


AHEAD

Adopting a Formal Enterprise Infrastructure *Lifecycle Management Program*

Overcome the challenges of enterprise infrastructure with phased, repeatable processes that drive efficiency and predictability





As enterprises continue to modernize their infrastructure and adopt emerging technologies like AI and machine learning, many find that their legacy infrastructure is holding them back. Along with outdated systems, inconsistent hardware deployments and fragmented infrastructure management processes are introducing inefficiencies that slow innovation and increase costs.

Organizations should consider adopting a formal infrastructure management program to roll out new hardware efficiently and manage large-scale systems effectively. This can help enterprises with legacy infrastructure overcome budget constraints and lengthy deployment timelines when technology refreshes are needed to keep up with business demands.

In this eBook, we'll dive into the challenges in enterprise infrastructure and the benefits of adopting a formal lifecycle management approach. We'll also cover AHEAD's end-to-end infrastructure lifecycle program.





Challenges in Enterprise Infrastructure

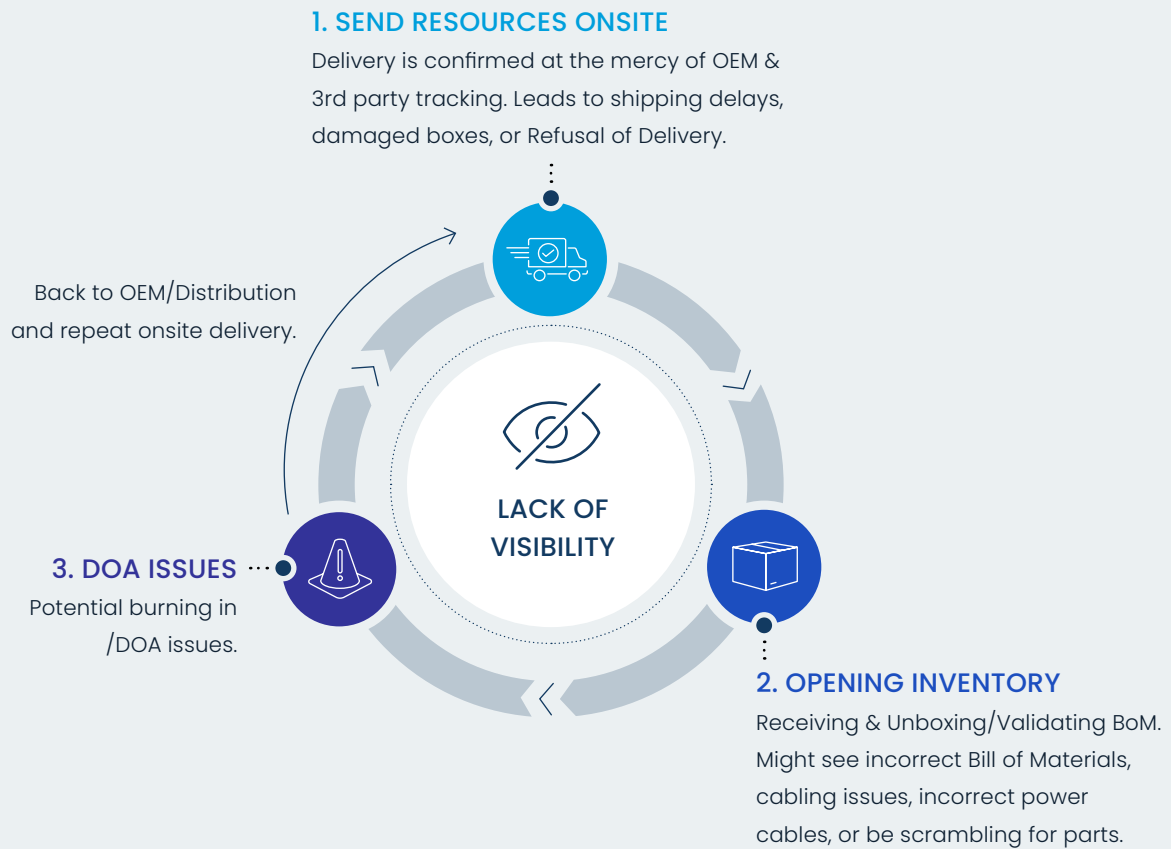
Many enterprises are recognizing the need to modernize their infrastructure, but these initiatives are often held back by the complexity and lack of transparency of legacy infrastructure.

Modernization is now crucial as many enterprises have allowed their infrastructure to become outdated over time and this infrastructure can no longer keep pace with the demands of AI and other high-performance workloads. Technology refreshes are required, but budget and timeline constraints often lead to suboptimal business outcomes.

The **complexity** of legacy infrastructure means many enterprises struggle with technical debt and inconsistent deployments. This pulls technical and financial resources away from potential modernization projects which could lead to greater agility and cost saving in the long run.

Transformation initiatives like cloud migrations, AI adoption, and edge computing have compounded both the need for modernization and the complexity of achieving it. The reality is that many organizations lack standardized and repeatable processes for deploying new hardware efficiently and managing modern infrastructure at scale.

Infrastructure Deployment: Legacy Example



*Time to Deploy increased because of threats at any stop.
All of this before a single device is configured.*

The traditional infrastructure management approach is an endless cycle of sending resources to deployment sites, opening and evaluating the inventory, and returning to the OEM for issues. There is a lack of visibility into this cycle and the risk of issues at any point leads to increased deployment times.

A formal lifecycle program can streamline individual site deployments to gain efficiencies, and then those adjustments can be scaled across all sites. This can drive consistency, reduce deployment risks, and accelerate time-to-value for transformation initiatives.

Why Adopt a Formal Lifecycle Management Program

Organizations can overcome today's enterprise infrastructure challenges by adopting formal lifecycle management programs that enhance visibility, drive automation, and align technical and financial objectives.

The traditional approach to infrastructure management lacks transparency, making it difficult to assess the current state, identify inefficiencies, and plan modernization initiatives. A formal infrastructure management program that provides greater visibility into assets throughout their lifecycle allows organizations to proactively address these challenges and overcome complexity.

Enhanced visibility enables organizations to define build standards and repeatable processes to manage infrastructure based on real-time asset data related to inventory, licenses, maintenance contracts, and more. These processes can then be automated to minimize errors, accelerate deployment times, and improve operational efficiency.

In short, a formalized infrastructure lifecycle management program – with greater transparency and automation – can help organizations achieve transformation objectives on a more solid foundation. Streamlining infrastructure management can lead to greater innovation and the ability to meet the demands of AI and other high-performance workloads.

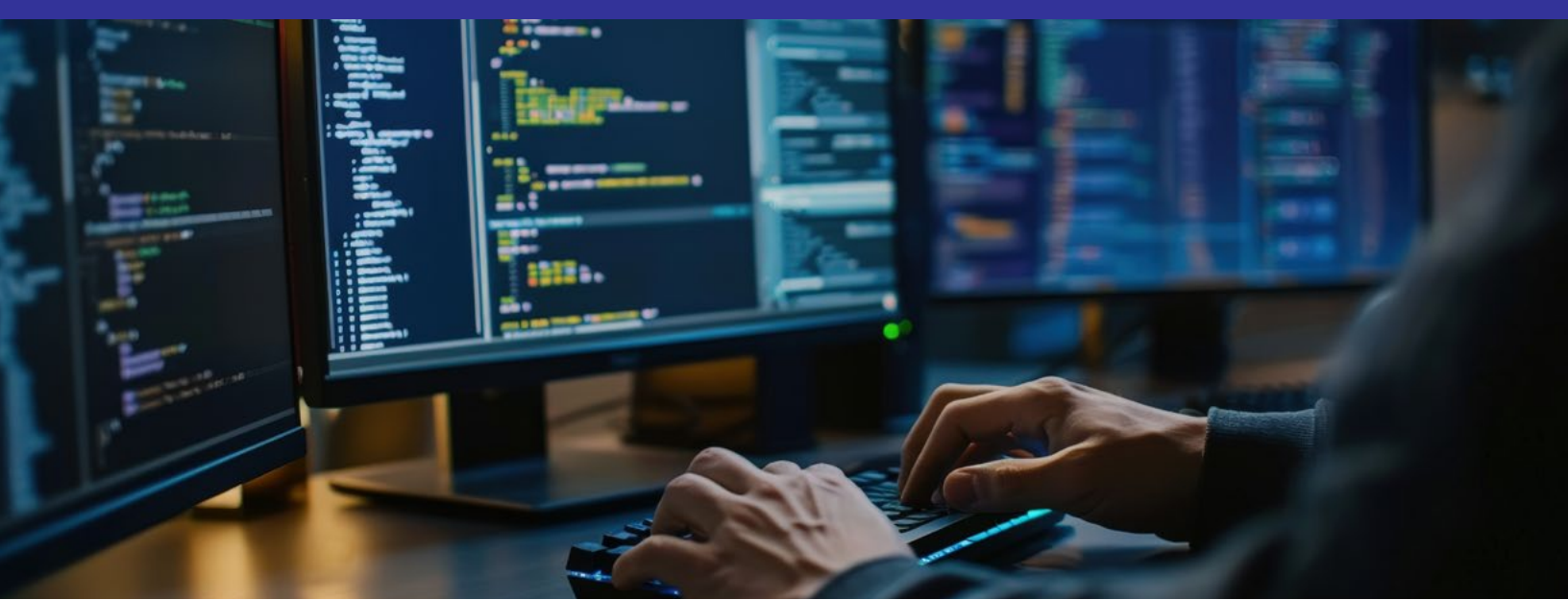
CLIENT STORY: LEADING HEALTH SYSTEM

A leading health system that partners with AHEAD operates over 75 hospitals and 700 clinics across the United States. As many of these facilities were acquired in different markets, they were not fully integrated into their core infrastructure. This led to performance issues, technical debt, and barriers to adopting new technologies.

AHEAD worked with this client to build a formalized infrastructure lifecycle program. It included an assessment of the current state, standardization of architectures and processes, right-sizing based on business objectives, and risk prioritization by market. Everything was executed in a rolling fashion and tracked using AHEAD Hatch® so that the client could efficiently refresh their infrastructure and overcome technical debt.

The success of this engagement led to AHEAD developing an end-to-end infrastructure lifecycle management program. Now other organizations have the opportunity to work with AHEAD to adopt their own formal infrastructure management program.





AHEAD's Programmatic Approach to Infrastructure Lifecycle Management

An Enterprise Infrastructure Lifecycle Program is key to aligning infrastructure modernization and management with business strategies. By planning ahead, it ensures efficiency and reduces risks, setting the program up to succeed. It also offers benefits such as faster time-to-value, standardized and automated processes, and alignment with enterprise goals.

Setting clear **business and financial objectives** up front is a crucial first step. By aligning objectives with overall business strategies, actions within the infrastructure lifecycle will support the broader goals and provide a solid financial base for making decisions that lead to better resource allocation and financial transparency.

Understanding and establishing **technical requirements** is also vital. Creating detailed specs based on current and future demands should focus on scalability, compatibility, and performance to create a resilient and adaptable infrastructure environment.

Another cornerstone of a successful lifecycle management program is effective **risk mitigation**. Identifying potential risks and developing comprehensive strategies to deal with them, such as security measures, compliance protocols, and redundancy systems, maintains infrastructure integrity and protects against disruptions and data breaches.

Additionally, defining and tracking **metrics** allows organizations to measure the success and efficiency of their infrastructure programs. Key Performance Indicators (KPIs) and other metrics ensure continuous improvement and alignment with business goals, providing a structured approach to evaluating performance and enhancing areas needing improvement.

Finally, assessing the **business impact** is necessary for understanding the value the lifecycle program brings to the organization. By analyzing improvements in operational efficiency, cost savings, and enhanced service delivery, enterprises can tie their infrastructure initiatives to the overall business goals.

Enterprise Infrastructure Lifecycle Program

Business & Financial Objectives, Technical Requirement, Risk Mitigation, Metrics, Business Impact



Discovery, Configuration Management Database, IT Asset Management, IT Service Management



End-to-End Infrastructure Management Program

AHEAD provides a phased and repeatable approach to enterprise infrastructure management that enables organizations to accelerate deployments and execute transformation initiatives. Our solution combines financial planning, facility prioritization, procurement, design architecture, secured supply chain, deployment, automation, and operational support.



Financial Consulting

AHEAD's infrastructure management program starts with financial consulting to centralize financial data, overcome human resource constraints, fill in skills gaps, and perform continuous analysis. This leads to increased financial transparency for identifying value creation opportunities and informing strategy execution timing.

Facility Prioritization & Planning

AHEAD will review your current infrastructure programs, maintenance contracts, EOS/EOL milestones, infrastructure business analytics, and in-flight initiatives. This high-level analysis can help inform your future infrastructure goals and reduce deployment risks through prioritization.

Facility Surveys

AHEAD will conduct surveys of physical and wireless site infrastructure and perform a mapping of physical and logical networks and processes. This step also includes the discovery and documentation of assets and a review of compliance with relevant standards. Site level analysis will enable you to create a full picture of their assets to inform procurement and implementation.

Design & Procurement

AHEAD has [strategic partnerships](#) with best-in-class hardware manufacturers, giving you access to high quality products and competitive pricing. We also have 25+ years of supply chain management experience and dedicated in-house experts in global logistics to help you efficiently deliver hardware components from factory to field.

Staging & Asset Disposition

AHEAD will perform unboxing, asset tagging, burn in, and initial configuration of your assets to reduce issues during deployment. AHEAD can also engineer rack, network, and edge integrations customized for your business to provide a truly plug-and-play experience. These advanced engineering capabilities bring efficiency to the deployment process and accelerate rollouts while minimizing waste.

HOW AHEAD'S HATCH® PLATFORM FOR IT INTELLIGENCE IMPROVES ENTERPRISE LIFECYCLE MANAGEMENT EXPERIENCES

AHEAD's Hatch platform provides an Amazon-like experience for infrastructure products. This enables AHEAD clients to gain visibility into every asset down to the component level from procurement and manufacturing through to deployment and support.

More specifically, Hatch retains historical data, configuration standards with semantic version management, and software and support entitlement data of all components purchased through AHEAD or legacy client assets captured during an AHEAD Lifecycle Assessment engagement. Hatch can manage thousands of devices and components across numerous deployment sites in real time.

[Hatch also integrates with ServiceNow](#), automatically sharing comprehensive asset data from the initial purchase order through to site arrival. ServiceNow also pushes data back to Hatch when assets are retired. This integration can lead to improved asset utilization rates, reduced waste from un-deployed capital equipment, and visibility into support contracts and renewals to eliminate retired and disposed equipment from Hatch and your CMDB.

Altogether, these Hatch capabilities allow AHEAD and our clients to take a proactive approach to help bring efficiency and predictability to project rollouts. This accelerates every aspect of planning, executing, and supporting your large-scale transformation projects.



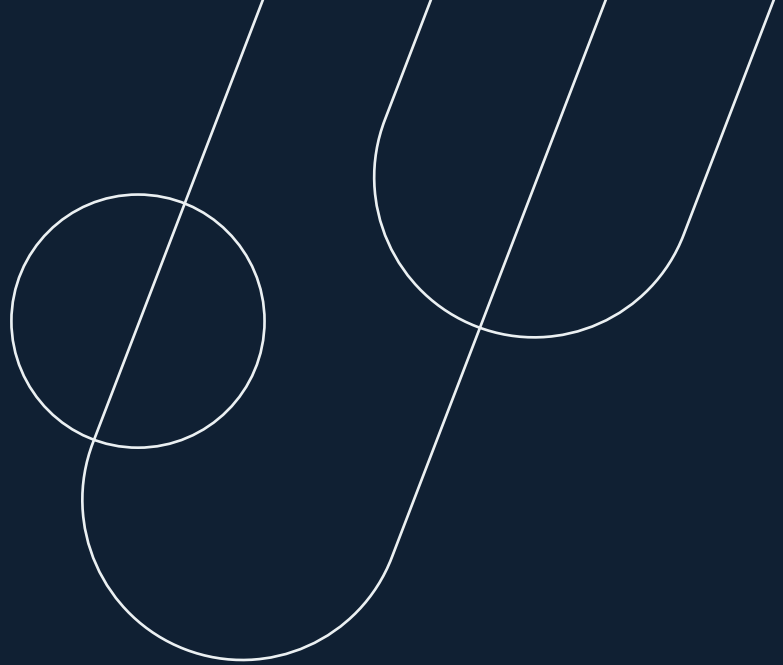
Technology Implementation

AHEAD can handle the planning and migration, physical installation, and pre-production testing for new technology solutions. We also provide knowledge transfer sessions for operating the newly deployed solution. Our scalable deployment teams can accelerate your lifecycle program rollout and make the next morning boring.

Operational Support

AHEAD provides comprehensive managed support services leveraging financial models and automation to maintain an effective ecosystem. This includes proactive support, administration, and operations of your systems and services, whether it's in the cloud, within a data center, or at the edge.

Ready to standardize and automate your infrastructure management processes?
[Contact AHEAD](#) to learn more about our Enterprise Infrastructure Lifecycle Management Program.



AHEAD

Combining cloud-native capabilities in software and data engineering with an unparalleled track record of modernizing infrastructure, we're uniquely positioned to help accelerate the promise of digital transformation.

Visit us at ahead.com.

National Hubs

CHICAGO

444 W. Lake Street
Suite 3000
Chicago, IL 60606

NEW YORK

500 5th Avenue
Floor 17
New York NY 10010

ATLANTA

1117 Perimeter Center
W406
Atlanta, GA 30338

SAN FRANCISCO

2000 Crow Canyon Place
Suite 250
San Ramon, CA 94583