

**Blog** | By Jack Crowley, Senior Manager, Services Business Operations

# Residency Services: Three Keys to Unlocking Maximum Value and Accelerating Your Cloud Transformation



In the past year, IT transformation challenges have accelerated in new and unprecedented ways, impacting budgets, resources and the ability for organizations to realize the maximum value of their IT investments. Many enterprise organizations looking to maximize their return on investments today believe cloud services and technology can mitigate these transformational hurdles and provide a long-term solution for budgetary constraints. CIOs and other technology leaders are looking for any lever they can pull to accelerate their initiatives and help their teams get more value out of investments in new technologies.

One way workforce decision makers are addressing this high-value mandate is by working with their cloud service providers to fill existing IT skill and resource gaps with on-site experienced, certified professionals – or residents – who know the new technologies and applications best. Resident-based services delivered through a service provider with proven, best-in-class IT talent can accelerate technology adoption, improve IT resource management and lower costs. Based on an [IDC InfoBrief sponsored by Dell Technologies](#), respondents to IDC's study stated the top three reasons for leveraging resident resources:

1. Drive new technology adoption
2. Optimize and improve performance of existing technology
3. Transfer the full knowledge of an on-site resident's expertise (such as best practices)

In this same survey, **99.5%** of respondents reported that they recognized direct value from their residents.

Let's dive deeper into each of these residency benefits and connect them to the value they can deliver to your organization, particularly when it comes to your mission-critical applications, such as those from SAP for the enterprise space or Epic in the healthcare space.

## Drive new technology adoption

As noted in [IDC's Top 10 Worldwide IT Industry 2021 Predictions](#), IT leaders and organizations are facing increased pressure to shift to cloud-centric infrastructure and applications twice as fast as prior to the pandemic. However, many IT organizations do not currently have resources with the skillsets necessary to deploy and utilize these technologies to their fullest. Leveraging residents can bring immediate knowledge of a given technology, as well as access to the broader knowledge base of the service provider. Virtustream's [Residency Services](#) include a direct plug-in to Virtustream's support network as well



as its trusted technologists who have the validated expertise and skills needed to supplement a customer's workforce. Residents can save weeks of work for technology transitions all while reducing incidents and longer-term problems during those transitions.

### **Optimize and improve performance of existing technology**

As IT budgets get tighter and delivery expectations increase, the importance for technology leaders to do more with less has escalated. While new technology adoption is a critical first step for IT transformation, the key second step is being able to optimize those assets to get the most value out of them.

Per the findings of IDC's InfoBrief, half of all respondents indicated that resident engineers helped their IT organizations get more value out of new technologies and, more importantly, 47% stated that their residents were able to help them use those technologies to directly increase revenue. Additionally, 47% responded that the residents helped to reduce their overall IT costs and 45% reported that residents were more cost effective than a permanent IT hire. This is especially relevant when working with complex workloads, such as those from SAP and Epic; in both cases, Virtustream has deep experience in migrating and managing their applications.

When working with mission-critical applications and systems, which are the bedrock of an organization's IT landscape, feature optimization and system performance should be prioritized. Certified residents in these cases should be thoroughly interviewed during the selection process to ensure they possess the specialized skills best suited for an organization's specific needs.

### **Transfer knowledge**

Residents handle both present day situations (such as a cloud migration project) as well as future-proofing systems for growth and evolving needs down the road, providing greater business value by properly positioning IT staff and aiding in the planning and execution of future transformation projects. Residents should become a fundamental member of the IT team and work together in full alignment with existing staff to establish best practices and process improvements, which can often lead to a more cohesive work environment.

As IDC found in their InfoBrief, 86% of respondents stated that residents helped improve the relationship between IT and business managers. With improved business relationships and insights, nearly 60% said

