

Cloud-Native IT Operations Checklist

Does your IT operations solution check all the boxes of being cloud-native?

With the rapid rise in hybrid workforces and a dramatic upswing in cybersecurity risk there has never been a better time to reap the rewards of the cloud. But is your platform truly cloud-native? Or is it just a messy patchwork of legacy tools that have been retrofitted and rebranded as cloud-based?

Use this checklist to quickly determine how your IT operations are performing today and learn how you can leverage the benefits of a cloud-native solution.



FUNCTIONALITY

A fully cloud-native IT operations solution will be easy for you to implement and use, and invisible to your end users. Evaluate key functionality to make sure that your team can immediately assess your environment in real-time and then execute or automate critical IT and security actions. Also, be sure the solution supports diverse IT environments and endpoint types, including built-in extensibility to adapt to future requirements and growing business needs.

- Broad OS support (Windows, macOS, Linux)
- Single, lightweight agent that won't disrupt your endpoint users
- Workflow automation for:
 - Continuous patching
 - Endpoint configuration
 - Software deployment
 - Custom scripts
- Full-featured API for easy integration with your existing IT, security, and reporting tools
- Real-time telemetry and complete visibility across all endpoints, regardless of location



INFRASTRUCTURE

The defining characteristic of a cloud-native platform is that it be purpose-built from the ground up for the cloud. In the current market, many platforms are legacy tools that have been adapted for the cloud or are simply cloud-hosted. These systems are overly complicated with costly infrastructure requirements. Instead, look for a solution that has always been cloud-first, requiring zero on-premise hardware or software management.

- Cloud-native architecture
- Single platform
- No VPN requirement
- Zero on-premises hardware
- Global availability for your organization
- Regular training and knowledge transfer sessions led by product experts



MANAGEMENT

Your administrators need to be able to quickly and painlessly manage users, devices, and policies. Demo the platform first and make sure it lets your team do all of this from an intuitive, web-based console.

- Rapid deployment
- View, edit, and manage users and organizations with Role-Based Access Control (RBAC)
- Zero infrastructure to manage
- Automatic solution updates



REPORTING

Whether you manage cloud infrastructure, on-premises devices, or highly mobile remote workforces, it's increasingly important to be able to make informed decisions quickly and confidently. Look for a solution that provides continuous observability, regardless of your environment, location, or device.

- Real-time reports
- Reduction in Mean Time to Remediation (MTTR)



PRICING & VALUE

With a cloud-native platform, there should be no servers, no databases, and no maintenance costs. Be sure to take into account total cost of ownership (TCO) so that you have a full understanding of implementation, training, and ongoing maintenance costs of a given solution before you make a decision. Check customer reviews to choose a product that will also offer excellent customer service and support.

- Low TCO with zero infrastructure costs
- 365/24/7 platform support

