

# Cloud Services

Proven solutions that  
deliver enterprise success  
in the cloud.



 amdocs  
**make it  
amazing**

# Unlock Business Value with Cloud

Harnessing the power of cloud is a must for enterprise organizations. Cloud is firmly established as an enabler of cost-efficient, scalable IT that adapts to business needs and streamlines software innovation. But the benefits go further than that.

In today's competitive markets, an ability to optimize back-office processes and maximize customer engagement sets winners apart. To achieve this, businesses need to leverage actionable insights from relevant data in real-time. Doing so demands effective use of artificial intelligence (AI) and machine learning (ML) tools which require the muscle and flexible capacity of hyperscale public cloud.

Enterprise organizations, especially those in highly regulated sectors like financial services and telecoms, are often behind the cloud adoption curve. So, it's vital to act with speed and prudence to mobilize secure, compliant, value-driven cloud adoption.

This is where Cloud Services come to the fore. We have a proven track record enabling enterprises' initiation and maturation of cloud strategies. Read on for service snapshots and success stories. Then contact us to find out how we can super-charge your cloud journey at [cloud@amdocs.com](mailto:cloud@amdocs.com)





# Cloud Stats

We have a global presence and premium relationships with all leading public cloud hyperscalers.

|                |  |
|----------------|--|
| <b>600+</b>    | <b>customers across financial services, telecoms, and more</b> |
| <b>400+</b>    | <b>expert cloud consultants</b>                                |
| <b>2,500+</b>  | <b>cloud certifications</b>                                    |
| <b>10,000+</b> | <b>employees trained in cloud</b>                              |
| <b>12+</b>     | <b>years' experience in cloud</b>                              |
| <b>30+</b>     | <b>years helping service providers with transformation</b>     |



# Amdocs Cloud Services

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# Workload Services

**Maximize cloud migration, modernization and operations success by leaning on the skills and experience of Amdocs. Our Workload Services are delivered by expert cloud engineers who have handled many complex migration and modernization projects. They will get to know your business goals and technical set-up, then help you achieve an effective modernization program that is big on value and low on disruption.**

## Mass Migration

If you're moving a lot of applications to the cloud, our Mass Migration service makes the process seamless and secure. This comprehensive offering includes detailed planning, thorough preparation, and expert orchestration. Our experienced consultants and engineers work closely with in-house teams to ensure the entire process is tailored to specific business needs and avoids disruption or downtime.

### Mass Migration Success for a Tier 1 North American Telco

- Amdocs was engaged to migrate 200+ applications to Azure ahead of a data center exit.
- We assessed the applications then optimized or modernized them to perform well in the cloud.
- The migration completed ahead of deadline, slashing operational costs by 20%.

## Application to Container Migration

If you want to migrate to cloud fast but need more than a 'lift and shift', containerization is an effective solution. It's especially useful for monolithic applications with a large codebase, presenting opportunities to improve operability and scalability without requiring a full rebuild. This service encompasses containerization and container orchestration, harnessing automation and AI to reduce manual effort and minimize risk.

## Kubernetes Platforms

Onboarding containerized applications in a secure and compliant manner is challenging; many enterprises struggle to enforce rules consistently across Kubernetes environments at scale.

The Kubernetes Platform solution from Amdocs governs, optimizes and expedites container deployments and operations in the cloud. It provides better visibility and allows developer teams to handle their own container workloads, reducing friction and fostering innovation.

### Modernization Empowers US Enterprise to Get More from Kubernetes-based Architecture

- An enterprise with 30 million customers needed to modernize and streamline operations on Kubernetes following a series of business acquisitions.
- We built a compliant-by-design Kubernetes platform, then facilitated the migration of more than 200 microservices as well as reconfiguring applications in line with Kubernetes best practice and implementing a streamlined CI/CD process.
- Outcomes include a 425% uplift in software releases per year, 75% faster deployment of microservices, and 60% reduction in compute consumption, all achieved with zero service downtime.

## Application Modernization

Applications built for traditional on-premise environments need to be modernized to benefit from cloud capabilities. This is especially important for applications that directly impact business performance. Our Application Modernization service leverages containers, serverless architectures, and the microservices architectural style to prime applications for the cloud. This eradicates monolithic architectures, enabling easier integration and future-proofing design.

## Keystone App Migration

Cloud deployment of mission-critical applications (which we call 'keystone applications') demands expert handling. If it goes wrong, the whole business suffers, but when it goes right the benefits are enormous. The Keystone App Migration service from Amdocs unravels the complexity of these important technologies on a case-by-case basis, optimizing them to exploit cloud capabilities.

### Cloud-Native Tooling Enhances Operational Resilience for Canadian Bank

- Amdocs supported Scotiabank's migration of business-critical financial services applications to Azure.
- We upgraded application architectures to increase multi-region availability and introduced advanced techniques to enable one-touch deployments.
- The new platform has improved operational performance and resilience, allowing Scotiabank to focus on innovation rather than underlying technologies.

## Mainframe Migration & Modernization

The 'cloud race' for large, legacy enterprise systems is gathering pace. Organizations in financial services, government, telco, healthcare and other verticals that run core applications on mainframes face multiple challenges. These include rising costs and increasing technical debt, as well as the looming retirement of workers with expertise in COBOL and other legacy technologies. Amdocs can support these mammoth migrations with a 100% automated 'factory' approach to software and data migration that enables unlimited testing using real production data.

### Leading Financial Services Provider Saves Millions with Mainframe Migration

- Deutsche Bank needed a cloud partner to handle the mainframe migration and modernization of its funds platform IKS.
- We migrated 1.3million lines of natural code, converted the legacy platform into a modern stack, and eliminated obsolete technology.
- The migration achieved annual cost savings of more than \$6million and repositioned the application as a powerful digital investment platform.



## Core to Cloud

Moving business support systems (BSS) and operational support systems (OSS) to the cloud is a significant undertaking which must be handled with great care. Our Core to Cloud service is dedicated to the safe and seamless migration of Amdocs' business-critical telco sector solutions such as Customer Experience Suite (CES), Ensemble, and Kenan. It also ensures clients realize tangible business benefits by leveraging cloud capabilities that enhance scalability, productivity, and resilience as well as fostering innovation.

### Migrating Amdocs CES systems to OCI for a LATAM Telco

- We migrated business-critical Amdocs CES systems to Oracle Cloud Infrastructure (OCI) for AT&T Mexico when its data center reached capacity.
- We upgraded core CES applications and third-party software based on industry best practices and AT&T compliance requirements to ensure optimum performance in the cloud.
- The entire process took less than one year, and the migration resulted in a more elastic infrastructure as well as facilitating enhancements to operational resilience and innovation.







## Google Cloud VMware Engine (GCVE) Service

With GCVE, enterprises can migrate VMware to Google Cloud without having to refactor code. This facilitates data center exits and cost savings, supporting the surge of migrations triggered by Broadcom's alteration of VMware license fees. Amdocs collaborated with Google Cloud to enhance the GCVE solution with automations, capabilities, and controls which reduce the time, cost, and risk of migration.

### Australian Bank Streamlines Operations and Enhances Security with GCVE

- A leading investment bank was constrained by the limitations of its dated on-premise infrastructure and also had a hard deadline for exiting a data center. It opted to migrate VMware-based applications to Google Cloud.
- We built a scalable, multi-region platform for private cloud consumption using GCVE, and used this to consolidate the bank's multiple private cloud environments.
- Our cloud engineering expertise unlocked tangible benefits from GCVE; better cost-efficiency was achieved via on-demand provisioning, and security enhancements were delivered through use of infrastructure- and policy-as-code.



# Cloud Platform Services

**Leveraging modern capabilities to unlock cloud value and make a tangible difference to enterprise performance requires detailed knowledge of hyperscaler platforms and best practices for cloud. There's often a steep learning curve for in-house teams, but with Cloud Platform Services from Amdocs they can achieve more, and faster.**

## Cloud Foundations

Optimizing cloud costs and enabling governance while maximizing security and delivering business value is hard for large organizations. But all these factors – and more – can be addressed with our Cloud Foundations service. It bakes in best practices while ensuring transparency and consistency so you can embrace cloud with confidence.

### **Making Cloud Governance Easy for a Leading Financial Services Company**

- Amdocs was appointed to build secure foundations for an enterprise-wide cloud transformation.
- We used cloud-native tools and techniques to ensure regulatory and governance obligations could be satisfied with little manual effort.
- With the foundation layer taking care of important factors, the bank saw a significant increase in the velocity of innovation.

## Cloud Operating Models

Lack of cloud expertise is the root cause of many cloud failures. Poor cost management and inconsistent tooling are common problems which stall adoption and hinder success. Subject matter experts at Amdocs can help you overcome this, bridging knowledge gaps via guidance, support, and training. We establish an internal cloud enablement team with clearly defined responsibilities, empowering them with a cloud adoption plan suited to the organization's unique situation and needs. This team becomes the engine driving consistent and effective cloud adoption at scale.

### **Moving the Needle on Cloud Adoption at a Canadian Bank**

- Amdocs was engaged to empower a Canadian bank's internal teams for rapid, large-scale cloud adoption underpinned with secure self-service capabilities.
- We devised a cloud acceleration program, a platform engineering roadmap, and a training blueprint to foster developers' cloud knowledge and confidence.
- Uplifting internal skills and clarifying responsibilities enabled teams to maximize cloud adoption and start building software in the bank's cloud ecosystem.

## Cloud Security Assessments | Cloud Security Controls

Cloud security is a moving target, so regular review and assessment of factors which may put environments at risk is essential. Our Cloud Security Controls Assessment facilitates dynamic and powerful cloud security rooted in proven best practices. We review the effectiveness of existing controls, identify any gaps, and advise on the implementation of further measures. This hardens security posture in line with compliance needs, protecting against the reputational damage, regulatory fines, and business repercussions of security incidents.

### Benchmarking Security for a UK-based Financial Services Company

- A fintech company engaged Amdocs to determine how its cloud platform security measured up against governance standards and cloud best practice.
- We ran a platform assessment and an architecture review, then performed a full gap analysis and security assessment before developing a security remediation plan.
- As well as resolving existing vulnerabilities, we helped the client develop a new approach for future cloud deployments, maximizing security while enabling innovation.

## Cloud Security Assessments | Security Maturity

The cloud security journey never ends, but benchmarking current status helps focus ongoing improvements in line with evolving regulatory requirements and security risks. Amdocs combines real-world experience with knowledge of foundational cloud security frameworks to perform robust maturity assessments. Our systematic approach identifies security gaps and vulnerabilities, then we prioritize areas for improvement and outline a roadmap for targeted risk remediation.

### Australian Telco Sets Out with Mature Stance on Cloud Security

- A leading telco engaged Amdocs to help it embrace high security standards from day one as it migrated critical workloads to the cloud.
- We assessed existing architectures, documentation, policies and procedures to understand the current security posture and interviewed teams to gain insights on operational and security requirements.
- This enabled us to map current security levels against security targets, then make practical recommendations for the maturation of security in the new environment, which we implemented in a follow-up engagement.



### Continuous Compliance

Threats to compliance are a daily reality for enterprise IT. Ascertaining events' severity and notifying relevant individuals is often complex and time-consuming. Our Continuous Compliance solution streamlines the process with intelligent, cloud-native security event processing. It prioritizes events and allows tailored routing of notifications to ensure they quickly reach the right people, reducing mean time to detect (MTTD). This strengthens and streamlines cloud compliance management, enhancing the overall security posture.

### Cloud Controls Advisory

No two organizations have the same cloud security requirements, so controls need to be customized on a case-by-case basis. Amdocs will work with you to design bespoke cloud controls that satisfy organizational and regulatory requirements. This service involves a thorough evaluation of internal policies, procedures, and guidelines followed by a workload assessment. Our consultants are highly skilled in the identification of cloud security gaps, and the development of pragmatic strategies to resolve them.

#### Effective Cloud Controls Help APAC Digital Bank Gain Licence to Operate

- Amdocs was chosen to support security strategy development for an enterprise looking to launch a digital bank in a new market.
- We conducted a thorough review of the security workstream and regulatory obligations, then devised a compliant security plan with controls based on proven best practices.
- The bank satisfied all necessary requirements and was awarded its licence to operate.



# Data and Intelligence Services

**Scalable ML and AI foundations backed by public cloud and modern platforms that enable faster iteration of data models are the bedrock of effective data-driven innovation. Amdocs uses native cloud services to build large-scale data and intelligence platforms which empower teams to solve problems and deliver value. Our integration of platform engineering principles, patterns, and controls ensure security and governance measures are built-in too.**

## Cloud Native Data Solutions

Realizing value from disparate sources of data is a challenge for enterprise organizations. Implementing effective governance and control to keep vast quantities of data safe can also be hard. Amdocs has a strong track record in the design and deployment of modern cloud-based data platforms to resolve these issues. We ensure data can be accessed safely and securely on-demand by approved individuals and systems. We reduce the costs associated with running large-scale data and intelligence assets. And we enable rapid creation of new data products.

### Global Integration Specialist Benefits from Data Mesh Platform

- NTT Comware sought our support to eradicate data siloes which were incurring high maintenance costs, lengthening development time, and hindering collaboration between business units.
- We provided consulting, engineering, and mentoring services to modernize the legacy architecture with a data mesh platform.
- The scalable platform is secure and compliant by design, facilitating innovation and increasing productivity.



## MLOps Foundations

Data scientists are charged with creating ML models and bringing them to production, but on the complex journey from development to production, the majority of models get stuck and only a small percentage (c15%) actually reach production and deliver value. The Amdocs MLOps Foundations service turns this around with a structured, platform-based approach which uses automation, workflows and processes to streamline the journey. It relieves data scientists of laborious tasks so they can focus on delivering ML models that generate value for the organization.

### APAC Bank Streamlines ML, Boosts Data Scientists' Productivity

- A Singapore-based bank was eager to achieve more with ML, but manual provisioning of models and other mundane, unscalable tasks were preventing data scientists from making the necessary progress.
- We implemented MLOps Foundations, automating manual processes and giving data scientists more freedom to develop, experiment with, and test ML models. The platform also reduced friction between stakeholders and accelerated approvals.
- The time taken for ML models to move from development to production has been slashed from three months to six weeks. Additional benefits include reduced onboarding timeframes for new data scientists and quicker responses to security events.

## Databricks

Databricks is an industry leader in data & intelligence platforms. However, deploying the Databricks platform at large scale, highly regulated, data-rich organization can be tricky. Amdocs assists both Greenfield and existing Databricks customers to increase value and ensure the Databricks initiative is operating at full throttle. Our solutions resolve governance challenges, reduce costs and remove friction from MLOps, GenOps and GenAI processes to deliver more value, faster.

### Data Mesh platform resolved Governance challenges and increased performance:

- A major telecom operator in APAC suffered from outdated legacy systems architecture, siloed data assets across business units, disorganized business needs, high costs and long development cycles.
- Amdocs implemented a data mesh platform on Azure, and delivered end to end data visibility, increased data quality, enhanced data lineage and hardened security.
- Results were 60+% increased automation, 50% reduction in Time to Market and cost savings of 55%

Why Amdocs?



## Why Amdocs?

Amdocs helps large-scale, security-conscious enterprises realize the potential from cloud modernization, at scale.

Backed by over 400 expert consultants across the globe and an extensive ecosystem of industry partners, we constantly leverage the most recent technology advances in AI, automation, software and tooling. Our portfolio of services encompasses strategic consulting, cloud platforms, cloud data, cloud workloads, mainframe to cloud, cloud security, regulation and cloud operations across financial services, telecom, and other verticals.

An unmatched track record in large-scale transformations, coupled with our unique accountability model, assure the success of your cloud modernization initiatives.

Partner with Amdocs and realize your cloud potential.

[cloud@amdocs.com](mailto:cloud@amdocs.com)



Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our approximately 29,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.89 billion in fiscal 2023.

For more information, visit Amdocs at [www.amdocs.com](http://www.amdocs.com)