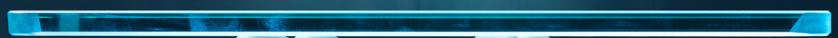
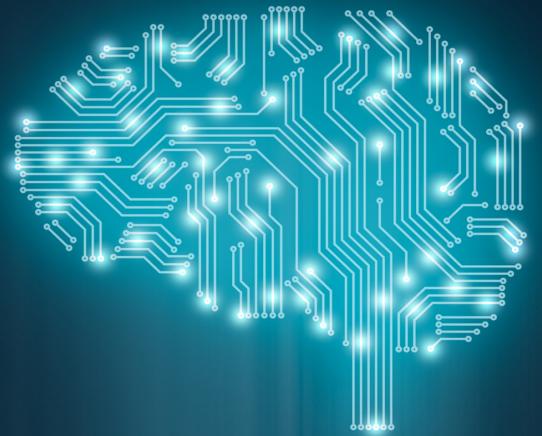




DevOps bridging capabilities with accelerated future



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DevOps has emerged as one of the most trending solutions powering Digital transformation in the space of



Firms are adopting DevOps at a much faster pace than before. In our experience, our discussions have moved from discussing effectiveness and necessity of DevOps to DevOps strategy to implement or manage a specific point solution.

One aspect which is yet to modernise and standardise are the tool layers which typically become nodes in any DevOps design. Firms are still stuck with a lot of tools, in-house utilities and enterprise suites which offer in-built ALM capabilities and need a helping hand in sorting out the mesh and prioritise investment.

KPMG in India is witnessing a wave of consolidation in that space where it has helped clients enhance the tool chains, build adapters keeping long term view in mind, making strategic investments in upscaling the suite and preparing a sun-setting plan for other tools.

While firms are keenly looking at the outcome that DevOps starts to deliver in short term and long term, another layer which goes hand-in hand is the cloud adoption or migration of certain applications, software suites, assets to cloud.



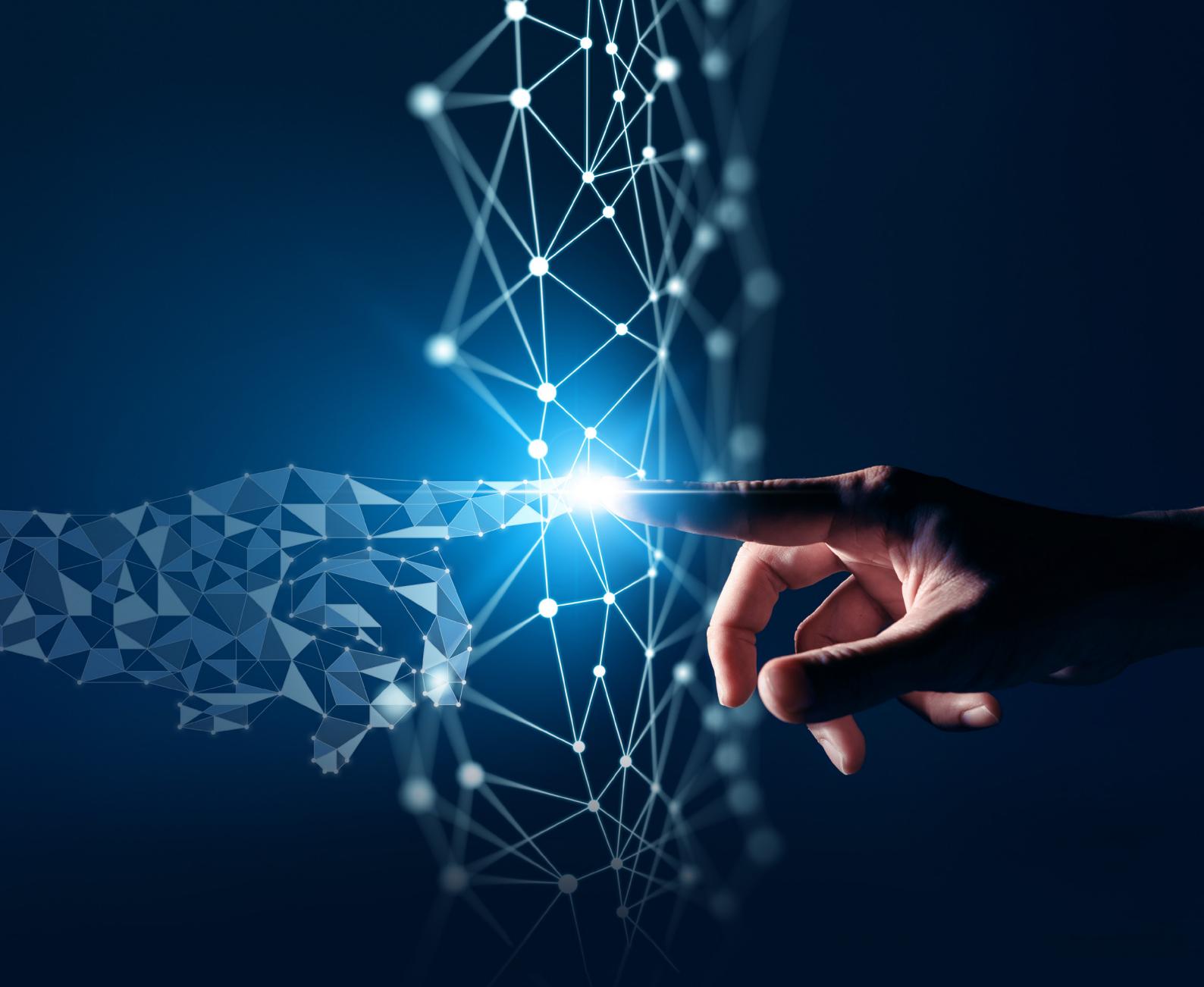
KPMG in India has seen public cloud service providers still ruling the march here, mainly because they have themselves come from a very large product factory and offer a load of services which otherwise are point solutions in themselves. However, a private cloud view is also emerging among GCCs mainly where they would like to host their applications and reduce critical dependencies on public cloud. KPMG in India has seen this trend emerging in companies who have traditionally been a strong player in managing their data or data centre or run a risk of losing analytics to the service providers who in other spaces are their rivals.

Most of the financial GCCs are opening up to DevOps driven cloud adoption, mainly to have a sync with their on-premise setup, allowing time for their staff to upscale while consultants can manage cloud strategy and implementation in the meantime and monetise the low hanging fruits. Financial services clients are however not yet scaled to the full spectrum of data, analytics, cost and performance issues as the business is primarily applications development or management, and not really focused on discovering new opportunities say via data mining, process mining, etc. DevOps, we believe can play a major role here.

Another core offering from many OEMs which has become vital in today's environments having a complex array of irreplaceable enterprise applications is the middleware. Middleware offerings are clubbed with DevOps solutions to ensure clients can harness benefits of modern architecture like microservices, quick onboarding of channel partners and new business, API monetisation, blockchain adoption, performance scaling, etc.

APIs and DevOps ways of working is also emerging very fast ensuring we have ample ground to cover to ensure we help clients who are yet to pick up on platform design, services framework or even launching a quick version of their new offering to their end customers or users in beta mode.





Another very important domain where DevOps is playing a key role is the payment gateways. While India has notched up ahead in terms of UPI adoption and seamless payments, most of the clients who are supporting global partners are still on legacy technology which needs a lot of custom business logic and monolith code parsing for each transaction. DevOps is helping design loosely coupled components to manage load and parallel processing that is needed for an efficient payment platform.

Other experience for KPMG in India has been in the space of working capital management, campaign management and procurement enhancement. While these are still very functionally driven with most CFOs/CIOs focused on outcome via traditional consulting techniques, KPMG in India believe that DevOps can play an important role as an undercurrent to the whole theme of optimisation, as cost and demand management is a critical success parameter in DevOps.

One space, where KPMG in India is exploring the efficacy of DevOps is the supply chain and IoT driven networks. While the challenge of reliability and fungibility of networked architecture and continuous feedback is real and mammoth, KPMG in India believe that these challenges are compounded by the multiple partner ecosystem with currently no standard open APIs congruence.

Another area where KPMG in India believes focus and investment will be needed is the SRE and DevOps support. Currently at an architect level or an experienced operation executive, these requirements can be met. However, with growing base of teams applying DevOps to their daily routines, a larger set of teams will be needed else, every change and break will become an overhead for architect and SRE to deliver. Significant focus will be needed to carve out a team which can manage the large pipelines and understand intricacies. This would also help in overcoming people dependency.

Lastly, while KPMG in India can see DevOps gaining definite ground, fundamentals of the success are still very much same. DevOps is not a silver bullet to overcome years of non-planning or unplanned upgrades or setting up of huge teams to monitor and manage. Strength and ROI of DevOps as a solution still lies in the solution design and understanding of the future needs. For e.g. a release framework defined for BAU applications may not suffice for enterprise apps. Similarly, infrastructure as a code template defined for a specific cloud platform may not be easy to port to other public cloud service providers or a manually driven runbook may not be directly transported as-is to a snapshot.

So effectively, though most of the firms are adopting DevOps in parts or whole, key element of strategic planning is yet to be modularised. We have observed that a good initial

assessment of the topology has gone a long way in bringing out needs and prioritising them better. Another key aspect that the assessment has helped our client is in bringing together the strategy and enterprise modernisation.

People layer is another close observation that comes out of assessment as eventually a solution is useful and successful only if adopted well by teams and their readiness is what a DevOps assessment brings to the fore.

All in all, KPMG in India foresees DevOps evolving with every tectonic shift in the way technology gets applied to business models. Specific needs and use cases will vary greatly across industries and domains but the undercurrent of staying relevant by modernising ways of reaching to end consumer per the business model would remain the same, and DevOps would continue to contribute immensely to the forum.



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