

Maximizing ROI through cloud maturity

A strategic guide to measuring, improving, and sustaining cloud success

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Cloud computing has evolved from a cutting-edge innovation to the foundation of modern enterprise infrastructures. Once seen as an optional tool for driving digital transformation, the cloud is now an essential element for achieving business agility, scalability, and operational efficiency. Businesses that initially approached cloud services as a supplement to on-premise systems are now concentrating on fully integrating these technologies to maximize their value and align them with broader business objectives.

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As cloud adoption deepens across industries, the focus has shifted from mere implementation to ensuring these investments generate tangible returns. Gartner predicts that [by 2028, 70 percent of workloads will run in a cloud environment](#), reflecting the growing dependence on cloud infrastructure. However, adopting cloud technology is just the first step. Advancing maturity through continuous evaluation and improvement is essential for fully realizing the cloud's potential.

Measuring cloud maturity offers vital insights into how well cloud practices are integrated with business operations and how extensively cloud-native processes are adopted across the organization. Cloud maturity assessments guide decision-makers in

- Understanding their current position
- Identifying opportunities for growth
- Developing strategies to enhance their cloud capabilities

By prioritizing cloud maturity, organizations not only optimize their investments, but also set the stage for sustained success in a cloud-driven world.

Understanding cloud maturity: A roadmap to cloud excellence

Cloud maturity refers to how effectively an organization has integrated cloud technologies into its operations, aligned these technologies with business goals, and optimized its cloud environment for efficiency, security, and scalability. It's a measure of how well an organization leverages the cloud to drive business outcomes.

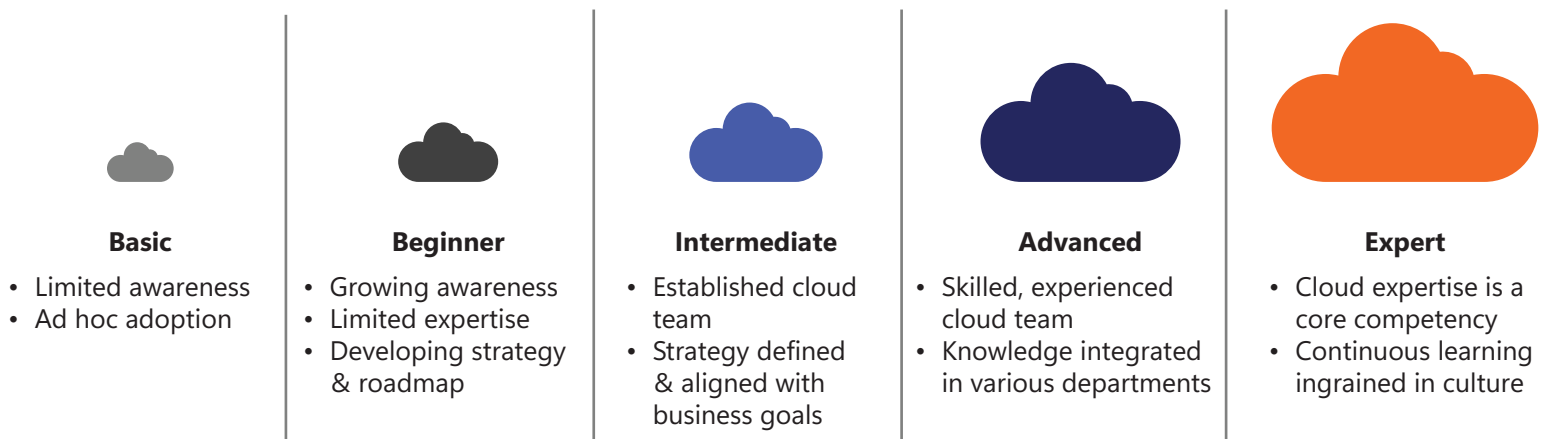
Cloud maturity typically progresses through five stages, each representing a deeper integration and more strategic use of cloud resources:

- 1. Basic:** The organization has limited awareness of cloud technologies and their potential benefits. Cloud adoption is

ad hoc, with no strategy, no dedicated cloud team, and no standardized processes.

- 2. Beginner:** Awareness of cloud technologies is growing, but expertise is limited. An initial cloud strategy and roadmap may be in development, with some experimentation in cloud services and applications.
- 3. Intermediate:** A cloud team with specific roles and responsibilities is in place. Cloud strategy is well defined and aligned with business objectives. Pilots and proofs of concept are conducted to evaluate cloud suitability for specific applications and workloads.
- 4. Advanced:** The business has skilled cloud professionals with experience in managing and optimizing cloud environments. Cloud knowledge is integrated into various departments. The organization has a systematic approach to migrating applications to the cloud, and optimization strategies are in place to ensure cost efficiency and performance.

Cloud maturity model



5. Expert: Cloud expertise is a core competency, with continuous learning and improvement ingrained in the company culture. Cloud-native applications are being developed as I.T. embraces microservices and DevOps practices. Continuous integration and delivery pipelines are standard.

Understanding where the organization falls on this spectrum is crucial for identifying the steps needed to advance to the next level. Evaluating cloud maturity enables organizations to develop targeted strategies that enhance cloud environments, align with business goals, and maximize ROI.

Gauging success: Key metrics for measuring cloud maturity

To advance in cloud maturity, organizations must evaluate their current cloud practices against KPIs that provide a clear picture of how effectively the cloud is being utilized, managed, and integrated into business operations. By focusing on essential areas such as utilization, cost management, operational resilience, and compliance, organizations can pinpoint where they stand in their cloud journey and identify opportunities for advancement.

Cloud utilization

One of the first steps in measuring cloud maturity is understanding how extensively cloud-based systems and applications are utilized compared to traditional on-premise infrastructures. This comparison offers insights into the efficiency

and effectiveness of cloud adoption. For example, high cloud utilization typically indicates a successful integration of cloud services into daily operations, while heavy reliance on on-premise systems might suggest areas where cloud adoption could be expanded or optimized.

Cost tracking and management

As the organization grows its cloud footprint, managing costs becomes a crucial aspect of cloud maturity. Cloud environments offer scalability and flexibility, but without careful tracking and management, costs can spiral out of control. In a recent survey, [84 percent of respondents reported that managing cloud spend is a significant challenge.](#)

Understanding and adjusting cloud costs—particularly by avoiding over-provisioning and ensuring resources are right-sized for actual needs—are essential steps in maintaining financial efficiency while maximizing the value derived from cloud investments.

Operational resilience

Operational resilience KPIs involve metrics such as downtime, time to resolution, and how these measures improve over time. A mature cloud environment should demonstrate high levels of uptime and quick, effective responses to incidents, minimizing disruption to business operations. Continuous monitoring and improvement of these metrics ensure that the cloud infrastructure is not only functional, but also resilient against failures and capable of supporting business continuity.

Compliance and security

Compliance and security remain top concerns for organizations

moving to the cloud, especially in industries with stringent regulatory requirements. Measuring maturity in this area involves assessing how well the cloud environment aligns with industry-specific standards and how effectively it safeguards sensitive data.

A mature cloud setup will have robust security protocols and compliance measures in place, reducing the risks associated with cloud adoption and ensuring the organization meets all necessary legal and regulatory obligations.

By systematically tracking these KPIs, organizations can gain a comprehensive understanding of their cloud maturity and take targeted actions to advance their cloud strategy.

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of organizations say managing cloud spend is a significant challenge.

Overcoming obstacles: Common roadblocks to advancing cloud maturity

As organizations strive to advance in cloud maturity, roadblocks can slow progress or stall their efforts altogether. Understanding and addressing these challenges is crucial for businesses looking to fully realize the benefits of their cloud investments. Following are some of the most common obstacles to advancing cloud maturity, along with strategies for overcoming them.

Skill gaps: Bridging the expertise divide

Many organizations struggle with a shortage of skilled professionals who are well-versed in cloud technologies, leading to inefficient use of cloud resources and potential mismanagement.

Challenge: Lack of internal expertise

Without a strong foundation of cloud knowledge, organizations may face difficulties in configuring, optimizing, and securing their cloud environments. This can lead to increased costs, security vulnerabilities, and operational inefficiencies.



Solution: Develop or acquire necessary skills

To overcome this hurdle, organizations need to focus on either developing cloud expertise in house or acquiring it through hiring or partnerships. By investing in training programs, certifications, and continuous learning initiatives, a business can build a team capable of managing and optimizing cloud infrastructure effectively. Partnering with technology consulting firms such as Logic20/20 can also provide the expertise needed to bridge the gap.

Legacy system integration: Navigating the complexities

Legacy systems are often deeply

embedded in business operations, making their transition to the cloud complex and risky.

Challenge: Integrating or migrating legacy systems

Many legacy systems were not designed with cloud compatibility in mind, leading to integration issues that can slow cloud adoption. These systems may require significant re-engineering or even replacement to function effectively in a cloud environment. If not managed properly, the integration or migration of legacy systems can delay cloud projects, increase costs, and reduce the overall effectiveness of cloud initiatives.

Solution: Develop a targeted integration plan

Organizations should conduct thorough assessments of their legacy systems, prioritize which systems to migrate, and develop a clear roadmap outlining the steps required to integrate these systems into the cloud. In some cases, a hybrid approach that combines cloud and on-premise solutions may be necessary to ensure business continuity during the transition.

Security and compliance concerns: Meeting industry standards

Ensuring that cloud environments meet industry-specific standards and protect sensitive data is essential for advancing cloud maturity, particularly in highly regulated industries such as finance, healthcare, and government.

Challenge: Aligning with compliance requirements and industry-specific regulations

In industries marked by strict

compliance regulations, such as finance, organizations must be especially vigilant about the security of their cloud environments and alignment with compliance requirements. The consequences of non-compliance can be severe, including legal penalties, financial losses, and reputational damage.

Solution: Build in compliance and security

Organizations must implement robust security measures, conduct regular audits, and ensure that their cloud environments are fully compliant with relevant regulations. Best practices for data encryption, access control, and incident response are essential, along with staying current on evolving regulatory requirements. Cloud providers that offer compliance support can help organizations navigate the complexities of maintaining compliance in a cloud environment.

Addressing these common roadblocks effectively allows organizations to accelerate their cloud maturity journey and maximize the benefits of cloud technology.

Strategies for advancing cloud maturity

Advancing cloud maturity requires a strategic approach that not only addresses current challenges, but also positions the organization for long-term success. By focusing on key strategies such as assessment and roadmap development, cost management, and pilot programs, organizations can effectively enhance their cloud capabilities and achieve a higher level of cloud maturity.

Assessment and roadmap development: Laying the foundation

An accurate assessment enables the organization to identify gaps between the current and desired phase of cloud maturity, set realistic goals, and measure progress.

Understanding the current state of cloud maturity

Conducting a thorough assessment of the existing cloud environment helps organizations understand where they stand on the maturity spectrum. This process involves evaluating cloud utilization, cost management practices, operational resilience, and compliance with industry standards, enabling decision-makers to identify strengths, weaknesses, and opportunities for improvement.

Developing a roadmap for cloud maturity

The strategic roadmap should include both quick wins and long-term goals, ensuring that immediate improvements are addressed while also setting the stage for sustained growth. Quick wins might involve optimizing cloud costs or enhancing security protocols, while long-term goals could include full integration of cloud-native practices or achieving advanced levels of operational resilience. The roadmap serves as a guide, helping the organization navigate the complexities of cloud adoption and ensuring that all efforts are aligned with business objectives.

Cost management strategies: Optimizing cloud spending

As cloud environments grow more complex, so do the challenges of managing costs and ensuring that resources are allocated efficiently.

Addressing cloud costs and identifying inefficiencies

Regular reviews and analyses of cloud spending can reveal inefficiencies and opportunities for cost reduction. Strategies may include right-sizing resources, eliminating underutilized services, and optimizing pricing plans. By gaining visibility into cloud costs, organizations can proactively control spending and avoid common pitfalls like over-provisioning or retaining unused resources.

Optimizing resource allocation

Beyond cost reduction, mature cloud environments focus on efficiently allocating resources to maximize performance and value. Ensuring that cloud resources align with actual business needs, scaling up or down as necessary, and leveraging automation tools can help streamline operations. Cost management strategies should also balance short-term savings with long-term growth potential, ensuring that cloud decisions support sustained innovation.

Pilot programs and MVP development: Testing and refining strategies

Pilot programs and the development of minimum viable products

(MVPs) allow organizations to test cloud strategies on a smaller scale before committing to full-scale implementation, reducing risk and ensuring that the chosen approaches deliver tangible benefits.

Launching MVPs or pilots to test cloud strategies

Starting with a pilot program or MVP allows for exploration of new cloud strategies in a controlled environment. These initiatives provide valuable insights into strategy performance, enabling adjustments and refinements based on real-world results. Pilots can test various cloud initiatives, such as migrating a specific application or implementing a new security protocol.

Using pilots to demonstrate ROI and refine the approach

Successful pilots validate cloud strategies in addition to providing clear evidence of ROI. Demonstrating the potential benefits of full-scale implementation can help secure stakeholder buy-in. Lessons learned from pilots enable the organization to refine and optimize its overall cloud strategy, increasing the likelihood of success in future initiatives.



Case study: How cloud maturity transformed operational resilience at a West Coast utility

Advancing cloud maturity played a crucial role in enhancing the operational resilience and reliability of a major West Coast utility's Emergency Operations Center (EOC). Initially operating with a basic cloud setup, the utility faced challenges in maintaining critical public safety services during high-stakes events like Public Safety Power Shutoffs. Recognizing the need for a more robust cloud environment, the utility partnered with Logic20/20 to transition to a fully integrated, mature cloud infrastructure.

By adopting cloud-native practices such as Kubernetes-based containerization and a multi-region Active-Active failover strategy, the utility significantly improved its EOC's reliability. These advancements, hallmarks of a mature cloud operation, bolstered the utility's ability to maintain continuous service during emergencies and underscored the direct impact of cloud maturity on achieving organizational goals. This utility's journey highlights how strategic cloud advancements can maximize the value of investments and ensure mission-critical operations remain resilient under pressure.

Embracing the journey of cloud maturity

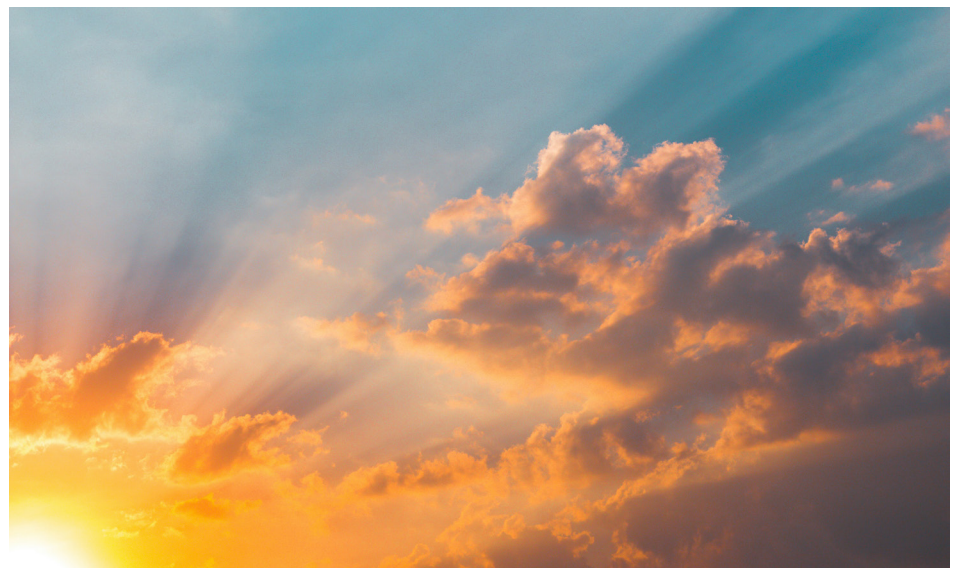
Cloud maturity represents not a fixed destination but an ongoing journey that requires continuous effort, strategic thinking, and adaptability. As technology evolves and business landscapes change, the maturity of a cloud environment becomes a crucial factor in determining an organization's ability to innovate, compete, and sustain growth.

Achieving cloud maturity extends beyond the mere adoption of new technologies—it requires fostering a culture of continuous improvement and resilience. Organizations that view cloud maturity as a static goal risk falling behind as industry standards advance and new challenges arise. In contrast, those that understand cloud maturity as a dynamic process will be better positioned to refine processes,

optimize resources, and anticipate emerging trends.

Looking ahead, successful organizations will integrate cloud maturity into their strategic planning, regularly assessing cloud capabilities, identifying areas for growth, and aligning cloud initiatives with broader business objectives. This approach ensures that cloud environments support current operations while also driving future innovation and expansion.

Cloud maturity is a dynamic, evolving process that requires strategic planning, adaptability, and a commitment to continuous improvement. Organizations that approach their journey with intention and foresight will lead the way in the digital age, setting the standard for innovation and resilience in an increasingly cloud-centric world.



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