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VMware Lead/Forward: COVID-19 Accelerated Everything

GET STARTED

This report will cover:

VMWARE LEAD/FORWARD: COVID ACCELERATED EVERYTHING

As fallout from the pandemic continues, VMware held a series of roundtable events with industry experts, customers and partners to identify the key challenges of COVID-19 and discuss how the evolving landscape is taking its toll—financially, logistically, and emotionally. In this report we summarize the key themes emerging in virtualization and cloud computing and share specialist insights about how to adapt and accelerate innovation to help you and your business navigate forward.

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Digital Transformation

Executive Summary

As organizations around the world were forced into COVID-19 work-from-home orders, they had sudden, dramatic proof of the value of digital technologies. Now as businesses across the globe attempt to be resilient, new technology priorities are emerging. It turns out that organizations that possess technologies that are highly flexible and capable of fully supporting a distributed workforce are best positioned to succeed in the uncertain times ahead.

75% of businesses **believe** their **digital transformation** efforts have been **accelerated** by the **pandemic***

What Our Experts Said

Invest in a proper working from home set-up

I have an external camera, external microphone, four studio lights, a switchboard and two laptops. As IT leaders, you should lead by example.

Keynote Speaker and Founder at Whetston
Thimon de Jong

PROFILE

Name: **Thimon de Jong**
Human Behaviourist

Experience:
Keynote speaker and leadership trainer helping organizations use socio-psychological and cultural change to meet their strategic needs.

AMSTERDAM

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What Our Experts Said

Transformation is an integrated approach

I have three laptops and two tablets. Even myself, I spend my weekends as my own IT person. I don't want to do that anymore. If you bring that out to the scale of a global company, the only way you can manage it is through software. Our workspace software gives you not just the device management, but the software management. You need to bring your workspace devices and corporate applications management together as a holistic solution to simplify and secure your end-user environment, and give you better observability into any risks associated with end-user devices and software.

VMware SVP & CTO
Greg Lavender

Adapting positively to change

I've got teams across EMEA. We had problems where there'd be a conversation in a specific location but because we're now all at home, those conversations are happening all together. It's removed the regional isolation, especially in some teams where they only have one team member. The teams are not separated by the regional divergence.

Head of Platforms and Infrastructure at William Hill
Sarah Lucas
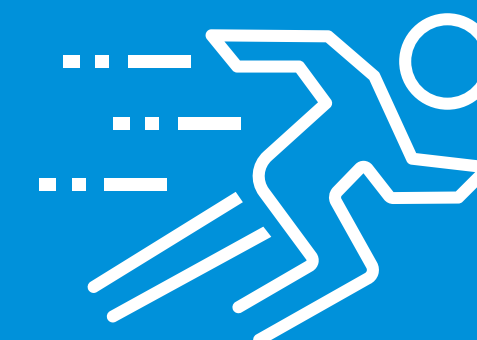
You have to remain stable when things accelerate

Every organization is accelerating. Some of those decisions which used to take weeks and months have been made in days and hours. It's an interesting time to look at how decisions are being made and the types of technologies used to meet an ongoing and increasingly changing set of demands. The necessity in all of this is to remain secure. Your CEO will say, 'Can you go faster?', but you have to run at pace whilst remaining compliant and secure.

VMware Financial Services Industry Director
Brian Hayes

KEY TAKEAWAY

The shift to remote working has been a dramatic one, and enterprises that have the most flexible and employee-friendly technology platforms are best positioned for success. Collaborative tools, virtual infrastructure, and platforms such as the Digital Workspace are essential to distributed workforce success, as they enable the real-time sharing of information across the globe and users' choices of platforms — all of which are keys to organizational agility.

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Security

Executive Summary

During these unprecedented times, the paradigm-shift in how businesses are working has put security front and centre. Remote workforces, using a vast array of corporate and own devices, are pushing IT to their limits as securing businesses remains a critical but essential challenge.

What Our Experts Said

Adaptation is key for security

" In this environment, we must be more efficient than ever, especially, in cyberspace where we must not lose the battle. There is no alternative but to adapt and take the best benefit of technology.

General (Rtd) Jean-Paul Paloméros

46% of companies indicate they are allocating a significant share of their budgets to IT Security*

PROFILE

Name: **General (Rtd) Jean-Paul Paloméros
Retired General - French Air Force**

Experience:
Served as Supreme Allied Commander Transformation, a senior military post in NATO. He previously served as Chief of Staff of the French Air Force from 2009 to 2012.

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What Our Experts Said

Security is not an isolated discipline

We can already make a big difference with the right security technology, but we also need to establish a security culture for everyone who works with IT. VMware can help organizations understand what the state of good looks like for any application and what needs to be done to continuously protect that app and any device on the network.

VMware Healthcare Industry Director EMEA
Jens Kögler

Choose uncomplicated over expensive

You're better off having a simple security product well-deployed, than you are buying the best security product in the market and spending so much time trying to make it work, that you don't get the benefits. End-user training, patching, having a team to monitor the events are crucial.

Director of ICT at NHS Wales Informatics Service
Carwyn Lloyd-Jones

Be alert

The pandemic has changed everything. Digital innovation has sped up, but cyber-attacks still pose significant risks. The bad guys have not stopped. They know that they can send uncertainty and doubt through systems by attacking their infrastructure and endpoints. You need cybersecurity providers that are at the forefront of driving change. We're going to be watching emerging tech very closely.

VMware Chief Operating Officer
Sanjay Poonen

KEY TAKEAWAY

Future-ready organizations recognize that distributed workforces widen potential attacks and leverage intrinsic security to automatically embed protection everywhere. This is a fundamentally different approach from "bolting on" security products. By deploying intrinsic security, you can leverage infrastructure and control points in new ways across any app, any cloud, and any device, helping you shift away from simply reacting to proactively protecting your environment.

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Application Experience

Executive Summary

Organizations naturally become more strategic when digital technologies are the only ways to transact business and engage with consumers, patients, employees, or services. The goal is to prioritize customer needs through digital-first customer experiences. Businesses which survive the long-term are those investing in transformative technologies for their customers.

What Our Experts Said

Listen to your consumers

"Without having their voices heard, it seems impossible to create anything for them that would meet their real-life needs."

The Medical Futurist Institute
Dr. Bertalan Meskó

PROFILE

Name: **Dr. Bertalan Meskó**
MD, PhD

Experience:
The Medical Futurist who gives presentations at institutions on how to establish a mutually positive relationship between the human touch and innovative technologies.

39% of businesses are **focusing** on **delivering digital-first** customer **experiences**[*]

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What Our Experts Said

Invest in customer-first tech

The pandemic has changed everything, including how employees integrate their professional and personal lives and the way customers interact with their providers. Interactions are happening virtually. Our role as infrastructure and tech providers is to be digital-first, and our focus needs to be on a customer's interaction with any application, on any device.

VMware Chief Operating Officer
Sanjay Poonen

Exploiting technology on the move

I found with my Leadership Team, we've started to say, 'we have something difficult to discuss. Fatigue is setting in'. What we've been doing is taking a walk together virtually. That has resulted in amazing stuff happening, if there's something that we get stuck on in a meeting, we go out.

Financial Services Roundtable Executive Attendee

Put people at the core

When you think about all the aspects of a real-time connected ecosystem and when you put caregivers at the core of it, our focus needs to be on their interaction with any application, on any device.

VMware VP - Global Healthcare Alliances & Solutions
Frank Nydam

KEY TAKEAWAY

Applying agile practices and continuous integration is the key to improving the customer experience. Delivery models will also help organizations easily support changing business requirements, especially when modernizing apps to enhance the customer experience.

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5G

Executive Summary

As the telecommunications industry starts its migration to 5G, there are two trends that will shape the industry – a need for improved orchestration and a shift of network functions to a cloud native architecture.

85% of **workers** say they're **not prepared** to **return** to the **office five days** a week*

What Our Experts Said

Be ahead of the curve

" The lesson for tech firms, when you spot something like 5G, or any signal change, you need to radically reimagine and recalibrate your business for it. At this moment, to be presented with the opportunity of 5G gives a colossal advantage to anyone willing. "

Writer and Consultant
Bruce Daisley

PROFILE

Name: **Bruce Daisley**
Formerly ran Twitter's business in Europe, Middle East and Africa

Experience:
A writer/consultant on the subject of better working and has been published in Harvard Business Review, Wall Street Journal, Wired and more.

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What Our Experts Said

Autonomy is the ultimate ambition

5G will bring other networks to the user as well as enable autonomy. We're not there yet, but eventually, once the densification phase is completed, the next step will be to bring in the machine learning aspects, make the network autonomous, and open up the APIs in a way that people are able to consume 5G as any other utility.

**VMware VP Advanced Technologies,
Telco and Edge Cloud BU**
Kaniz Mahdi

Make it easier for your customers

In terms of the infrastructure and its capabilities, we should make it easy for customers to consume. I want to make sure that VMware can bring an innovation across different pools of capacity that can benefit different applications of 5G.

**VMware EVP and General Manager,
Telco and Edge Cloud BU**
Shekar Ayyar

Ecosystems are key

Ecosystems will play a much bigger role in 5G – vendors and CSPs combining services and technologies to solve customer problems. Managing the ecosystem and ensuring interoperability will be key.

**Professor at Stanford University,
Chair at O-RAN and advisor to VMware**
Sachin Katti

KEY TAKEAWAY

Care is needed to leverage the advantages of 5G. You need to dig deeper into customer needs and not talk about 5G as a single unit. Only by understanding their needs, then building solutions for those needs (rather than trying to second guess a service) will you begin to build scale.

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Cloud

Executive Summary

Cloud computing is seen as an essential feature of digital transformation for any business. This has been borne out internationally by the marked increase in businesses utilizing cloud, and expanding their penetration in cloud services, due to the pandemic-driven need for digitization.

51% of all businesses are either accelerating their cloud adoption timeline or moving forward as planned*

What Our Experts Said

Embrace Cloud for interoperability

VMware Telco Cloud solutions enable our global CSP customers to deliver and deploy new 5G services from core to RAN to edge with greater agility, scalability and significantly less operational complexity, which will in turn, allow their customers to have an ever greater user experience.

VMware EVP and General Manager, Telco and Edge Cloud BU
Shekar Ayyar

PROFILE

Name: **Shekar Ayyar**
VMware EVP and General Manager, Telco and Edge Cloud BU

Experience:
As head of VMware's Telco and Edge Cloud business, Ayyar leads a global team focused on helping Communication Service Providers modernize their network operations spanning Core, Edge and Access. Leveraging the agility and security of VMware's telco and edge cloud platforms, Ayyar and team enable customers to deliver 5G-enabled enterprise and consumer services.

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What Our Experts Said

Cloud is the future

The world is increasingly moving to the public cloud. Every one of which has worked with VMware so that you can move your applications and not have to re-platform. Amazon and Microsoft have become partners of us to help you.

**VMware VP,
Global Healthcare Alliances & Solutions**
Frank Nydam

Recognize your key drivers for Cloud

We're still in the early stages of our cloud strategy and have a number of different drivers that make cloud a viable option. Throughout COVID, we've seen our workforce is more remote and agile than it's ever been before, and you build those capabilities through the cloud.

Head of ICT Operations at Imperial College Healthcare NHS Trust
Pushpak Nayak

Create a plan of action

The move towards cloud native is about benchmarking against the OTTs and transforming processes to realize a faster rollout, faster time to market and realizing the benefits of cloud like agility and economics. In short, Cloud Native is a way of doing business, supported by technology.

VMware EVP and General Manager, Telco and Edge Cloud BU
Shekar Ayyar

KEY TAKEAWAY

A growing abundance of cloud services are now available to power business apps. This gives organizations the flexibility to rapidly meet new business needs. With a unified digital foundation, your business can simplify cloud adoption by seamlessly extending to multi-cloud without having to reskill or retool.

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LEAD/FORWARD

To recap, the key to business agility and resilience during the pandemic includes adaptable technology architectures, employee productivity, and forward-looking mentality. The COVID-19 crisis is the latest—albeit most severe—est of an organizations' ability to respond and succeed during adverse times. It has shown that those with future-ready strategies are best positioned for success. Understanding how you can adapt and innovate can help your organization be better prepared for what's next.

" In summary, the role of IT has never been more critical, but never more credible than it is today. We see this opportunity for technologists to rise up and lead the most critical transformation to take advantage of digital technologies."

VMware Financial Services Industry Director
Brian Hayes

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Get Started Today

Learn more and stay up to date at: vmware.com/cio-vantage

Learn More

Join us online:

References: *MIT Technology Review White Paper 'How the pandemic changed and accelerated IT plans'

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