



The HfS Hot Vendors Q1 2018

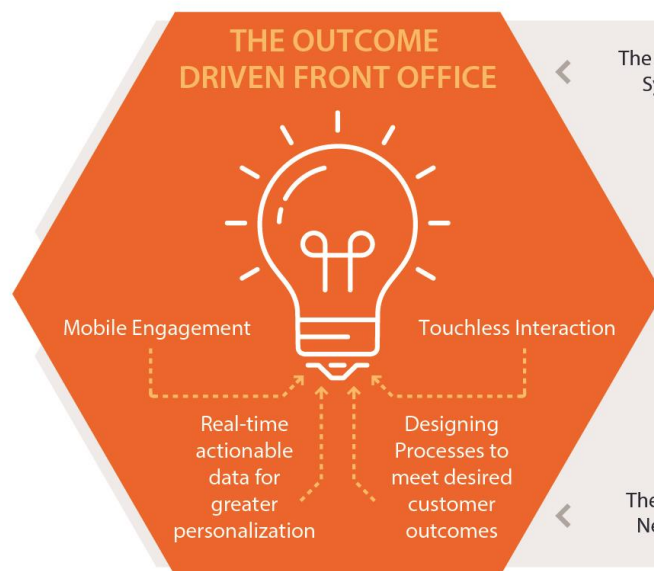
April 2018 | Authors: Derk Erb , John O'Brien, Melissa O'Brien, Ollie O'Donoghue, Reetika Fleming, Suvradeep Bhattacharjee, Tom Reuner

Excerpt for nClouds

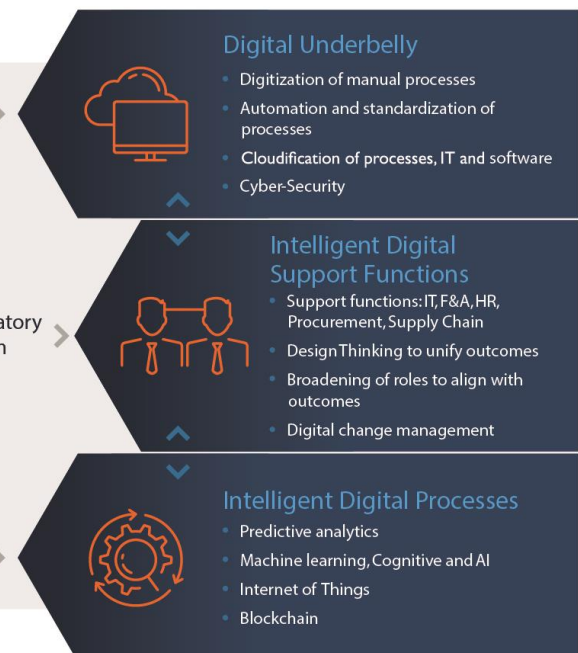
The **HfS Hot Vendors** are an exclusive group of emerging players with a differentiated value proposition for the Digital **OneOffice** (Exhibit 1). HfS analysts speak with numerous exciting start-ups and emerging players. We designate a select group as the HfS Hot Vendors based on their offerings' distinctiveness, ecosystem robustness, client impact, financial position, and the impact in our OneOffice Framework. The HfS Hot Vendors may not have the scale and size to be featured in our Blueprint reports, but they have the vision and strategy to impact and disrupt the market.

The Digital OneOffice™ Framework

The Customer-First Digital Organization



The Enabling Intelligent OneOffice



Source: HfS Research, 2018

Collapsing the front and back office into OneOffice

Exhibit 1: The Digital OneOffice framework



In the rapidly changing space of digital operations, enterprises realize they cannot be everything to everyone. Whether you are an enterprise consuming third-party services, a service provider, or a technology provider, you will need a smart ecosystem to succeed and survive the future. HfS Hot Vendors are service and technology providers hand-picked by our analysts to help you flesh out your smart ecosystem with offerings that solve today's complex business problems and exploit market opportunities. In this increasingly "me too" world, HfS Hot Vendors display truly differentiated offerings and out-of-the-box thinking that can be both inspiring and useful.

In this report, we profile seven short-listed players (Exhibit 2) who have been designated as HfS Hot Vendors based on our rigorous **five-step assessment** over the course of Q1 2018. The HfS Hot Vendor designation for the following players will remain in place till the end of Q1 2019 (a period of one year), when the same process will be followed for renewing the HfS Hot Vendors designation.

Exhibit 2: HfS Hot Vendors Q1 2018 Edition (In alphabetical order)

HfS Hot Vendor Designation valid for a period of 1 year from Q2 2018 – Q1 2019



Actionable Insights for Employee Development Driving Performance in the Front Office



Building a 'People-Friendly' Automation Platform



Creating a Platform to Operationalize Machine Learning



Pathbreaking processor designed for machine intelligence



Innovative and Award-winning DevOps and Cloud consultancy



An innovative 100% U.S. Based, 100% Agile Software Development Partner



Pioneering blockchain-based energy trading platforms



nClouds: Innovative and Award-winning DevOps and Cloud consultancy

Author: *Ollie O'Donoghue*

nClouds is a provider of DevOps and cloud professional services, products and solutions for complex cloud architectures on AWS. The principals cite over 10 years of DevOps automation experience and the firm has taken part in over 250 DevOps AWS implementations. The emphasis for this company is the revolutionary role the DevOps approach can have on enterprises with a raft of client success stories highlighting nClouds' involvement in partnering with enterprises to help them embrace the approach with a particular emphasis on culture. The end result for clients is the ability to produce software and applications faster and better meet the needs of their customers.

While the core business of nClouds sits at a consultancy and professional services level—including an innovative DevOps as a service offering, which offers clients the opportunity to automate all processes across the software delivery lifecycle—the firm has also developed a software platform they make available as a SaaS offering, designed to help operational IT get control of change management across their cloud infrastructure, while supporting speed and automation characteristic of DevOps practices. It offers both clear oversight of dependencies and a quick route to identifying cost savings across cloud.

Unsurprisingly for an AWS and DevOps focused consultancy, nClouds has a strong partner ecosystem including Hashicorp, Datadog, and Docker, and boasts an Advanced Consulting Partner status with AWS along with certifications in DevOps, MSP, and Well-Architected.

Where all of this fits in for HfS as a hot vendor is the value this consultancy can bring to enable clients in moving toward the digital OneOffice. Culturally, the DevOps approach has enabled legacy enterprise IT organisations to break down traditional silos between development and operations with a core focus on speeding up software development and management lifecycles through broader collaboration, and the application of automation technologies. For many organisations, this is easier said than done; silos are often well entrenched and the industry has become relatively sceptical as new frameworks and approaches have ebbed and flowed across the industry.

Crucially, the deployment of technologies such as automation is the easy part—in many organisations, it relies on a willing team and a flexible budget. But it's the considerable cultural shift that causes organisations the most problems. That's where nClouds has found the most success—in partnering with clients not only to support the technology side of the coin, but also to support the significant cultural change necessary to unlock value from adopting the DevOps approach.



Exhibit 6: nClouds Fact-sheet

The basics	Industry coverage
<ul style="list-style-type: none"> • Founded in 2012, headquartered in San Jose, California • 10+ years experience in DevOps transformations • 250+ DevOps AWS implementations • Number of employees: 50-100 • 10,000+ managed servers • 500+ deployed pipelines 	<p>nClouds has a strong industry presence in several verticals, with key clients in: Healthcare, High Tech, Information Technology, Financial Services, and Automotive.</p>
Solution portfolio	Partnerships
<ul style="list-style-type: none"> • Services <ul style="list-style-type: none"> • AWS consulting • DevOps (DevOps as a Service, CI/CD pipelines) • Cloud migration • Containerization & micro services • Managed services (infrastructure automation, configuration management, change management, service catalog) • 24x7 support • Products <ul style="list-style-type: none"> • nOps: modern change management for modern cloud infrastructure on AWS 	<ul style="list-style-type: none"> • Amazon Web Services • Datadog • Docker • HashiCorp

HfS Take: Smashing down silos in the back office and moving to build intelligent support services is a vital part of the OneOffice and, being a reflection of the value a merged back, middle, and front office, it's important also to recognise the vital role software development (and cloud) play in the modern digital business. Enterprise applications that enable greater employee productivity and collaboration and front-office software that more readily meets the digital expectations of customers are all essential pieces of the digital OneOffice puzzle. It can all be closer to hand with the support of providers like nClouds that support enterprises in taking their software development lifecycle to the next level.



HfS Hot Vendors Assessment Methodology

HfS Hot Vendors undergo a straightforward but rigorous five-step assessment:

1. **Pre-selection.** We do not consider a player a potential Hot Vendor if it qualifies for any of our Blueprint Reports. Our Blueprint Reports feature the major and established players across every dimension of the Digital OneOffice.
2. **Analyst briefing.** The process starts with a briefing during which we ask vendors to share their story with our analysts. We typically ask questions around value proposition, potential distinctiveness, solution details, financial position, and client impact.
3. **Client reference.** If the HfS analyst sees potential after the briefing, we ask the vendor for a couple of client references so that we can speak directly with clients. The client conversations help us understand what is real and what is just marketing spiel. Note that we do not divulge any client details and these calls are kept strictly confidential.
4. **HfS selection.** HfS analysts recommend their potential Hot Vendor to the selection committee (comprising CEO Phil Fersht, Chief Strategy Office Saurabh Gupta, and Chief Data Officer Jamie Snowdon), which determines if the vendor brings forth a differentiated value proposition for the Digital OneOffice. We publish the selected vendors on our website.
5. We expect some of the HfS Hot Vendors to progress over time to get featured in Blueprint Reports, be acquired, or change strategic direction. Consequently, we award the HfS Hot Vendor designation for one year and follow the same process for renewing a vendor's place on the HfS Hot Vendors list.

If you think you deserve to be an HfS Hot Vendor, [please click here to schedule a briefing](#).



About HfS Research

HfS' mission is to provide visionary insight into the major innovations impacting business operations: automation, artificial intelligence, blockchain, digital business models and smart analytics. We focus on the future of operations across key industries. We influence the strategies of enterprise customers to develop operational backbones to stay competitive and partner with capable services providers, technology suppliers, and third-party advisors.

HfS is the changing face of the analyst industry combining knowledge with impact:

- » ThinkTank model to collaborate with enterprise customers and other industry stakeholders
- » 3000 enterprise customer interviews annually across the Global 2000
- » A highly experienced analyst team
- » Unrivalled industry summits
- » Comprehensive data products on the future of operations and IT services across industries
- » A growing readership of over one million annually.

The "[As-a-Service Economy](#)" and "[OneOffice™](#)" are revolutionizing the industry. Read more on HfS and our initiatives [here](#).