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# The cloud helps TenacIT reach new heights

**For the modern CIO, digital transformation is pivotal, as it must be remembered that every transaction has a cost component to it. When this is repeated thousands or millions of times per year in an organisation, it's easy to see how costs can quickly skyrocket.**

The CIO therefore has to focus on reducing these transaction costs, suggests Matthew Ogden, managing director of TenacIT Solutions, through methods like turning paper into digital data, or reducing the time people spend travelling in order to boost productivity. Costs can even be saved by something as straightforward as making business systems faster to use, to speed up customer sales queries.

"TenacIT Solutions is a managed service provider offering a range of managed services, including: cloud, voice, connectivity and support. Initially, our focus was to ensure our customers' services were managed as efficiently as possible so that we could carry on building software for them. Today, our focus is on using those development skills to manage a much wider net of customer solutions, as well as provide a full stack of services for them," he says.

"Microsoft Cloud technologies have been able to increase the productive output of services we can deliver and it has allowed us to provision services to clients that would have previously been out of our reach. It levels the playing fields between large enterprises with thousands of staff in each country and a small company that might operate in only a few. Cloud technologies commoditise complex operations and allow service providers to add value in ways that in the past, only a specialist in a large enterprise would have had time to learn and provide."

Ogden adds that Microsoft, by bringing on board aggregators like Axiz to help providers grow these services, has created the canvas on which companies like Axiz and their customers can paint their pictures. The solutions are so versatile, he continues, that companies like Axiz can easily deliver the broader brush strokes, so that service providers like TenacIT can focus on the detail, but with Axiz still able to remind them of the bigger picture.

"The COVID-19 crisis has had the effect of driving even greater uptake of the cloud, and has shown people that regardless of the actual working



**Matthew Ogden**, managing director, TenacIT Solutions

environment, staff can remain productive and that the important work still gets done. It has also demonstrated to business that online meetings are just as good as face-to-face ones. After all, much less time gets wasted by an online meeting, as no travel is required, and a late cancellation of an online meeting is nowhere near as serious as when a physical one is cancelled at the last minute."

"My advice to CIOs would be to recognise that because of this, work from home strategies will become more commonplace, so it makes sense to also move compute workloads away from the physical office buildings – which are actually on the edge of the network, making them expensive and slow for users to get to – and closer to the core of the network in data centres where bandwidth is cheaper, latency is lower and back-end data movement can occur faster and easier," he concludes. ■

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