations, **none of the specialists involved in the migration to a cloud-first software development model are experts in cloud technology** — they are all learning as they go, while trying to make good decisions and collaborate with interdisciplinary colleagues.

> ***Modern software development depends on tools, and one of the first steps in any migration process will be deciding which tools the organization should use, configuring those tools and ensuring that they integrate with each other.***

Managing integrations in the DevOps toolchain is a big part of putting the groundwork in place for a successful migration and modernization effort. When you have dozens of tools, all of which are new to the team, and need to understand how those tools interact, how the dependencies work and where the failure points are, just setting up the DevOps toolchain can be very time consuming. It can also be a source of invisible risk: integrations have to be set up securely, and if they aren't set up according to best practices at the outset, this security risk can easily slip under the radar once the tools are in regular use and the integration points aren't regularly evaluated.

Lastly, in an enterprise setting there are internal and external compliance frameworks that can't be ignored just because the team is moving to cloud native development. Keeping track of compliance across dozens of tools quickly becomes overwhelming, and can make proving compliance during an audit nearly impossible. It also becomes challenging to control the entire toolchain centrally, or to put into place guardrails on how the individual tools can be used or configured. With a Managed DevOps SaaS Platform, central compliance teams can easily ensure compliance across the entire tool suite, prove that compliance, and control the tool settings and configurations centrally themselves.

Operations

Even if the migration and modernization process is expertly managed, operating cloud workloads is fundamentally different from running workloads on-prem, and requires a different approach, one that is intimately connected to your DevOps tools.

Operations teams are ultimately responsible for the same metrics in a cloud environment as in on-prem — ensuring high availability, setting up disaster recovery and avoiding single failure domains. They are also responsible for ensuring observability into the entire stack, from infrastructure layer to application layer, and having a way to store, process and access relevant metrics when needed.

The differences between a cloud native and on-prem environment, as well as the major differences in application architecture, mean that operations teams and the tools they rely on are still playing catch-up to common development practices. **Successfully operating a cloud-native application is very different from operating an on-prem application**. Everything from the tooling involved, both third-party and from cloud providers, to the amount of log data, to the ephemeral nature of containers means the operations teams need a fundamentally different approach.

This means ops teams are on an even steeper learning curve than application developers as workloads are moved into the cloud and refactored to be more in line with cloud native best practices. As organizations prepare to put their migrated applications into production, **the ops team needs tooling that will help them get up to speed as quickly as possible**, without having to think about how to get visibility into the cloud environment or how to deal with the exponential growth in log data.

A Managed DevOps SaaS Platform helps ops teams stay productive and successful in keeping applications running in the cloud highly available and secure.

A Managed DevOps SaaS Platform:

Ensures ops teams have the data they need when there is an incident; Prevents ops teams from making costly mistakes simply due to lack of knowledge;

A Managed DevOps SaaS Platform also has major advantages when it comes to security and compliance. Continuous security and compliance are critical in the cloud, and most organizations find that their **legacy tools can't handle the compliance and security challenges unique to cloud environments**. A Managed DevOps SaaS Platform has built-in security and compliance controls that are built for the cloud. Even if these controls are carefully managed during the initial development or migration process, **ops teams need a way to continuously review and adjust security policies**, as well as understand the application's actual behavior. A Managed DevOps SaaS Platform includes all of those security capabilities out-of-the-box.

Tool Optimization

The software development process in a modern organization is never 'finished.' Even once the application has been successfully deployed, it is far from "done." Instead, it has simply reached the production phase of its lifecycle, and will continue to be updated, iterated on and changed for months or years to come.

The migration to the cloud may or may not at some point be 'over' — for many organizations, some applications stay on-prem indefinitely, even when most of the workloads are in the cloud.

Regardless, **the DevOps tools should not be any more static than the rest of the software engineering organization**. Organizations who self-manage their DevOps tools generally have a set-and-forget mindset about their tools, only making changes when something goes wrong, a tool needs to be replaced or there is a critical upgrade to manage.

That would be a poor mindset to bring to software development, and it's no more appropriate when applied to the DevOps tools. With a Managed DevOps SaaS Platform, teams have access to tools that are being continually optimized, updated, and tuned. This leads to:

- **Better availability and application performance.** Tools are optimized to keep the software development pipelines up and running and notify teams of any potential issues as soon as possible.
- **Better security.** Security is an ever-evolving target, and having a service provider constantly on the lookout for potential security vulnerabilities and proactively addressing them leads to a better overall security posture.
- **Cost optimization.** Running a DevOps toolchain can become expensive, especially because the tool costs can influence cloud costs. Using a Managed DevOps SaaS Platform gives organizations access to continued cost optimizations, both as related to individual tools in the platform as well as how those tools drive cloud costs.
- **Increased innovation.** The tools your team uses are what allows them to innovate by freeing up time and mental resources to think creatively about how to use software to meet customer desires. There are constantly new features being released as part of the many DevOps tools available, but most companies who self-manage their tooling don't take advantage of them, often because they require infrastructure changes or integrations. With a Managed DevOps SaaS platform, all the engineers automatically have access to the latest tooling to help them innovate as quickly as possible.

Using the iTMethods Managed DevOps SaaS Platform

What can you expect with a Managed DevOps SaaS Platform like iTMethods'? Here's what organizations get after moving to a fully managed option for their DevOps tooling:

Security and trust

For highly regulated customers, iTMethods provides a fully private deployment of the Managed DevOps SaaS Platform that is only accessible through private connections. This deployment model combined with other security controls related to authentication and authorization, provide greater security around access control. Observability is built into each customer deployment on the iTMethods Platform to meet and exceed enterprise security standards.

Given the pressing need for security and controls in DevOps products, our platform embeds security and governance from the ground up for your organization's entire toolchain. We provide Single-Tenant hosting and our Transit Hub hybrid connectivity service allows seamless integration to your networks while complying with multi-cloud and on-premises security controls. Our managed security and governance services are SOC2 Type 2 compliant and designed to help organizations effectively navigate both internal and industry compliance requirements. We work in close partnership with our customer's IT and product teams to help them focus on building and deploying applications faster, rather than managing the underlying infrastructure.

Focus on your core business

A Managed DevOps SaaS Platform like iTMethods' helps organizations rapidly modernize their development and operations workflows in a sustainable way, without incurring technical debt, and easily maintain the tools on which their modern workflows depend. This gives everyone in the engineering organization the ability to focus more on solving engineering problems and delivering better products for their customers.

Lower overall costs

Dozens of individual contracts with point solutions add up. So do the cloud costs and HR costs from operating open-source projects.

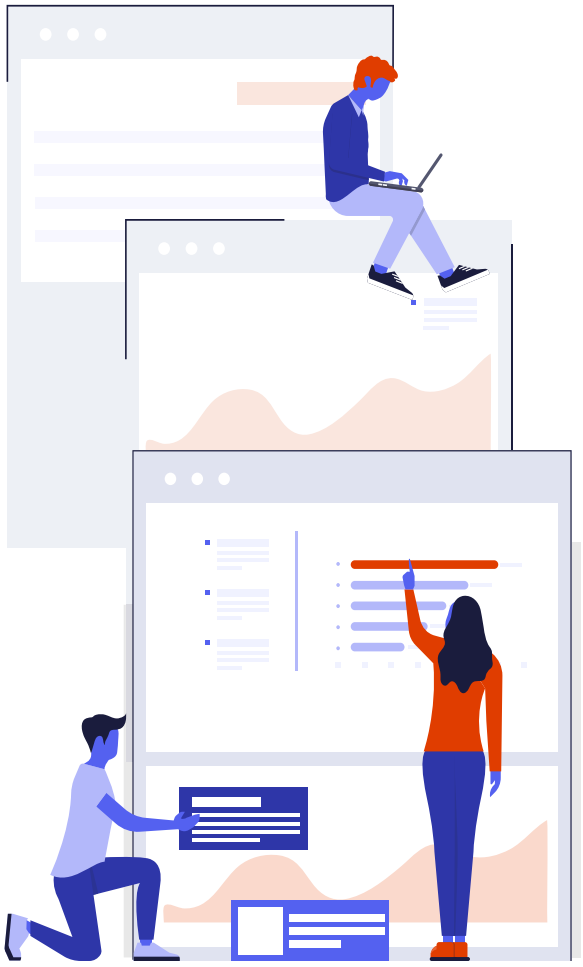
Users of iTMethods' Managed DevOps SaaS Platform find that their overall costs go down with a complete, Managed DevOps SaaS Platform compared to managing the entire toolchain in-house. Bundling access to all tools in one package reduces the cost of the tooling, outsourcing the management overhead reduces the need for salaries internally just to manage tools. The continual optimization efforts from iTMethods' team leads to progressive reduction in cloud costs related to the DevOps toolchain, from networking charges

More productive developers

Using a Managed DevOps SaaS Platform frees up more developer time to focus on application development. With a Managed DevOps SaaS Platform, the initial time to value is much shorter than with point solutions because there is minimal set-up, integration or configuration work to do.

At the same time, there is much lower continued operational complexity, because updates, security patches, integrations and any new feature activation is all taken care of by iTMethods. DevOps tools should fade into the background for developers, they should just work as expected, every day, without causing deployment delays, security incidents or frustrating drains on productivity.

The best way to have a complete solution that 'just works' is to go with a Managed DevOps SaaS Platform like iTMethods'.



Conclusion

For most companies, the constraining factor in their software development process is developer time and productivity. Hiring new developers is slow, expensive and distracting, so making the current team as productive as possible is a top priority for engineering leaders.

The iTMethods DevOps SaaS Platform helps organizations reach that goal both by ensuring engineers have access to the most up-to date productivity-enhancing functionality in the tools they use, while also freeing engineers from managing those tools themselves.

The iTMethods DevOps SaaS Platform gives software engineers the maximum amount of freedom to focus on finding creative ways to use software to meet the unique requirements of their industry and the specific desire of customers.

About iTMethods

iTMethods Managed DevOps SaaS Platform is helping Fortune 1000 and Digital leaders by enabling the tools and capabilities for Enterprise Software Teams to succeed!

Our platform offers 45+ DevOps tools, including those from Atlassian, CloudBees, GitHub, GitLab, Sonatype, AWS, Azure and many more as an integrated, managed and seamless toolchain in the cloud.

Learn more at www.itmethods.com

Get in touch


877-533-8660


innovate@itmethods.com


itmethods.com

iTMethods.