

Insideview

Cloud Impact on End User Computing

INTERVIEW WITH THOMAS WEBER, T-SYSTEMS INTERNATIONAL GMBH



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Dr. Ibrahim Karasu, Managing Director at the Bundesverband deutscher Banken wrote in November 2010:

„The constant pressure on cost will leave the banking industry no other choice than putting focus on cloud computing.” Meanwhile, cloud computing is mainstream in the financial industry as well. So, the question becomes obvious: What is the impact of the cloud on end user computing?

Application intelligence is migrating to the cloud, and the developers of front-end applications are focusing their efforts on the design of the user interface to provide a better experience for the user. “Bring your own device” (BYOD) and the associated challenges for a corporate IT department are just one aspect of this trend. The focus of IT is more and more shifting from the devices to the users – this is also referred to as a user-centric approach.

Is Bring Your Own (BYO) the answer in a security sensitive environment?

A lot has been written on BYO, the truth is that an unmanaged invasion of private technology at work, greatly jeopardizes the security of corporate data and IT systems. Technical solutions such as network access control, network segmentation, desktop virtualization, client hypervisors and encryption need to go hand in hand with the legal, logistical and financial aspects of a BYO program. If done correctly, it can generate savings in excess of 20%, compared to a well-managed PC – there are proof points at enterprise grade organizations in the financial industry.

Is this user centric approach all about cost?

As early as 2004, Gartner claimed that the introduction of the BlackBerry did

increase employee productivity by around 20%. This holds even more true for today's devices, because employees realize that these devices ease their burdens of increased work density. The acceptance of this behavior – which is also referred to as user emancipation – is a prerequisite in order to transform IT in the financial sector. Thus, it is more about an increase in productivity than pure cost savings.

Did the post-PC era already begin?

According to a study by VMware, the percentage of enterprise applications written for the Windows platform will be around 50% in 2012, continuing to decline and reaching around 30% by 2017. That said, legacy applications will remain with us for a very long time. Cloud services, and especially those combined with desktop and applications virtualization, can bridge the gap between the old and the new world.

What would be your recommendations for the financial industry to get the most out this user centric approach?

Accept the emancipated user as a partner who is able to choose among alternatives (e.g., Apple vs. PCs and Android vs. iPhones and BlackBerry).

Accept the fact that people, depending on their skill level, try hard to resolve their technical problems; just to be productive again. This gives them the feeling they are the master of their own destiny and they will pay back with higher productivity.

IT should offer integration and federation services, such that the various clouds can show their full potential.

Thank you for this interesting conversation.