Co-Managed Cloud Services

In partnership with Azure

ANS **Think Bigger.**

Contents.

MCR. 1996

Over **25 years** experience

Dedicated **agile** squads

NPS score of **85+** on average

ISO expert credentials

24/7/365 support and SOC

400 first-class tech experts

200 Apprentice graduates from our 'Outstanding' Academy.

Celebrating our **differences**

Cloud & Infrastructure

Modern Work

Security & Connectivity

Digital & App Innovation

Data & AI

Business Applications

Over 1000 Vendor certifications.

Gold
Microsoft Partner
Azure Expert MSP

■■ Microsoft

One of the most highly certified partners in the UK.

Gold
Microsoft Partner
Azure Expert MSP

Microsoft

Advanced Specialisation
Cloud Security

Advanced Specialisation
Analytics on Microsoft Azure

Advanced Specialisation
Windows Server & SQL Server
Migration to Microsoft Azure

Member of Microsoft Intelligent
Security Association

Microsoft Partner of the
Year Finalist 2020 & 2021

Gold Cloud Business
Applications

Gold Security

Gold Cloud Platform

Gold Data Analytics

Gold Data Platform

Gold Application
Development

Gold Application
Integration

Gold DevOps

Gold Small & Midmarket
Cloud Solutions

Gold Datacenter

Gold Windows & Devices

Gold Cloud Productivity

Gold Collaboration and Content

Gold Messaging

ISO

ISO 14001:2015
Environmental management

ISO/IEC 27001:2013
Information security management

ISO 9001:2015
Quality management

ISO 22301:2019
Security and resilience

ISO/IEC 27017:2015
Security techniques

ISO/IEC 27018:2019
Security techniques

ISO/IEC 20000-1:2018
Information technology

Co-Managed Services at ANS.

ANS' unique Co-Managed Services are built on several well defined service definitions to ensure the service can be tailored to your exact requirements.

We're bringing something new to the world of MSPs with our Co-Managed Cloud Service. Unlike other MSPs, we'll proactively work with you to manage and optimise your cloud environment together. We'll also layer additional packs that are focused on either additional security or operational management, or include our unique Centre of Excellence-as-a-Service offering to give you functional engineering on demand.

Centre of Excellence-as-a-Service

| Managed Security Pack	Managed Patching Pack	Managed DBA Pack	Managed Backup and DR Pack

Co-Managed Cloud

Service management.

High touch service management is provided across all ANS' Co-Managed Services to provide a consistent experience regardless of the modules consumed. Built up on industry leading tools and processes, ANS' service management is designed to enable you to maximise the value of your investment in cloud.
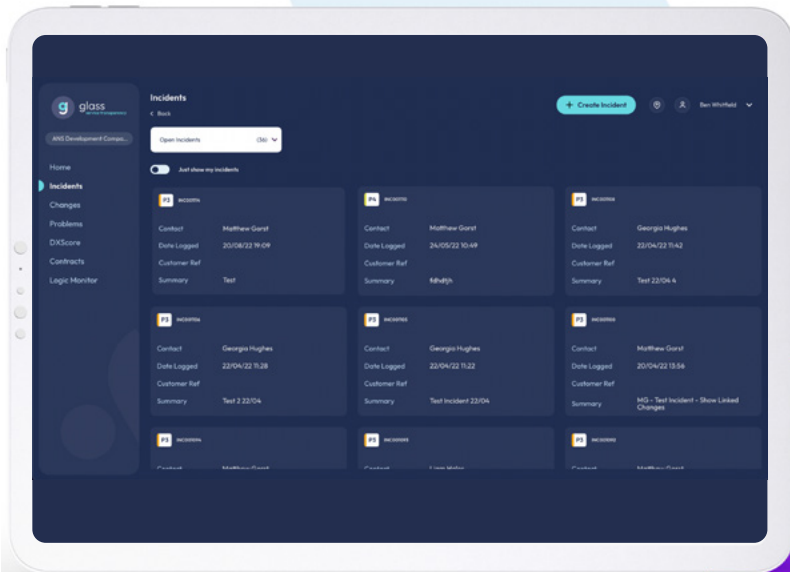
ANS Glass.

At the forefront of service management is Glass. Our real-time service management portal, designed to give you a transparent, single view of all service transaction.

From incidents and changes to contractual information and reporting, the digital interface provides anytime, anywhere access. Developed using feedback from our customers, Glass is much more than a traditional ticketing system.

The portal offers a digital and efficient way for you to communicate any requests.

- ✓ Action incidents and changes

- ✓ Monitor and track key information about your live projects

- ✓ Monitor your cloud environment including month to date spend in real time, billing history and cost savings.

- ✓ Access transparent and detailed contract information

- ✓ View specific date information such as scheduled changes and consultant days in calendar view

- ✓ View Cloud Score recommendations as well as current and previous scores on a month by month basis

Cloud score.

Cloud score is our unique scoring mechanism designed to rate your overall cloud health, so that you can improve and optimise your cloud environment.

Designed to both challenge and educate you to get the best out of your cloud environment, Cloud Score works by breaking down various elements of your cloud environment, such as application on boarding, tagging, monitoring, and security to give you a completely transparent insight into how well your environment is operating.

We'll start by giving your cloud environment an initial score along with recommendations to help you optimise your environment and increase your overall rating so you can start reaping all the possible features and benefits of cloud.

Cloud score will enable you to:

- ✓ See a clearly defined journey for your cloud operations
- ✓ Open up key conversations regarding your strategy and new services
- ✓ Drive continuous value add across your Co-Managed Service
- ✓ Ensure we are aligning our recommendations to your strategic goals
- ✓ Access to more regular data
- ✓ Get much greater granularity compared to traditional reporting methods

Customer success manager.

Your customer success manager is here to ensure you receive continual service improvement across your service.

Continuous service improvement is designed to align our services with your changing business needs by identifying and implementing improvements to those services to support. This ensures that processes, practices and services are continually reviewed, and any lessons learned introduced as improvements, such as devolving further task automation workflows.

The core objectives of continual service improvement include:

- Identifying and implementing specific activities to improve service quality and improve the efficiency and effectiveness of the enabling processes.

- Reviewing and analysing service level achievement.

- Improving cost effectiveness of delivering IT services without sacrificing your satisfaction.

- Ensuring that processes have clearly defined objectives and measurements that lead to actionable improvements.

- Understanding what to measure, why it is being measured, and what the successful outcome should be.

Customer success architect.

The customer success architect role has been created to enable you to access highly skilled technical architects to help guide your business into becoming 'cloud native'.

Your dedicated CSA has been assigned to you to ensure you receive nothing short of an exceptional experience when interacting with ANS and our technical experts. Your CSA will review your cloud health on a regular basis to make sure your environment is always optimised and you're making the most of your managed service.

They will also help you to:

- Identify new opportunities for you to improve your cloud service through our cloud health scoring mechanism, Cloud Score.

- Define standards and best practices for delivery and management of new technologies in conjunction with the Lead DevOps Architect.

- Review your cloud score and Cloud TAEO to provide technical analysis and support.

The CSM & CSA Roles work with you across all service definitions to provide a holistic service regardless of how tailored it is to you. At the foundation of every service with ANS is Co-Managed Cloud.

Co-Managed Cloud.

Co-Managed Cloud is the core service for cloud that all other services are built upon, making sure that you and your business maximise the value from your public cloud investment.

ANS' UK based advisory services, technical expertise, governance management and reporting will increase operational value, whilst our financial insights and automation reduce your platform consumption.

Co-Managed Cloud operates across 4 key domains

🔑 Expert access

⚙️ Technical operations

🔍 Financial insights

🛡️ Security and governance

Each domain provides several core services to increase technical, financial and operational efficiency so you can focus on innovation and driving your business forward, whilst ANS focus on optimising your public cloud environment.

Expert access.

Expert access.

Expert access will provide you with access to ANS' team of cloud experts for support, design guidance, and architecture validation.

Expert Access provides 24/7/365 proactive support with the comfort that ANS and Microsoft are working together to provide high touch support on your business-critical cloud environment.

24/7/365 UK based proactive support

Co-Managed Cloud for Azure incorporates unlimited Microsoft cloud support, so in the unlikely event that an issue requires vendor escalation*, we will do so on your behalf and within the scope of the Managed Cloud Service.

Our 24/7/365 proactive support provides you with

- ✓ Round the clock event management and alert triaging directly from our Secure Operations Centre

- ✓ End-to-end incident management with financially backed SLA's for a fast and effective resolution

- ✓ Dynamic escalation paths for smooth integration with your existing team, processes and rotas

Architecture validation and design guidance

With our Co-Managed Cloud Service, you will have access to certified Microsoft engineers who can provide hands on validation and design guidance for automation, orchestration, cloud native and traditional applications. The service offers extremely flexible levels of engagement and allows you to engage ANS to:

- ✓ Provide validation on the cost, security and scalability of existing designs

- ✓ Develop a design based on business or system requirements for applications & services

- ✓ Support with the development of architectures that integrate with the cloud eco-system, utilising tools such as Docker, Progress Chef, Puppet, Octopus, Ansible and Jenkins.

Service Level Agreement

Our architecture validation and design guidance is delivered in line with a defined Service Level Agreement (SLA). The table demonstrates our architecture validation and design guidance service level targets.

Request type	Response SLA	Target Completion
CR1	1 hour	1 day
CR2	4 hours	2 days
CR3	1 day	3 days
CR4	2 days	7 days
CR5	4 days	14 days

Architecture validation and design guidance will ensure that you make the right decisions on your cloud platform – saving you time and money whilst reducing the risks associated with developing on public cloud environments.

For large scale or complex designs, we may engage our solution architecture team to develop the blueprint or design. In these circumstances, engagements are typically face to face in a workshop format.

Service Level Agreement (SLA)

The following SLAs are provided as part of the Co-Managed Cloud Service for technical support:

Business impact	Response SLA	Special review	Escalation manager	Escalation director	Email frequency	Target resolution KPI
P1	30 minutes	1 hour	Immediate	Immediate	Hourly	4 hours
P2	1 hour	2 hours	4 hours	4 hours	4 hours	1 day
P3	4 hours	4 hours	2 days	Never	Daily	10 days
P4	1 day	1 day	3 days	Never	Daily	30 days
P5	2 days	3 days	4 days	Never	Daily	None

*Common reasons for escalation to Microsoft include:

- Claim Azure SLA credits
- Request service limit increase
- Azure platform bugs

There are four methods to engage with ANS technical support:

- Phone
- Email
- ANS Glass portal
- Microsoft Teams

Technical operations.

Technical operations.

Technical operations will provide you with proactive monitoring and maintenance across your cloud platform. This will enable the services to remain optimal and remove the burden of undifferentiated operational tasks from your team.

Visualisation and monitoring

With our Co-Managed Cloud Service, a single platform provides you access to monitor live metrics in your Azure environments. The service delivers highly tuned metrics to enable deep visualisation into the platform, whilst simultaneously enabling us to provide the pro-active support within your environment.

Powered by LogicMonitor, the service offers an improved insight into how your Azure resources are performing. You'll have access to real time and historical information with a 1-Year historical data retention period. The system also features alert escalations and predictive tools, ensuring issues can be caught before they impact your business.

The service provides the ability to create private dashboards and personalise the portal to enable the visualisation of the information that is relevant, including live service, performance and utilisation metrics.

The intelligent platform leverages tagging to provide flexible escalation workflows within the ANS proactive support process, allowing for dynamic actions based on individual services. For example, resources tagged 9X5 would automatically stop raising alerts outside of the working hours, reducing the overnight burden of actioning unnecessary alerts.
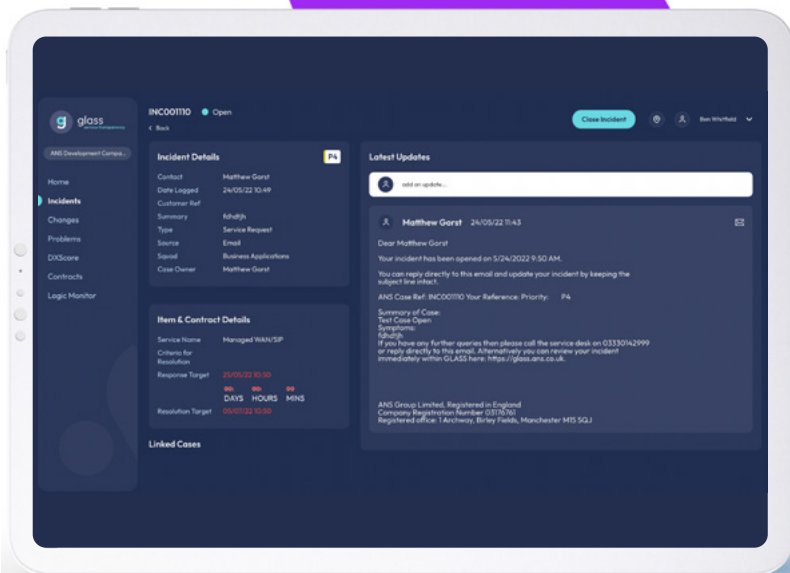
Incident management

Cloud native applications are typically designed and architected utilising the Azure native services and as such, the application is developed into the Azure API's.

ANS' Incident Management process allows you to identify common repeatable pre-authorised actions that may typically require customer escalation to development or operations. These are continually developed and modified in line with the application or environment evolution and ensures we can take full operational ownership, especially out of hours without disturbing your development or operations teams.

Typical common services actions are

- ✓ Failover of apps in the event of regional/service degradation
- ✓ Restarting certain application or platform services

Our Incident Management process results in

- ✓ Reduced operational risk with pre-authorised, standardised remediation workflows and tasks
- ✓ Increased uptime and service availability through fully automated and runbook based resolution
- ✓ Notably reduced 'wake up' calls by taking full ownership of common issues during out of hours

Incident response process

During your on-boarding, we'll work with you to determine what actions should be taken in response to the alarms raised through monitoring.

You can define various actions that should take place when specific events and alarms are triggered. This can range from restarting a service to escalation to your contact. The Incident Management process helps to ensure maximum availability of your resources, while making sure relevant stakeholders are notified of service disruption where necessary.
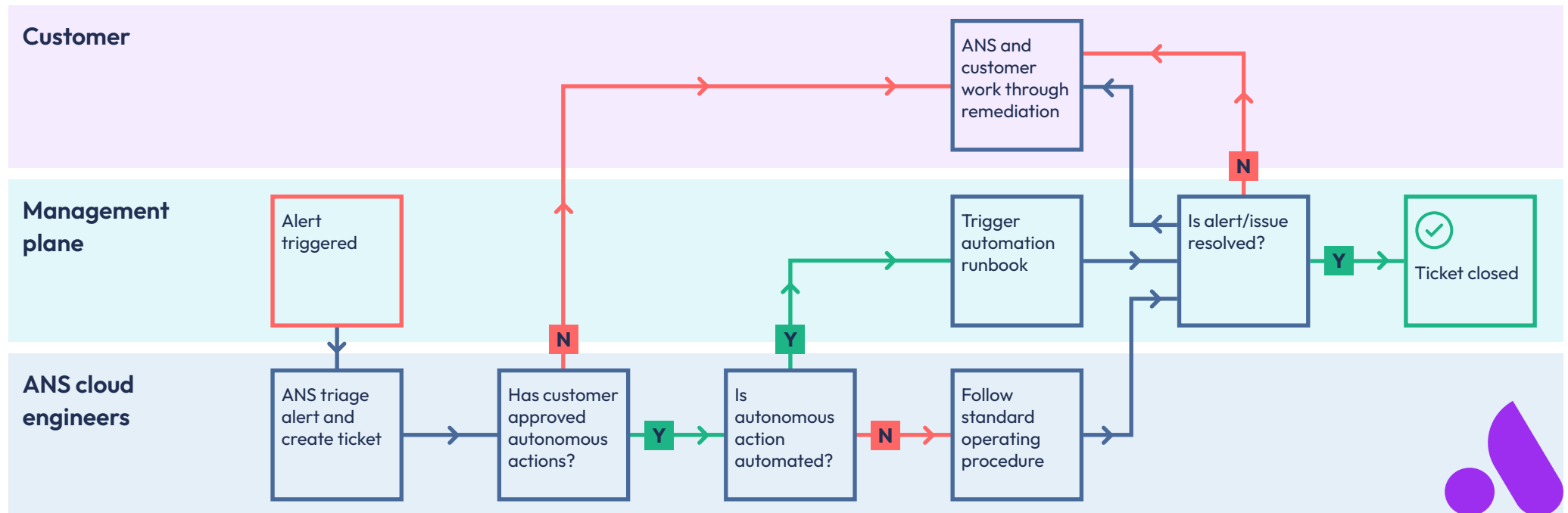
Automation

Using policy driven task automation, we can establish compliance with best practices, to ensure the optimal operation of your cloud infrastructure, reduce manual labour and eliminate the potential for human error in business critical operations.

This can involve simple automation policies such as powering down certain instances at certain times of the day or week through to automation procedures and processes to help with your DevOps, continuous integration and deployment processes and software pipelines. We have extensive knowledge and experience in infrastructure as code, ARM template formation and many popular CI/CD automation tools.

The automation engine offers dynamic capabilities driven through tagging, allowing for the automated inclusion of new resources, category-based rule sets and logic-based workflows.

We currently manage hundreds of automation workflows that can be leveraged as part of your managed service – covering rightsizing, de/re-provisioning, governance and efficiency management. With the automation being delivered 'as a service' in its entirety, the service reduces the risks whilst ensuring that maximum operational efficiency can be achieved.
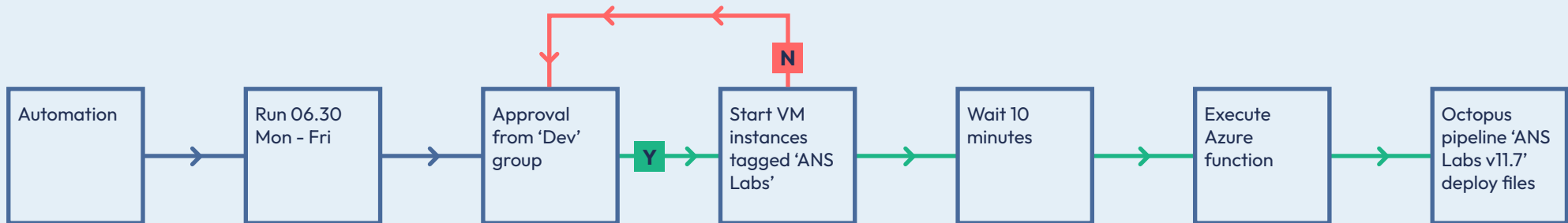
Financial insights.

Financial insights.

Financial insights will provide you with an advance financial operations capability across your environment.

This is so that you can understand the key cost centres, implement chargeback across business units and ensure that the efficiency of the environment is maximised at all times.

Billing insights and budget allocation

Billing insights will help you understand your cloud spend from a business perspective based on the groups you define, delivering cost analysis reports for departments, lines of business, applications, projects and cost centres. These reports enable you to breakdown your cloud costs, allocate them to business groups across the organisation, validate the charges, and make intelligent decisions of the future state or costs of services running within the cloud.

6 month forecast report

Billing insights provide you with the information required to reduce costs strategically, giving you visualisation on where significant cost centres exist, what applications are costing and where savings can be made – bringing you closer to the business and improving financial efficiency. These insights are complimented by the ability to align budgeting policies against specific resources, allowing you to ensure accurate financial alignment of specific applications, projects and users.

Legend:
- Data services
- Cloud services
- Visual studio
- Security center
- Networking
- Virtual machines
- SQL database
- Data management
- Storage
- App services
- Other

Cost history by month and services

Total cost ($)
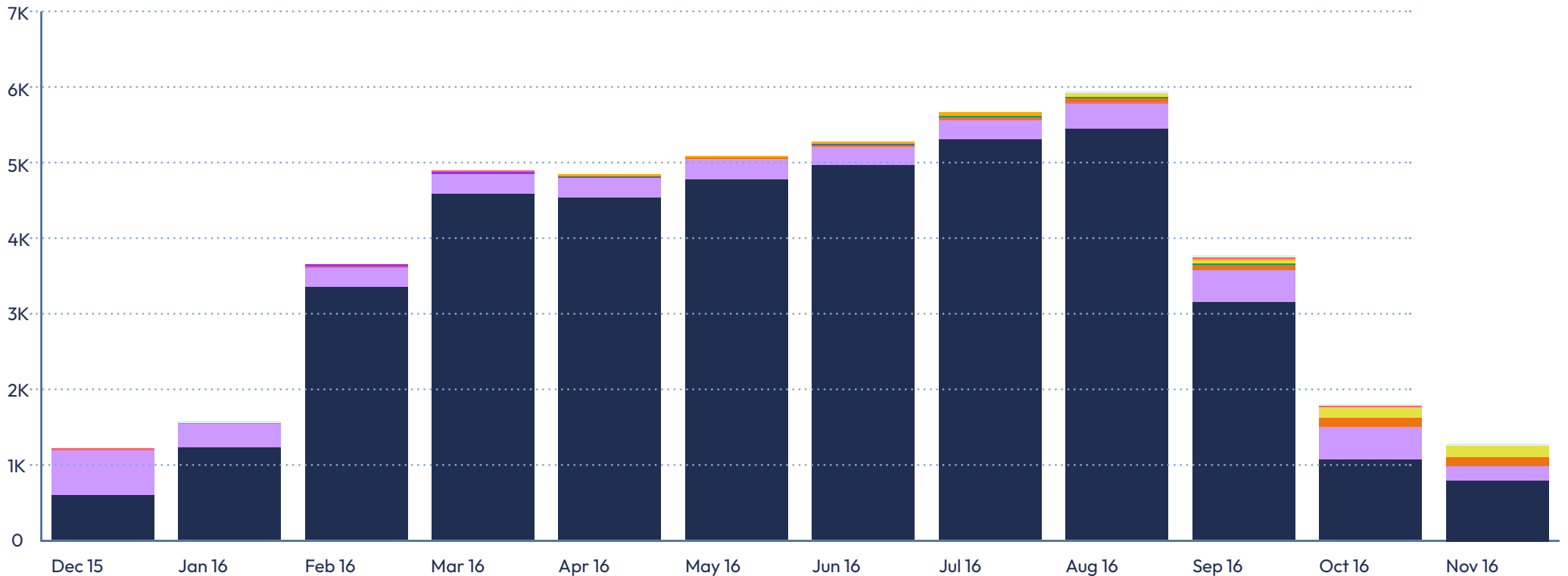
Efficiency Management and recommendations

Efficiency Management (EM) continuously evaluates resource utilisation within the Azure platform, providing detailed insights into the financial consumption of your Azure resources. Detailed reporting provides efficiency ratings based on the analysis of cost and utilisation, assessing the overall efficiency and potential cost savings for cloud assets, broken down by product lines, functional workloads, and cost centres.

The EM reports provide you with information on how your resources are being utilised. This gives you an at-a-glance representation to indicate whether your resources can be altered to provide better financial efficiency and reduced costs, resulting in a significantly lower consumption spend without compromising service.

Efficiency Management covers a number of key areas, including

- **Application Architectures**
  For example comparing the cost of running services in IaaS against and native PaaS offering

- **Resource sizing**
  Ensuring the 'RightSizing' of Virtual Machine, Storage and PaaS resources against both utilisation and as new resource types become available

- **Policies and management**
  Including data retention, consumption models and service tiers

Typically driving savings in the region of 30%, Efficiency Management is seen as a fundamental component of the managed cloud service that ensures the platform runs at optimal efficiency continuously.

Example cost breakdown

VM: 9.26%
Storage: 3.59%
NSG: 32.76%
Azure backup: 32.7%
Webapp: 4.51%
AD: 12.3%
SQL: 2.88%
App service: 2%
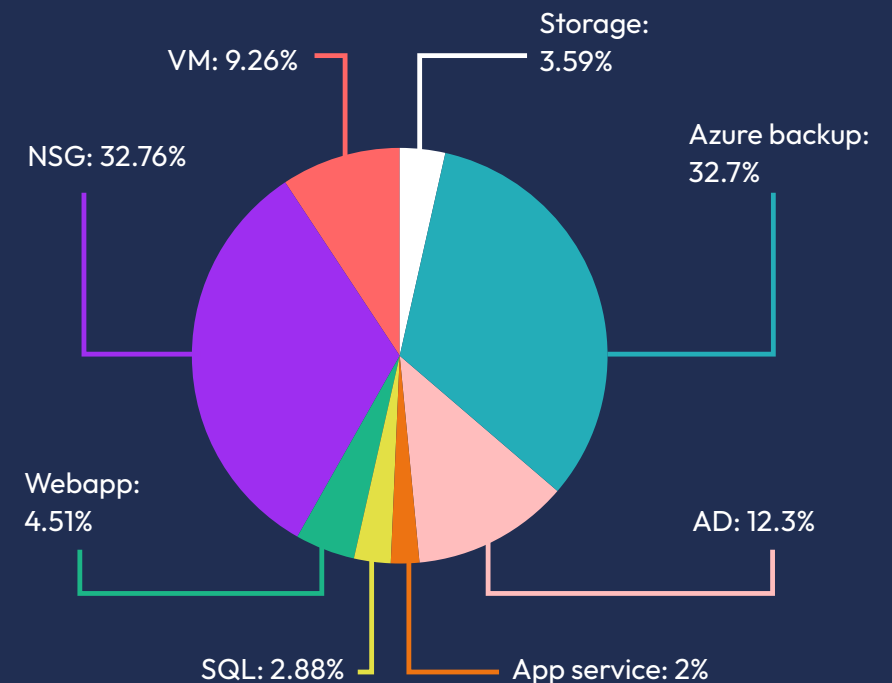
Security and governance.

Security and governance.

Security and governance will provide you with assurances that the cloud platform always conforms to your company compliance standards.

As well as this, security and governance will also ensure best practice configurations such as the Center for Internet Security (CIS) are adhered to.

Governance and configuration management

As your cloud environment grows it is easy to lose track of all the moving parts. We can help ensure the secure, effective and efficient use of Azure. As you scale your cloud environment there is a delicate balancing act between agility and control. By defining and applying policies, governance and configuration management can ensure operational consistency and control of your public cloud environment.

Governance and configuration management

Governance and configuration management will continuously monitor the platform against bespoke policies for the configuration of:

✓ **Platform Configuration**
Ensuring the platform is configured correctly, rules are in place to govern how resources are provisioned and that the environment aligns to the existing business architecture policies.

✓ **Security Policies**
Ensuring the configuration of your Azure platform complies to existing internal policies or external bodies, such as PCI-DSS, and the execution of workflows in the event of a violation guarantees security across your environment.

Governance and configuration management also compliments the efficiency management service. For example, a policy can be enforced that will ensure volume snapshots are aged off after a certain period, leading to a reduction in cloud sprawl and any associated costs.

All cloud assets and event logs are also captured as part of governance and configuration management. The aggregation of multiple accounts provides a holistic view of any activity within the platform within any given period. Asset and event logs ultimately complete the governance and configuration management service to provide full traceability and governance across all Azure accounts – providing and aggregated view of all assets and actions within the platform.

Enforced tagging for intelligence and automation

As part of your Co-Managed Cloud Service, tagging is enforced to control and monitor automation and billing within the Azure environment. Tagging provides a way of categorising your public cloud resources into groups defined by you, and is fundamental to best practice and the enablement of:

- ✓ Autonomous Fixes
- ✓ Visualisation + monitoring
- ✓ Task automation
- ✓ Billing insights & budget allocation
- ✓ Efficiency management
- ✓ Governance + configuration management

By placing the resources in these categorises you can easily track usage against specific business units and even individuals. Tagging can be challenging; it is easily forgotten when creating new resources and hard to make sure everybody follows best practices. ANS will define tagging policies with you as part of the onboarding to ensure resources are aligned appropriately and cloud operations can be delivered efficiently.

Continuous documentation

Cloud environments continuously evolve at a rate that makes it almost impossible to maintain up to date documentation in the traditional manner. As such ANS provide continuous documentation across all supported subscriptions to ensure that an understanding of the current topology is available whenever you need it:

- ✓ Environment diagram
- ✓ Network topology
- ✓ Resource group topology
- ✓ Subscription configuration
- ✓ Live inventory

We will provide continuous documentation on demand whenever needed, and can even provide up to date diagrams periodically if required.

Service roles and responsibilities.

The following RACI matrix details the responsibilities of both ANS and the customer within the Co-Managed Cloud Service.

R: Responsible | A: Accountable | C: Consulted | I: Informed

Activities	ANS				Customer			
Architecture validation and design guidance	R	A	C	I	R	A	C	I
Provide statement of requirement			●	●	●	●		
Understand desired outcomes and objectives	●	●					●	●
Define architecture options and choices	●	●					●	●
Present benefits and trade-offs for options	●	●					●	●
Approve preferred architecture			●	●	●	●		
Develop architecture blueprint and design	●	●					●	●
Define solution sizing, scalability and most cost efficient profile	●	●					●	●
Define security and governance profile	●	●					●	●
Define tagging and automation profile	●	●					●	●
Approve final design and operational profile			●	●	●	●		
Provide documentation and summary reports	●	●					●	●

Activities	ANS				Customer			
24/7/365 proactive support	R	A	C	I	R	A	C	I
Proactively monitor applications, platform and cloud resources	●	●						●
Define alert thresholds and parameters	●	●						●
Triage all alerts and events	●	●						●
Define dynamic event workflows (e.g. 9-5 call X, 5-9 Text Y)	●		●	●	●	●		
Raise incident and invoke workflow	●	●					●	●
Work incident to resolution	●	●			●		●	●
Escalate issue to vendor (e.g. claim service credits)	●	●					●	●
Conduct regular service reviews	●	●					●	●
Provide regular reports and service updates	●	●					●	●

R: Responsible | A: Accountable | C: Consulted | I: Informed

Activities	ANS				Customer			
Incident management	R	A	C	I	R	A	C	I
Identify incident management task candidates	●			●	●	●		●
Define incident management process and decision tree	●	●					●	●
Highlight opportunities for incident management implementation	●	●					●	●
Develop scripts and automation workflows	●	●					●	●
Define incident management delivery times and hours			●	●	●	●		
Deliver incident management runbooks and processes	●	●					●	●
Provide regular reports and service updates	●	●					●	●

R: Responsible | A: Accountable | C: Consulted | I: Informed

Activities	ANS				Customer			
Monitoring and visualisation	R	A	C	I	R	A	C	I
Configuration of monitoring platform	•	•						•
Management of monitoring platform	•	•						•
Cloud platform monitoring configuration and onboarding	•	•					•	•
Synthetic transation and SLA monitoring configuration	•	•					•	•
Definition of automated monitoring inclusion	•		•		•	•		
Inclusion of monitoring for new services	•	•					•	•
Cleanup and removal of deleted resources	•	•					•	•
Definition of standard alerts, thresholds and warnings	•	•					•	•
Definiteion of bespoke alerts, thresholds and warnings	•	•			•		•	•
Development of dashboards and visualisations	•	•			•		•	•

R: Responsible | A: Accountable | C: Consulted | I: Informed

Activities	ANS				Customer			
Automation	R	A	C	I	R	A	C	I
Identify automation candidates	•			•	•	•		•
Define options of process automation	•	•					•	•
Approve automation process			•	•	•	•		
Develop automation and implement process	•	•					•	•
Define process scope (e.g. tag binding)	•		•		•	•		
Implement process scope	•	•					•	•
Maintain automation and process integrity	•	•					•	•
Manage refinements and development	•	•					•	•
Debug errors and issues	•	•					•	•
Provide documentation and summary reports	•	•					•	•

R: Responsible | A: Accountable | C: Consulted | I: Informed

Activities	ANS				Customer			
Billing insights	R	A	C	I	R	A	C	I
Identify billing visualisation opportunities	●			●	●	●		●
Define options on billing visualisation (e.g. business unit, per app)	●	●					●	●
Approve billing visualisation			●	●	●	●		
Develop billing visualisation framework	●	●					●	●
Define framework scope (e.g. tag binding)	●		●		●	●		
Implement process scope	●	●					●	●
Maintain billing visualisation validity and integrity	●	●					●	●
Provide forecasting and budget allocation reports	●	●					●	●
Manage refinements and development	●	●					●	●
Provide documentation and summary reports	●	●					●	●

R: Responsible | A: Accountable | C: Consulted | I: Informed

Activities	ANS				Customer			
Efficiency management	R	A	C	I	R	A	C	I
Identify cost efficiency opportunitties (architectural and sizing)	•	•					•	•
Define options on effifiency policies (task automation)	•	•					•	•
Approve efficiency policies			•	•	•	•		
Develop policies and automation	•	•					•	•
Define efficiency policy scope (e.g. tag binding)	•		•		•	•		
Implement efficiency policy scope	•	•					•	•
Maintain efficiency policies, automation and integrity	•	•					•	•
Manage refinements and development	•	•					•	•
Recommend resource right size provision	•	•					•	•
Approve right size recommendation			•	•	•	•		
Right size resource during approved maintenance	•	•					•	•
Report on efficiencies achieved	•	•					•	•
Provide documentation and summary reports	•	•					•	•

R: Responsible | A: Accountable | C: Consulted | I: Informed

Activities	ANS				Customer			
Security and governance	R	A	C	I	R	A	C	I
Identify governance policy candidates	•			•	•	•		•
Define options on governance policy implementation	•	•					•	•
Recommend policy breach processes and actions (task automation)	•	•					•	•
Approve governance policy and actions			•	•	•	•		
Develop and implement governance policy	•	•					•	•
Develop and implement breach actions and processes	•	•					•	•
Define policy scope (e.g. tag binding)	•		•		•	•		
Implement governance policy and breach processes	•	•					•	•
Maintain governance policy integrity	•	•					•	•
Manage refinements and development	•	•					•	•
Debug errors and issues	•	•					•	•
Provide documentation and summary reports	•	•					•	•
Request documentation and diagrams			•	•	•	•		
Provide documentation and diagrams	•	•					•	•

R: Responsible | A: Accountable | C: Consulted | I: Informed

Add on packs.

We provide additional services to complement Co-Managed Cloud and provide you with the options around who takes operational responsibility for various tasks and processes.

Database Administration

This DBA service will increase database efficiency through means of analysis, best practice adoption and implementation of strategic process improvement during both development and production cycles.

Managed detection and response

Managed Threat Detection and Response to provide real time security protection from the worlds most advanced threats through the use of industry leading software and a true 24/7/365 SOC.

Managed backup and DR

This Backup and restore service will give you an Enterprise Level Backup solution, access to Commvault and Azure qualified experts and Proactive Management and Testing of Restore capabilities throughout the service lifetime.

Managed patching

Managed Patching provides proactive management of your patching requirements removing the administrative overhead on IT operations to ensure your systems remain compliant and secure.

We hack the curve, so you can Think Bigger.

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