

# Succeed in the Cloud with Managed ERP

How using an MSP can help you overcome common challenges of cloud migration

Commissioned by **kyndryl**

The journey to digital transformation can be fraught with challenges, especially when migrating large or complex legacy workloads. Using a trusted managed service provider (MSP) can help you achieve success on this journey.

## Businesses Need Benefits of Cloud for ERP Workloads

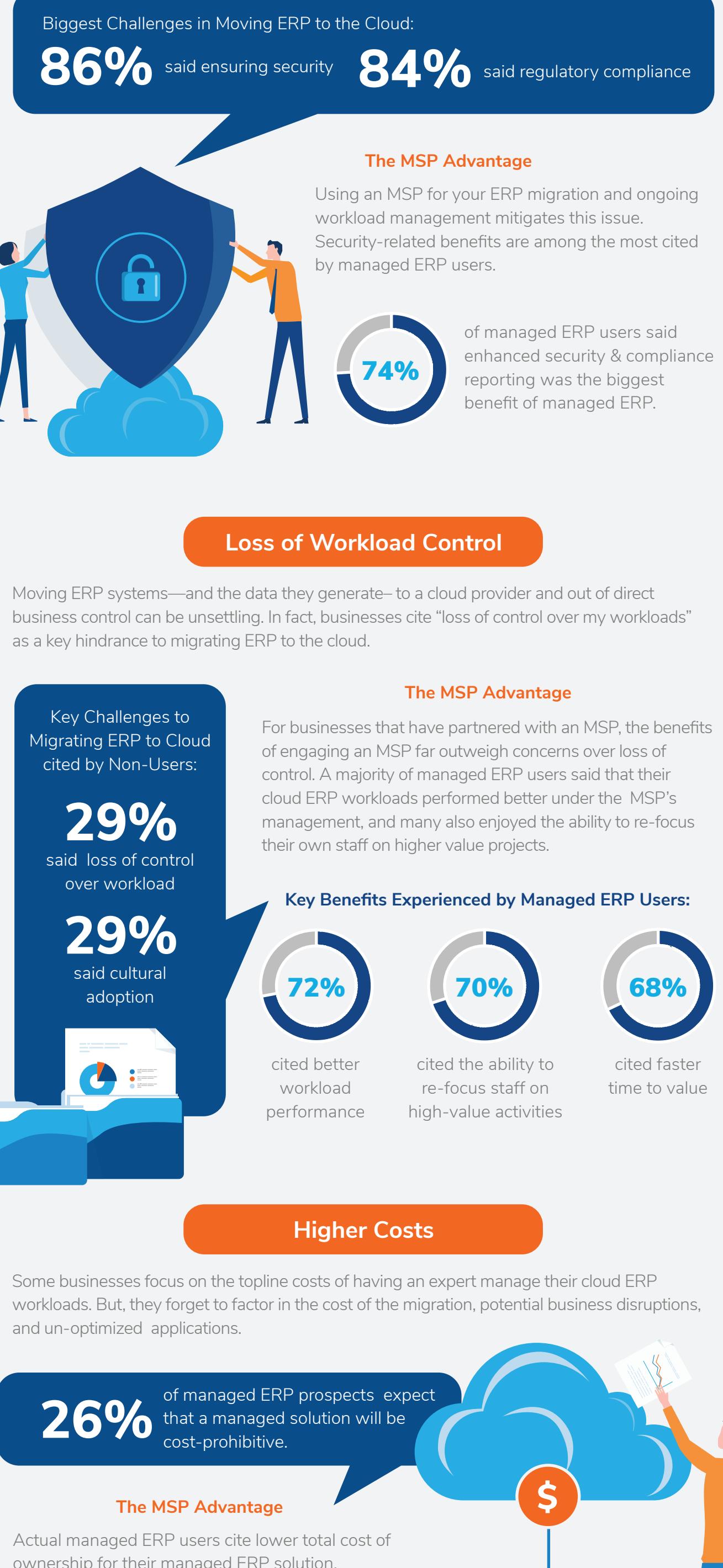
Enterprise Resource Planning (ERP) Systems are the workhorses among business applications. They are also among the largest and most complex, making modernization of such workloads difficult. Ensuring your business gains maximum benefits—without significant disruption—from the move to cloud requires careful planning and the latest expertise.



More than half of businesses have already migrated their ERP workloads to the cloud. More than a quarter more anticipate moving by 2023.

## Benefits of Managed ERP in the Cloud

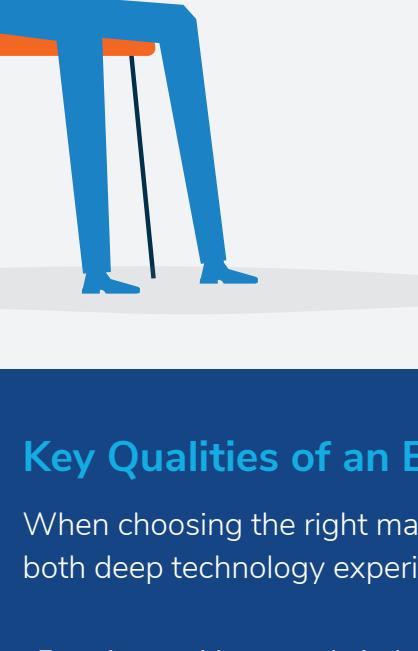
**36%** of global businesses surveyed by Frost & Sullivan are using a managed service provider (MSP) to migrate and manage ERP workloads, with significant benefits.



## The Challenges of Modernizing ERP Yourself

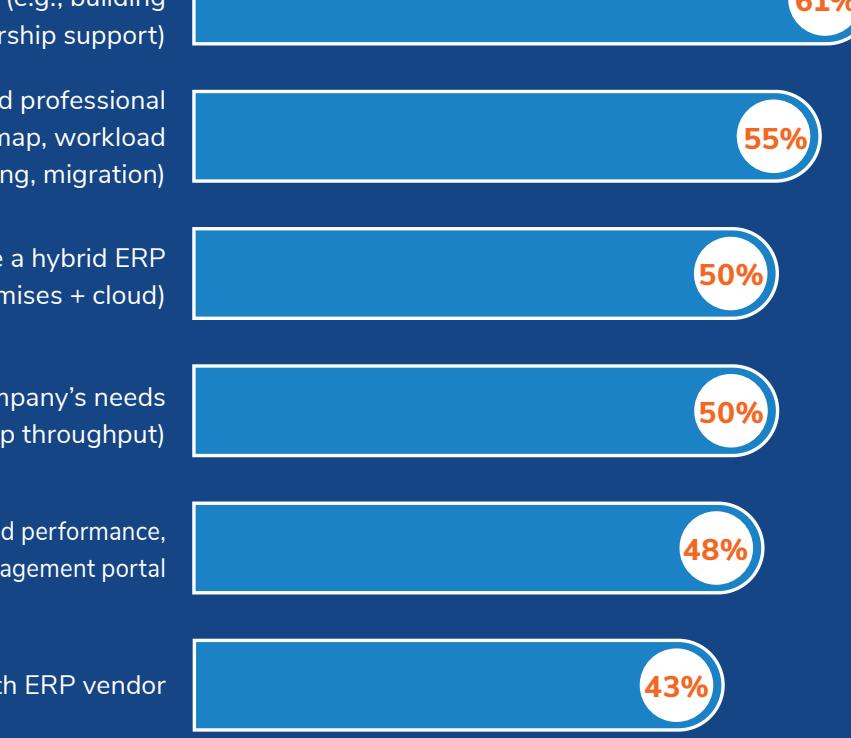
### Lack of Expertise

For most businesses, a skills gap prevents them from modernizing ERP workloads on their own.



### The MSP Advantage

Using an MSP for your ERP migration and ongoing workload management mitigates this issue. Security-related benefits are among the most cited by managed ERP users.



### Security Challenges

ERP systems generate and house a significant amount of sensitive data, which makes security and compliance critically important when moving to the cloud. In fact, these are two of the biggest challenges businesses expected to face when moving ERP to the cloud.

### Biggest Challenges in Moving ERP to the Cloud:

**86%** said ensuring security      **84%** said regulatory compliance

### The MSP Advantage

Using an MSP for your ERP migration and ongoing workload management mitigates this issue. Security-related benefits are among the most cited by managed ERP users.

**74%** of managed ERP users said enhanced security & compliance reporting was the biggest benefit of managed ERP.

### Loss of Workload Control

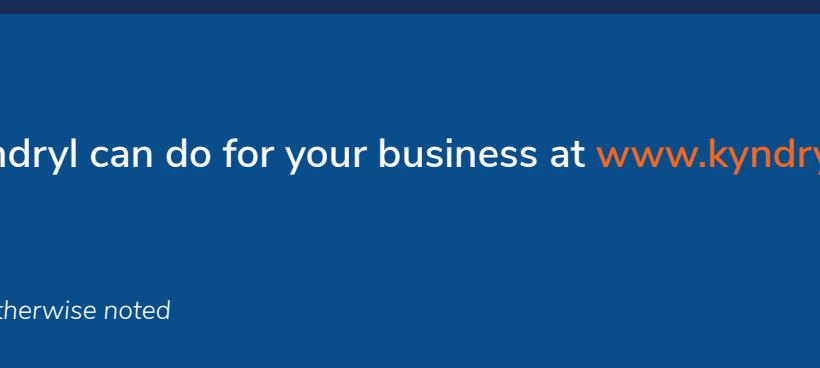
Moving ERP systems—and the data they generate—to a cloud provider and out of direct business control can be unsettling. In fact, businesses cite “loss of control over my workloads” as a key hindrance to migrating ERP to the cloud.



**The MSP Advantage**

For businesses that have partnered with an MSP, the benefits of engaging an MSP far outweigh concerns over loss of control. A majority of managed ERP users said that their cloud ERP workloads performed better under the MSP's management, and many also enjoyed the ability to re-focus their own staff on higher value projects.

### Key Benefits Experienced by Managed ERP Users:



### Higher Costs

Some businesses focus on the topline costs of having an expert manage their cloud ERP workloads. But, they forget to factor in the cost of the migration, potential business disruptions, and un-optimized applications.

**26%** of managed ERP prospects expect that a managed solution will be cost-prohibitive.

**The MSP Advantage**

Actual managed ERP users cite lower total cost of ownership for their managed ERP solution.

**62%** of actual managed ERP users lowered their TCO for ERP workloads.

**Relationships with technology providers**

**62%** of managed ERP users said their ERP managed services provider improves visibility into app performance and operation, allowing them greater success on the job

**53%** said their managed ERP partner helped them reach their key performance goals.

**Career Impacts**

Most IT professionals know that their professional reputation—and that of their business—can hinge on the success or failure of their digital transformation.

### The MSP Advantage

Almost half of managed cloud ERP consumers said their MSP helped them meet their company goals for business agility. They were also being recognized as innovators in their industries.

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**Key Qualities of an Expert Managed ERP Provider**

When choosing the right managed ERP provider, businesses look for providers that have both deep technology and digital transformation expertise.

**Experience with non-technical components of enterprise digital transformation (e.g., building a business plan, gaining leadership support)**

**Availability of value-added professional services, as needed (e.g., roadmap, workload assessment, workload refactoring, migration)**

**Ability to deploy/manage a hybrid ERP environment (premises + cloud)**

**SLAs that match my company's needs (e.g., availability, security, app throughput)**

**Offers you a visibility into workload performance, via a dashboard or management portal**

**Close relationship with ERP vendor**

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