

Study Cloud-Computing - a new technology in progress?

Supplier survey at the CeBIT 2011

Basis of the study

The UIMCert performed a study on the subject "Cloud-Computing" at the CeBIT-Messe in Hanover. Altogether eight leading Cloud suppliers were interviewed which are active on the German market. Basis of the survey was a question catalogue with 20 questions on the topics

- Offered solutions
- Target group size
- Target groups by industries
- Offered applications / solutions
- Security and contract problems.

Evaluation of the study

Only those companies were interviewed, which are - according to their homepages - suppliers of Cloud Computing solutions.

All companies claimed to offer different types of Private-Cloud-Solutions, while Departmental Clouds were offered less. Different Public-Cloud-Solutions are offered according to the statements by 6 of the 8 interviewed companies.

The mixture of Exclusive and Open Cloud is dominant in the offered product combinations.

Also the envisaged business-sizes of the interviewed Cloud suppliers can be called relatively uniformly. The target industries of the suppliers don't show big differences. Most Cloud Suppliers (mainly large-scale enterprises) claimed not to specialize on any industry. According to statements of the interviewed businesses, the customer's needs are ultimately important for which cloud solutions are implemented.

No clear line can be identified with regard to the scopes of the Cloud suppliers. Merely office applications are evidently compatible with all the cloud solutions in the eyes of the suppliers. All interviewed cloud suppliers claimed to offer applications which would have to meet legal requests and to document the request achievement sufficiently.

The question, how data become secured in the respective Cloud-System, was answered by all interviewed companies that they use secure backup and authentication processes, on whose details they didn't want to elaborate.

The question in what way the customers keep the control over their data was answered nearly identically, because all interviewed suppliers claimed that data autonomy would stay with the customer. Customer's fears with regard to insecurity of the data-locality or safety-related uncertainties are unjustified and can easily be refuted.

With regard to the customer's relationship with the Cloud supplier (dependency on the Cloud-System) existed however no uniform opinion. On the question, how narrowly the customer is bound to the Cloud-System, 5 from 8 suppliers answered, the customer is "partially free" as well as "completely free". Only 3 of the 8 suppliers claimed the customer would be tied up "very narrowly" or "narrowly" to their Cloud-System.

Instead of naming individual reference projects the interviewed businesses referred to their respective internet presence in almost all cases. However, 5 from 8 interviewed Cloud suppliers claimed to cooperate with other businesses as well as institutions. 6 of the 8 suppliers plan processing of the data in Germany as well as outside the EU. The quality conditions only partly change according to the suppliers. Still, only 3 from 8 Cloud suppliers plan further in-

tegration as well as internationalization measures.

The companies were asked whether the customers would see risks in the move to the cloud computing. 7 from 8 suppliers estimated security relevant uncertainties and fears, loss of control as well as endangering of internal structures on the part of the customers. These risks and

fears are according to statements of the interviewees usually unsubstantial and can be reduced easily by the supplier's arguments.

As Unique Selling proposition 50 % of the interviewed companies named "size of the business" and "relationship to the customer". Also "high availability" and "individual cloud solutions" should produce trustworthiness and confidence with the customer.

Finally, the suppliers were asked to give a short future projection to the topic of Cloud-Computing. Especially in the business area, Private-Cloud-Solutions are according to the supplier's opinion more and more in progress while in the private sector public cloud solutions will increase. However, there is no question that with increasing importance of the cloud technology transparency of the offers will become more essential.

Also a cloud certification standard as quality proof cut to the specific matters - which at present does not yet exist - becomes increasingly necessary with the existence of further Cloud-service providers and services.

The UIMCert Ltd is accredited body in Germany for the ISO / IEC 27001 by the TGA / DAKKS as well as acknowledged organization in the area of privacy management by the ULD Unabhängiges Landeszentrum für Datenschutz Schleswig-Holstein. UIMCert is leading in the areas of the auditing, certification, quality seals and the conformity assessment. UIMCert performs as well research and development projects.