Weathering the Cloud Talent Drought: A new model for sourcing cloud services

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Introduction

The perfect storm of the pandemic and the 'Great Resignation' has accelerated the shrinking of the Asia-Pacific and Japan cloud talent pool. In fact, cloud computing is the second most challenged areas for finding qualified talent in the Asia Pacific region, and globally, according to Skillsoft[1].

Retaining talent is becoming as big of a challenge as finding it in the first place. Only 19.6% of IT workers in Asia, and 23.6% of IT workers in Australia and New Zealand, have high intent to stay with their current employer—both figures being lower than the global average[2]. Regardless of their size, companies must be able to provide prospective cloud talent with more autonomy, higher salaries, more flexible working conditions and further benefits than ever before, to compete for talent that fills their skills gaps.

Companies are trying to tackle this challenge while simultaneously trying to keep up with the pace of digital transformation that was set by the pandemic—that is, projects that would have traditionally taken years were completed in just a few months. The evolution to cloud native, and deployment of sophisticated and complex technologies, must continue for companies to remain innovative and competitive.

However, the specialised knowledge needed to implement and run these technologies, let alone expand and innovate with them, cannot be sourced—over a third (38%) of IT decision-makers say that the rate of technological change is quickly outpacing their existing skills development program[3].

Should this trend continue, progress will be stifled, and losses will increase. That is, Gartner reported that IT executives see the talent shortage as the largest barrier to deploying emerging technologies, many of which are cloud-based[4], and IDC predicts that by 2022, the monetary losses resulting from IT skills gaps will be $775 billion worldwide[5].

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[1] *'2021 IT Skills and Salary Report', Skillsoft, November 2021*
[2] *'Gartner Survey Finds Only 29% of IT Workers Have High Intent to Stay With Current Employer', Gartner, March 2022*
[3] *'2021 IT Skills and Salary Report', Skillsoft, November 2021*
[4] *'Gartner Survey Reveals Talent Shortages as Biggest Barrier to Emerging Technologies Adoption', Gartner, September 2021*
[5] *International Data Corporation's Future Scape: "Worldwide Services 2020 Predictions"*

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Traditional managed service models must change

As the cloud talent drought shows no sign of ending soon, embracing external, third-party support from managed service providers (MSPs) to bridge remaining skills gaps and mitigate their impact should be considered.

However, companies are breaking down the traditional 'build and operate' barriers and increasingly transforming towards DevOps-focused operating models as they adopt a cloud native approach. There therefore needs to be a fundamental shift in the traditional customer and MSP relationship in two key areas.

Firstly, the large and rigid outsourcing scopes and contract structure traditionally offered in this space cannot provide the flexibility needed to evolve to cloud native. Without a consumption-based model that can deliver on customer goals in an agile environment, the adoption of cloud technologies will stagnate.

Secondly, MSPs must become partners that can act as a true extension of their customers' business and their internal teams. Customers are under more pressure than ever before to solve strategic problems, build new revenue streams and decrease costs with cloud technology, and are tasked with doing so at record pace. As they evolve cloud native, they need flexible, on-demand and dedicated support and help understanding how to scale their IT organisation in an agile world, how to transform their environments, how to streamline their operating models.
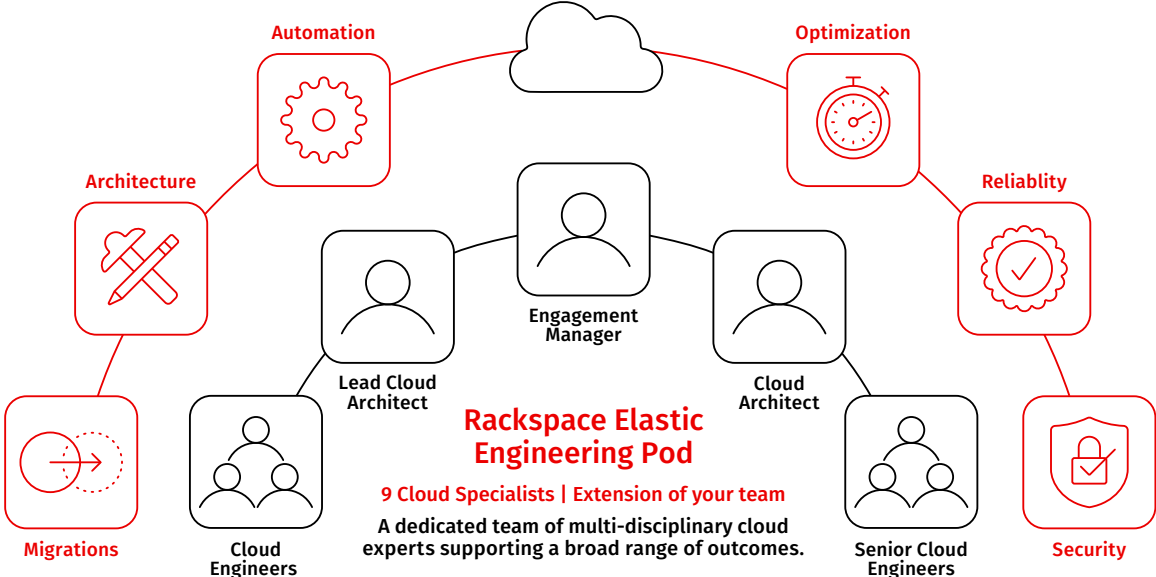
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Smarter sourcing for cloud services

Rackspace Technology is making a fundamental shift in the way MSPs service customers. Its Rackspace Elastic Engineering offering is setting a new standard for delivering support and helping mitigate the impact of cloud skills shortages.

Rackspace Elastic Engineering provides customers direct and on-demand access to a pod of highly skilled cloud specialists—from architects and engineers to engagement managers. Customers always work with the same dedicated pod who knows their goals and needs. However, as goal posts change within IT organisations, this model can also provide access to different skills and resources from within the pods when needed and without the need to recruit externally. The wide range of expertise within the pod, becomes a true extension of the customer's team, collaboratively shaping and delivering successful technology outcomes.

Pods can deliver a broad spectrum of outcomes, ranging from migrations and architecture design and deployment, to developing automation and CI/CD pipelines, improving security and reliability for applications, and more—all without the constraints of a fixed scope of management.

Rackspace Elastic Engineering's consumption-based service model gives customers access to a flexible pool of hours that can be scaled in accordance with the business's needs that month—affording greater control over operational costs and staffing challenges.

Automation

Architecture

Optimization

Reliablity

Engagement Manager

Lead Cloud Architect

Cloud Architect

Rackspace Elastic Engineering Pod

9 Cloud Specialists | Extension of your team

A dedicated team of multi-disciplinary cloud experts supporting a broad range of outcomes.

Migrations

Cloud Engineers

Senior Cloud Engineers

Security

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Taking the leap

There is there's no quick fix for Asia Pacific's current cloud talent drought, and organisations cannot afford to wait for the pipeline of cloud workers to be created to fill existing and growing skills gaps. Instead, organisations need to turn to companies that specialise in delivering the right cloud services, through the right delivery model.

Rackspace Elastic Engineering is a flexible and cost-effective offering giving customers access the high-value and high-impact cloud expertise a business needs to operate in the modern cloud, which traditionally was only available through narrowly defined professional services engagements.

Rackspace Elastic Engineering provides on-demand access to a team of highly skilled experts that work alongside your team to collaboratively drive your cloud outcomes while continuously evolving your environment.

For more information, please visit Rackspace Elastic Engineering.

Offer valid till October 31, 2022. Take a Platform Health Assessment with a 3-month REE commitment & get the first month of Rackspace Elastic Engineering free.*

*The Rackspace Elastic Engineering (REE) for Managed Public Cloud offer is available in the APAC region, including Australia, New Zealand, Singapore, Hong Kong, Malaysia, Indonesia, Vietnam, Taiwan and India for new and current customers engaging REE for the first time. Commitment is to book Rackspace Platform Health assessment and Rackspace Elastic Engineering (REE) for a minimum of 3 months and receive the first month of Rackspace Elastic Engineering (REE) for free. Equal services/spending each of three months is required. The offer must be booked before October 31, 2022. REE infrastructure pods only.

Contact Us

Australia: 1800 722 577

New Zealand: 800 451 613

Hong Kong: 0800 900 330

India: 000800 100 8796

Singapore: 800 120 6726

Malaysia: 1800 812 620

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About Rackspace Technology

About Rackspace Technology Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world's leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimising returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes, and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers' success — our Fanatical Experience® — so they can work faster, smarter and stay ahead of what's next.

Learn more at www.rackspace.com or call 800 120 6726