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FRASCATI, Italy--([BUSINESS WIRE](#))--With responsibility for Tata's massive VPN portfolio – embracing over 3,000 Ethernet access nodes in 52 countries, direct MPLS services to 100 countries and managed extended access and network integration offerings in more than 190 countries – James Walker explained his passionate commitment to Cloud service delivery in today's opening keynote. With a wealth of real world case studies to support his vision he focused on the need to evolve the underlying network fabric or "Cloud behind the Cloud" to enable Service Providers to keep pace with customer expectations.

"Wireless is important for the cloud because of the proliferation of devices in the enterprise"

Challenged by NetEvents Editorial Director, Manek Dubash, to explain how end user customers can trust cloud providers' partners deep in the supply chain, James said "few service providers have the resources to support all services. Instead they have to rely on partners. We do that at Tata Communications and our infrastructure will be used by other companies too" James went

on to comment “We will be concentrating on the bits we're good at, and we rely on others to provide the end-to-end service”.

Transcripts of the full presentation plus the debate sessions are available from 12 noon CET at the following links:

<http://www.netevents.org/events/binaries/Italy2011/Keynote-James-Walker-TATA.pdf>

- **Debate Session I: A Keene Eye on Cloud Infrastructure, Security, Transport and Content Delivery.** Ian Keene, Vice President, Gartner opened this session by commenting:

“The cloud hype cycle is heading for the trough of disillusionment as we are now starting to see things go wrong.”

Jeff Monroe, President, Verne Global added: “The problems with datacentres today is the people are putting them in the wrong places, like city centres”

Matthais Nass from ECI Telecom said “the big problem for cloud is the access networks which are giving users bandwidth problems”

<http://www.netevents.org/events/binaries/Italy2011/Debate1.pdf>

- **In the Hot Seat: “Hey, Hey, You, You, Get Offa My Cloud!” – Sean Larnar, VP, Xirrus** in the “Hot Seat” commented “Wireless is important for the cloud because of the proliferation of devices in the enterprise”

<http://www.netevents.org/events/binaries/Italy2011/In-the-Hot-Seat.pdf>

- **Debate Session II: Into the Cloud on Autopilot. Peter Hall, Principal Analyst, Ovum** commented: “Today's clouds are not automated, we only have first generation services. You need end to end management, and automation and the service provider needs to take responsibility to ensure that your applications actually work”

Steve Garrison VP Infoblox commented: “...the problem with optimising cloud is that it’s all about people, pipes, politics and process so savings come from automation”

“Service level agreements are only a marketing gimmick - they're only useful unless you can measure the service” Phil Tilley, VP Alcatel-Lucent

“Failover is an issue: even six nines (99.9999%) availability amounts to 52 minutes per year....like a plane, you have to believe in the pilot and the technology. Defending the cloud will always be a challenge” Andreas Stern, *Director, EMEA*, Spirent

<http://www.netevents.org/events/binaries/Italy2011/Debate2.pdf>