

The Hidden Complexity of Hyperscalers

Executive Summary

Hyperscale cloud platforms promise flexibility and scale, but often bring complexity, support challenges, and cost unpredictability. While suited to global enterprise needs, they're not always ideal for mid-market businesses seeking control, clarity, and true partnership. This paper outlines the strategic drawbacks of hyperscalers and compares them to more tailored alternatives.

The Limitations of Hyperscalers

Major public cloud providers (AWS, Azure, Google Cloud) are designed for massive scale. That scale often creates friction for mid-sized businesses:

- **Opaque Pricing:** Usage-based billing, egress fees, and complex calculators complicate budgeting.
- **Limited Support:** Service often depends on self-help docs and tiered SLAs.
- **Over-Engineering:** Tools are built for global scale, making them hard to manage for leaner teams.

Vendor Lock-In: Proprietary tools and APIs create long-term dependency.

The result: businesses often swap internal complexity for cloud confusion.

Comparative Snapshot

Infrastructure Feature Comparison

Feature	On-Prem	Hyperscaler	CaaB
Pricing Transparency	Low	Medium	High
Support Model	Internal IT	Self-Service / Tiered	Direct Access / Expert
Resilience	Limited	High (with complexity)	Built-In / Turnkey
CapEx Requirement	High	None	None
DR & Backup	Manual / Localized	Available (at cost)	Automated / Included
Vendor Lock-In Risk	Low	High	Low
Time to Provision	Days to Weeks	Hours	Hours

Summary

Hyperscalers deliver scale—but not simplicity. Mid-market organizations often need more predictable pricing, hands-on support, and a less complex experience. Purpose-built platforms like CaaB offer a more aligned path forward. The right infrastructure should reduce risk—not shift it.

