

Amdocs Cloud Management Platform (ACMP)



Some of the greatest challenges of cloud migration involves prioritizing which workloads to migrate and then deciding how to do so. This is due to:

- Differing architectures between apps
- Level of connectivity and dependency on other systems
- Amount of work required to modernize
- Usage frequency
- Cost of cloud operations

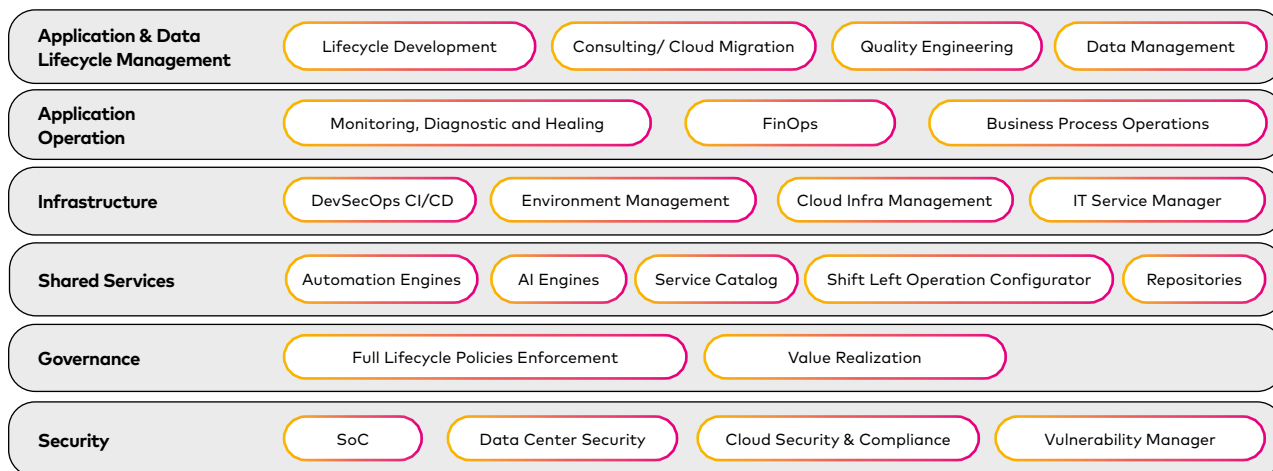
Yet, regardless of the strategy chosen, reaching the end-state involves undergoing an interim phase, typically lasting several years. During this time, in-cloud and on-premise stacks need to work seamlessly, as one.

Running IT in a hybrid environment can also be extremely challenging in terms of costs, labor and time to market.

Synchronizing the two workloads requires maintaining cloud teams who use specific management tools, alongside those running legacy apps with their own tools. Moreover, it requires them to work with hundreds or thousands of siloed DevOps islands, all of which need to be orchestrated.

Our approach

Amdocs Cloud Management Platform combines industry best practices, professional cloud operations telco expertise and cutting-edge technology tools into a single, logical, end-to-end platform that brings together multiple application pipelines and processes. Requiring only minimal manual intervention, it provides a single view of your entire cloud footprint, while optimizing all aspects of cloud operations – including both on-prem and multiple cloud providers – across multiple regions and availability zones.



Amdocs Cloud Management Platform: key domains

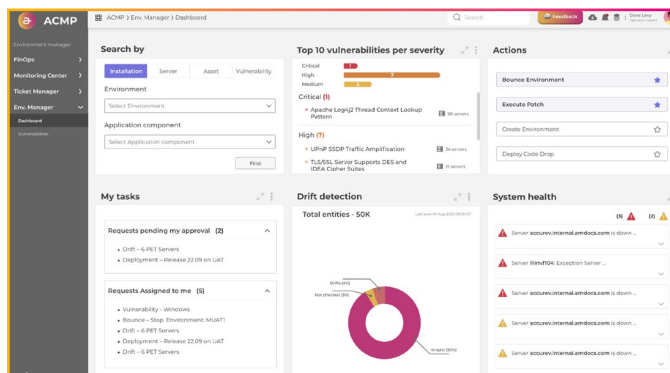
By covering all components of hybrid operations that are key to running long-standing telco services, the platform places special emphasis on security and governance, which is critical when dealing with thousands of internal and external employees working with multiple types of dynamic machines scattered across the organization.

The platform also greatly benefits from the synergies of Amdocs Services tools, since each component relies on the output from other components. For example, the AI engines aggregate input from a great multitude of sources to present output in the form of self-healing, automated ticket resolution and actionable recommendations.

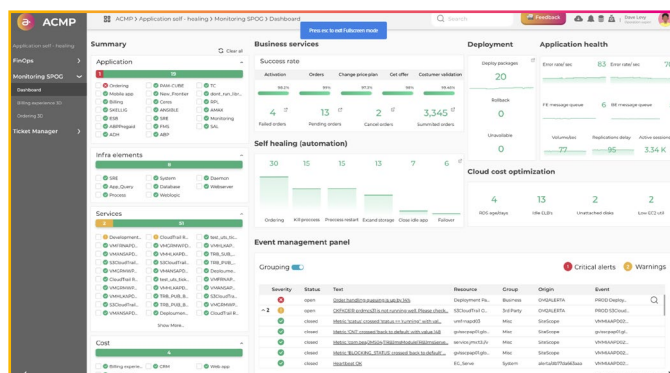
Other key capabilities include real-time cost optimization and bill shock prevention. With cloud's variable and unpredictable costs an ongoing challenge for organizational finances, the platform's monitoring and FinOps components provide visibility of cloud usage over any chosen period – including extensive drill-down capabilities to instances, teams, services, lines of business and environments.

Platform layers and components

- **Application and data management lifecycle:** encompasses all tools used by our cloud experts when strategizing customer cloud migration journeys, application data management and development lifecycle management, including Amdocs' highly advanced testing and QA applications
- **Application operations:** includes end-to-end monitoring apps for observation, underlying resource diagnostics and healing; FinOps tool to aggregate and calculate cloud costs and suggest proactive actions for optimization
- **Infrastructure operations:** a single source of truth providing all environment information, including assets, configurations, topologies and application dependencies; empowers digital transformation teams to orchestrate thousands of application/ services stacks into a consistent, non-intrusive CI/ CD pipeline, while eliminating need to manually coordinate siloed stacks
- **Shared services:** common tools used by all platform components, including AI and automation engines, service catalog and service configurators
- **Security and governance:** protects enterprise networks and customer data from cyber breaches in accordance with regulatory and business compliance policies; includes compliance best practices policy enforcement and ongoing KPI reports generated for customers



Intelligent Environment & Asset Manager

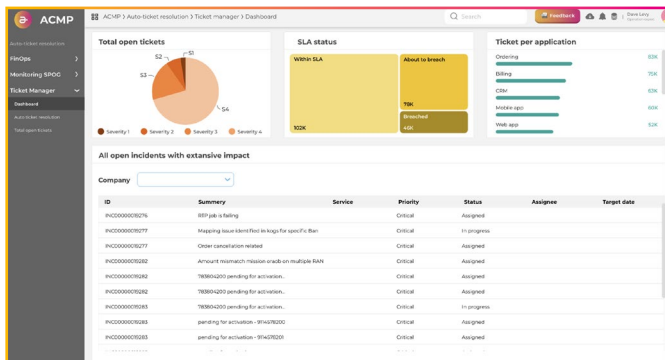


Monitoring & Analytics



Benefits

- **Tap into our thousands of telco-specific pieces of code and automations** created for leading global operators, saving you precious discovery and development time
- **Designed for co-creation, reuse and inner-sourcing:** enables internal IT DevOps teams to collaborate and develop processes and automations, while supporting an environment for learning and applying best practices
- **Agnostic, lean platform:** enables integration with existing tools, while enabling you to consolidate tools for each domain and save licensing costs
- **Hybrid platform for multiple cloud vendors:** covers multi-cloud and on-prem, with specific flows to AWS, Azure, GCP, Oracle Cloud and VMware Cloud
- **Developed for, and used by Amdocs global services worldwide:** empowers customers with highest level of services to compete effectively in a hybrid world



Ticket Manager