

1. What is the essence of the service “Infrastructure Tuning Boost”?

This service aims at helping companies to optimize their spending for IT server Infrastructure (Servers, VMs, Storage and connected licenses). It results in reducing the spending without compromising what you get from the Infrastructure. In rare scenarios, it might not lead to tangible cost savings. These cases are normally when the applications severely underperform, and the IT landscape is “under-sized”.

2. Which parts of the Infrastructure are in scope?

The service includes all back-end computing and storage devices – servers and data storage units as well as all relevant licenses. Client devices, PCs, laptops, tablets, as well as Network equipment are not in scope of the service.

3. For which companies is this service?

The service is applicable for all companies larger and smaller. It is applicable for all hosting modes - on-premise Infrastructure, private Cloud, public Cloud or a mixed model. Larger and more complicated landscapes usually present more options for cost optimization, but our experience shows that smaller organizations reduce their spending as well.

4. Why use the service?

The first driver for using the service is cost reduction, however due to the method we apply some customers derive secondary benefits. The additional benefits include deeper understanding of systems performance and cost drivers which may become the basis for managing a sustainable balance between performance and volume of computing resourcing leading to optimal costs over the mid and long term.

5. We are using our own hardware. Does such a service make sense for us?

Yes. Many companies with their own hardware do not look for cost optimization as they consider the “money already spent”. However, there are always running expenses - hardware support fee, licensing fees which are worth examining. Also, it pays off to be prepared for the next stage of refreshment of the IT Landscape, which may come earlier than planned due to new IT initiatives or opportunities. In the last case our service creates a blueprint for the computing infrastructure that can be applied along with future changes.

6. We run in public Cloud, so we use the consumption-based model effectively. How can this service help us?

One of the main attractions of running systems in public Cloud (AWS, Azure, Google, etc.) is the flexibility to control the cost by controlling the usage. But efficient cost usage of public Cloud is complex, as it depends on many internal factors of the company using the Infrastructure and specific expertise to manage the Cloud. Cloud vendors give customers the tools to control the service, but they do not give guidance on how to manage cost in every specific case - the options available are too many and confusing. This is where Forability will help by understanding what your systems require from the standpoint of performance and by applying the best strategy in using the options of the Cloud to minimize cost.

7. What is the service cost?

We provide cost estimate at the start of every engagement subject to getting an initial understanding of the IT landscape and customer objectives. At this stage the customer may well decide not to engage with us. The cost of our service is proportional to the resources and

effort we spend and is not relative to the volume of savings the customer will derive. We also, guarantee that our cost will only be charged where there are tangible savings which exceed our expenses.

8. Why sometimes you mention “potential savings”, and not just “savings”?

When executing the service, we first complete an analysis and come up with recommendations. At this stage some customers decide to implement the recommendations with another partner, which makes the savings “potential” from the point of the view of our responsibility. However, in most case we do the implementation with our own resources.

9. What if the recommendations provided from the Infrastructure cost optimization are not applicable in our case?

All our recommendations are based on facts from the client’s environment and best practice. We discuss openly all recommendations with the customer and If some are considered unpractical or not applicable, we attempt to reform them accordingly. In most cases a part of the recommendations is left for future implementation when limitations of dependent projects and business priorities will make them doable.

10. We are a large company and outsource our Infrastructure management with large IT Service providers. Why not asking them to perform this kind of optimization, rather than using Forability?

We see IT outsourcing leading to loss of internal technical knowledge and higher dependence on external partners. In most cases there is natural divergence of objectives between the customer and the service provider when it comes to reduction of cost – the outsourced partner is the direct service provider of the services where cost needs to be reduced. In such cases the value of Forability is of an independent expert and the results usually much exceed what is possible when using only the direct service provider. In many cases our service is valued by the large IT outsourcing providers as well as they are committed to the success of the customers but appreciate their own limitations in managing service usage and cost.

11. How exactly is the service executed?

Phase 1: Preparation: 2-3 days

Understanding the IT landscape and objectives.

Phase 2: Data collection: 2 weeks

We deploy data collection tools on you systems and let them run for 2 weeks.

Phase 3: Analysis & Recommendations & Plan: 2 weeks

Analysis and proposal for improvements presented to the customer leading to creations of aligned action plan.

Phase 4: Implementation: 1-4 Weeks

The aligned action plan is implemented. In most cases the project team includes associates of the customer as well as they partner service providers. The phase can be entirely led by a party different from Forability, while we remain in a support and advisory role.

Phase 5: Results and closure

In this phase we let our data collection tools run once more in the computing landscape to ensure service performance is at desired levels and computing resources are used as planned. Results are formally documented and communicated.

12. Is the Infrastructure Cost Optimization the only service which Forability delivers?

In today's critical situation with Covid-19, optimizing IT spending is high priority and we have allocated additional resources to our Infrastructure Cost Optimization offering. Infrastructure Cost Optimization has been one of our core services in the last five years, but only one part of our portfolio. We provide an extensive list of services in the areas of SAP Basis/Administration, Systems Performance Optimizations (SAP systems and DBs in scope), SAP Infrastructure landscape design and transformations, SAP systems migration, Systems monitoring and optimization - more details on our web site www.forability.com.