Driving agility & innovation through partnership:

How the University of Auckland accelerated their cloud transformation for maximum benefits

Cloud migration has become a priority - if not a necessity - for many organisations as they look to reduce costs, improve agility and increase digital capability to keep pace with constant change. However, migration is no small feat. Up to a third of migration projects fail, and many more fail to meet deadlines, budgets, or security requirements - making many feel like change is too risky, or they are ill-equipped to manage it.

To avoid these challenges, leading organisations are choosing to partner with cloud experts to outsource their migration and optimisation projects. Outsourcing has, in many cases, proven to be more flexible, scalable and cost effective than internal efforts, providing access to top cloud specialists and enabling internal IT resources to focus on BAU activities.

The University of Auckland is one of a growing number of public sector organisations seeing cloud success by outsourcing migration. Ranked as the top university in New Zealand, the university has more than 40,000 students and 13,000 university staff across seven campuses.

A few years ago, they identified the value of digital transformation in helping them to address some key challenges and make the most of the opportunities cloud offered, including:

Manage call increases of up to 200% during peak periods.	**Build cloud skills and capabilities of internal staff.**	**Make content more accessible for remote learning and collaboration.**	**Meet the current and future needs and demands of students and staff.**

"To ensure the university delivers the best experiences to students, staff, and other stakeholders, we selected Amazon Web Services (AWS) to help us implement the digital technologies and tools necessary to meet our university's goals,"

says Bharat Kochar, Cloud Transformation Program Manager, UoA.

The growing digital skills gap has made attracting and retaining talent a huge challenge, making it increasingly difficult to carry out sizeable and complex migrations internally. The University of Auckland decided to partner with leading cloud services and cyber security provider CyberCX to deliver an AWS platform that would meet their security, architectural and delivery needs.

Cyber CX

Transforming at speed to deliver improved experience

The cloud services team at the University of Auckland wanted to demonstrate to its stakeholders that the university could achieve even more with the AWS Cloud for its students and staff. Therefore, with the help of CyberCX, they focussed in on three key goals:

1. Migrate applications to meet growing demand

On-premises apps cannot easily integrate or support the new digital technologies needed to support the development of innovative new features and capabilities. Because of this, 90% of new applications are predicted to be cloud native by 2025.

"We wanted to reinforce the confidence of our stakeholders and end-users in our cloud strategy," says Kochar. "CyberCX were able to help us migrate 30 applications used by staff and students for a variety of purposes onto the cloud within 3 months. This helped in supporting our efforts to further use cloud services to meet our customers' demands."

2. Support contact centre to scale on demand

Using Amazon Connect, an omnichannel cloud contact centre, CyberCX was able to help the university consolidate many of its contact centre interactions into a single cloud-based interface. Call agents can now access real-time data from interactions, improving their ability to serve callers. Additionally, students now have the option to connect directly to the last agent they interacted with, creating a more personalised experience.

3. Build internal cloud proficiency and certification

The Cloud Uplift Standards and Practices (CUSP) framework—which builds on the AWS Cloud Adoption Framework— was developed as a guide for staff, teachers, and researchers on how to use the cloud to meet evolving requirements."**To guarantee our continued success, we must ensure that knowledge and proficiency in the cloud is consistent across departments and individuals,**" says Kochar.

Under the cloud ability program within CUSP, 225 staff from various departments have been trained on a variety of cloud courses by the University of Auckland's training partners. The CUSP framework will enhance the university's agility in delivering innovative solutions and service excellence.

Cyber CX

Additional benefits and outcomes

Beyond successfully guiding them towards achieving their top three goals, CyberCX's AWS partnership and expertise has enabled the University of Auckland to continue to achieve a range of exciting outcomes:

The university drew on AWS's portfolio of cloud services to rapidly digitise its educational applications to deliver scalable and user-friendly remote learning in just six weeks.

The University of Auckland migrated its lecture theatre recordings – a critical application holding 29TB of content – to AWS, enabling the university to scale online content delivery systems more quickly than possible with on-premises resources.

The university can now scale up to accommodate more call centre agents that can easily access Amazon Connect from anywhere, without the need for manual intervention.

CyberCX is developing a cloud cost model to enable the university to reliably forecast cloud spend and to identify which workloads make operational and financial sense.

The university became the first organisation in New Zealand to completely migrate its internal and external contact centres to AWS's omnichannel cloud contact centre, Amazon Connect.

AWS Services

AWS Fargate

A serverless compute engine for containers that works with both Amazon Elastic Container Service (ECS) and Amazon Elastic Kubernetes Service (EKS).

Amazon RDS

Amazon RDS makes it easy to set up, operate, and scale a relational database in the cloud.

Amazon CloudFront

A fast content delivery network (CDN) service that securely delivers data, videos, applications, and APIs with low latency and high transfer speeds within a developer-friendly environment.

Amazon Connect

Amazon Connect is an easy-to-use omnichannel cloud contact center that helps you provide superior customer service at a lower cost.

CyberCX

AWS and government partnership accelerating public sector transformation

More organisations like the University of Auckland can now achieve similar levels of success with cloud, thanks to the fact that many governments, including Australia and New Zealand, have signed a Memorandum of Understanding (MoU) with AWS. This allows all federal, state, territory agencies and departments, as well as public universities and government-controlled corporations to access AWS cloud services in areas of cloud adoption, innovation, advanced digital skills, sustainability, and cyber security.

It is a service agreement that demonstrates the benefit, power and capabilities of AWS as a service provider and offers huge opportunities for organisations to uplift digital and cloud capabilities at an accelerated pace. Migrating applications to AWS has proven to result in an average of seven times fewer downtime hours, a 62% boost in IT infrastructure management, and three times more features delivered by IT per year.

Innovation, customer satisfaction, and operational efficiency have become top business priorities for both public and private organisations across APAC. Emerging technologies – such as AI and Machine Learning – are enabling businesses to introduce new capabilities and offerings. To achieve these goals, you will need your applications to play a key role in leading the way – 90% of new enterprise apps are expected to have AI embedded in by 2025.

The question is, who will build and/or migrate them?

Many organisations are building their applications the hard way, as they struggle to source the talent to deliver this internally. Talented developers want to work with the latest technologies and techniques – chances are, you are likely to lose internal developer resources to cloud- based competitors.

Luckily, the Australian MoU enables organisations to purchase AWS Cloud services through the AWS Partner Network, allowing you to further strengthen the development of your technology capabilities and help accelerate the digitisation of citizen services with access to the best cloud specialists in the country. 67% of executives believe they must pick up the pace to remain competitive – and now it's never been better or easier to get started.
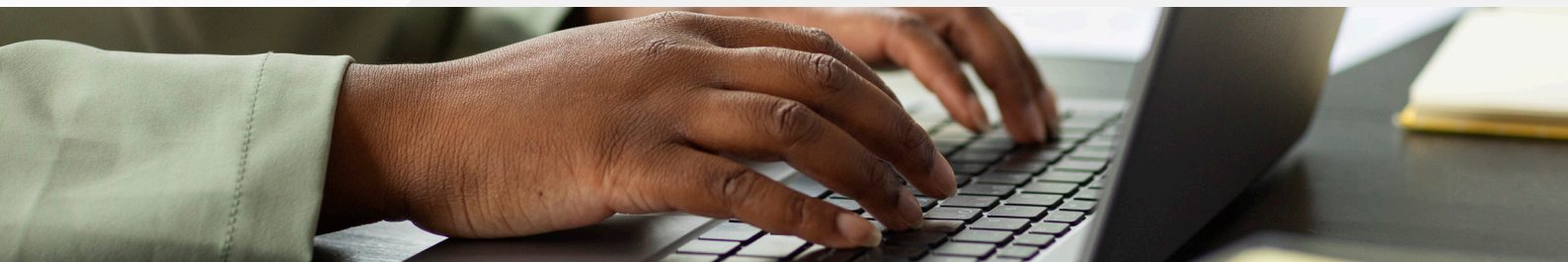
Achieve successful cloud migration through expert outsourcing

CyberCX is the leading provider of professional cyber security and cloud services across Australia and New Zealand. With a workforce of over 1,300 professionals, we are a trusted partner to private and public sector organisations, empowering our customers to securely accelerate opportunities in the digital economy.

If you're ready to maximise your IT investment, lower risks, and successfully optimise operations and outcomes with cloud, get in touch to explore how we can help.

cybercx.com.au   1300 031 274

CyberCX