ANS Glass.

Complete Service Transparency

ANS

Think Bigger.

We're on a mission to empower our customers and indirect partners.

At ANS, we're comitted to driving service transparency, empowering our customers and partners with self-serve capabilities and arming them with the insights to make better business decisions. And to do this, we've built ANS Glass.

The Glass experience is tailored to our customers and partner's needs, dependant upon their profile and product or service they recieve from ANS.

Glass for Enterprise.

Glass is a powerful service transparency and cloud management platform. The digital portal provides customers with efficient way for them to monitor and manage their live service(s). With role-based accounts and Metrix dashboards, Glass can deliver the technical and commercial information they need to make decisions faster and achieve their objectives, while the intuitive interface empowers them with self-serve capabilities.

Glass enables our Enterprise customers to:

- Create, view and edit incidents, change requests and problems.

- View service level metrics such as SLA attainment.

- View current contract information.

- Access monitoring and cost information such as current spend and projected costs.

- Log in quickly and easily via single sign in to LogicMonitor and CloudHealth.

- Use the Metrix dashboard to view performance, engagement and service data.

- Access the latest thought-leadership content, news, demos and webinars from the industry and technical experts across ANS.

- View their assigned team and learn what each indivisual is responsible for

- View the ANS Service Pack which details everything they need to know, from working processes and procedures, how to contact us and how to share feedback.

Enterprise Dashboard
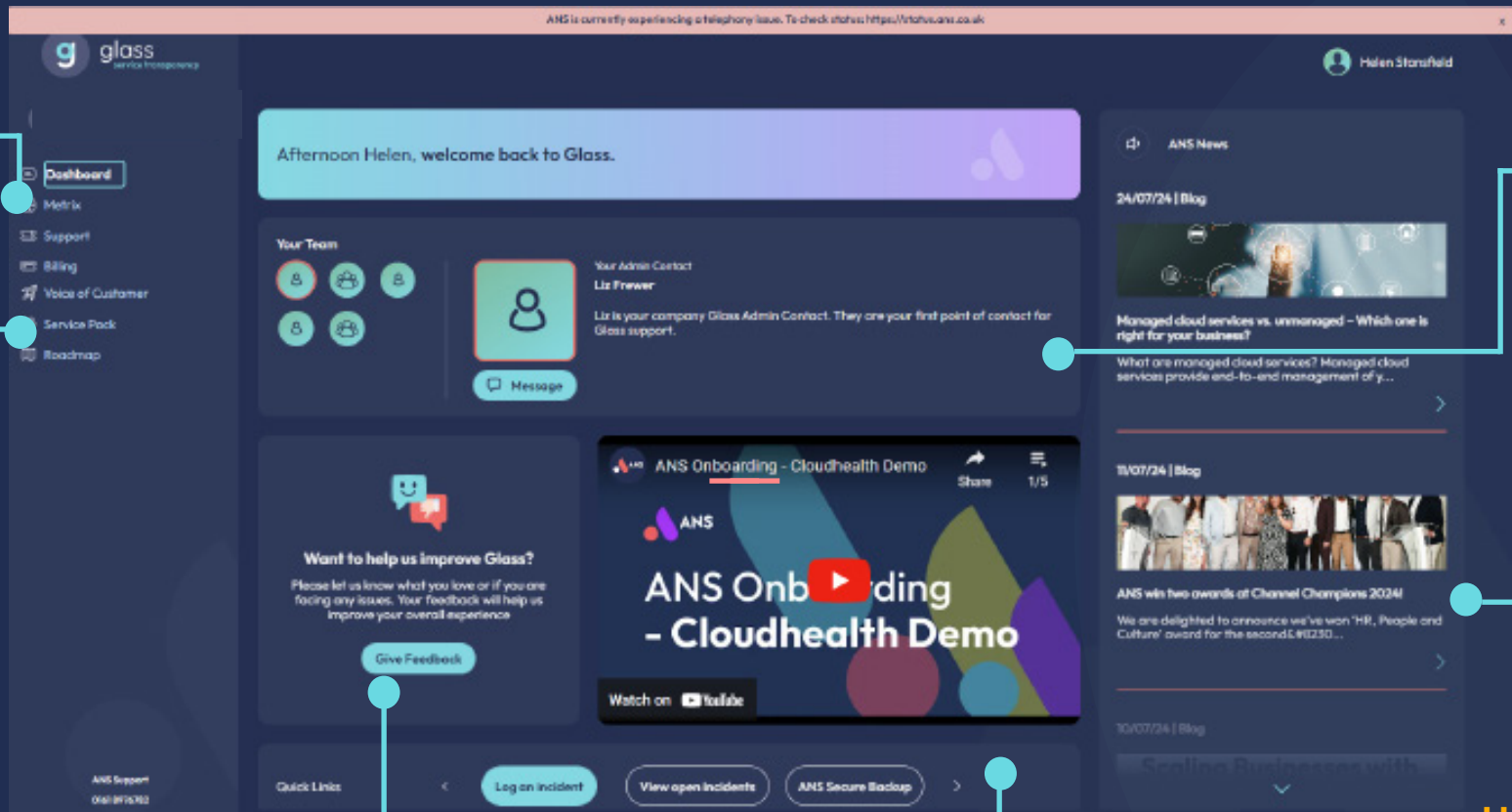
Service Metrix

Snapshot link of your service Metrix dashboard

Service Pack

- Working Processes & Procedures
- Responsibilities
- How to share feedback

Share your feedback

Help us to continually improve Glass by sharing your feedback

Quick Links

Open a ticket or view the progress of an ongoing incident

Meet your Team

View your key contacts & learn what they're responsible for

Useful Content

Access news, blogs and webinars.

Glass for SMB.

We pride ourselves on bringing crystal clear clarity while being easy to do business with which is why we created an intuitive self-serve portal to enable our SMB customers to efficiently place orders, manage their service and view key information.

Glass enables our SMB customers to:

- ✓ Place online orders

- ✓ Renew contracts

- ✓ Manage contacts and permissions

- ✓ View and managebilling information

- ✓ Manage domain registrations

- ✓ Manage SSLs

- ✓ Track the status progress on the launch of their new product

- ✓ Manage invoices and payments

- ✓ Generate digital order forms and launch tracking

- ✓ Manage the decommissioning of products

- ✓ View dashboards detailing the key metrics specific to a given product

Glass for Indirect Partners.

Glass seamlessly integrates with our resellers ecosystem for quoting, provisioning, delivery and support. Referral partners can view the benefits of the program with tables and graphs of the referred revenue and associated payments made to the partner.

**Glass enables our Indirect Parnters to:**

- ✓ Access co-branded sales and marketing materials, white label collateral and campaigns-in-a-box to drive referral growth

- ✓ Advertise their own business and network with our partner community

- ✓ Track revenue history

- ✓ Register referrals and track their status

- ✓ Manage commission payments

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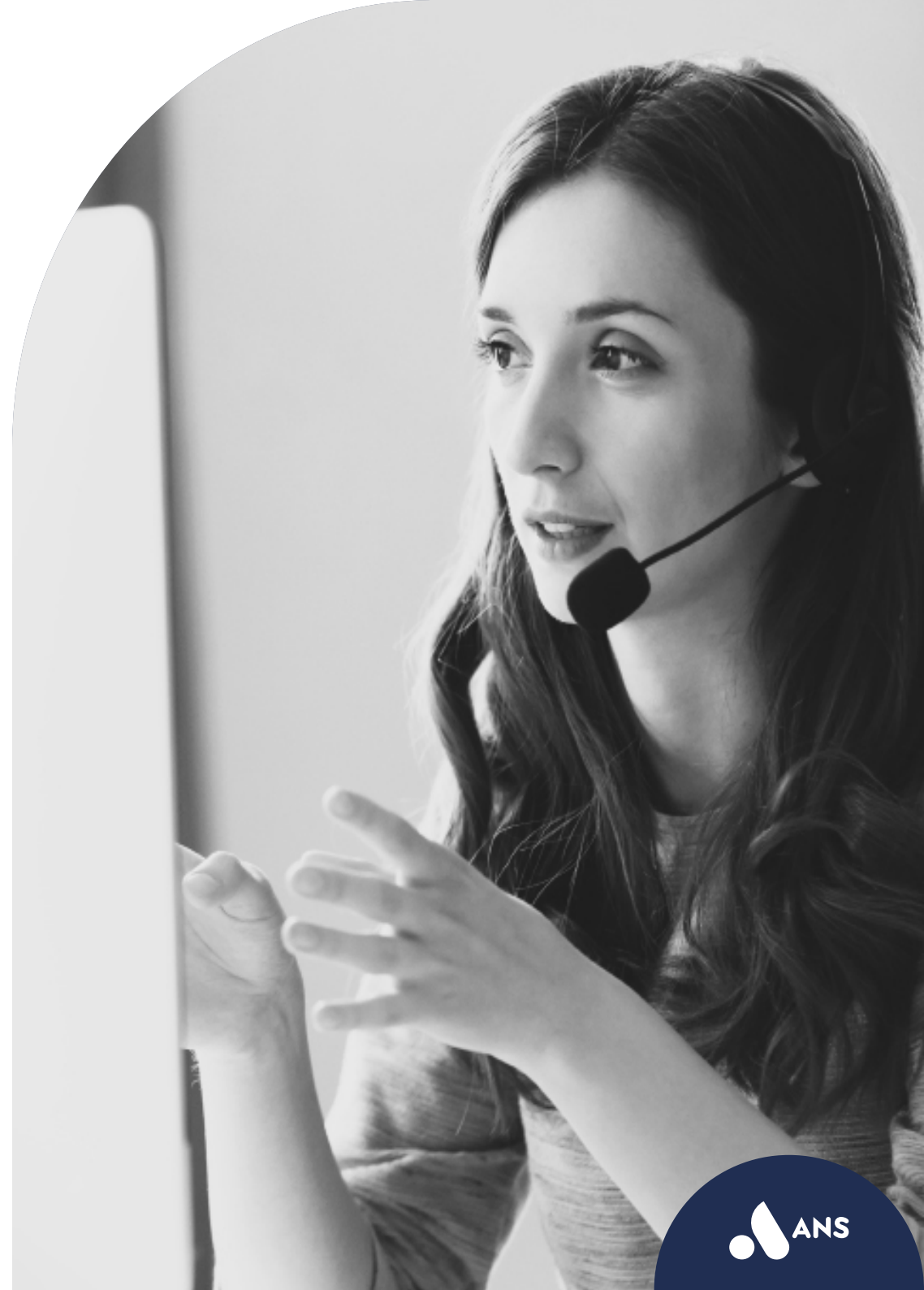
Use Case: Azure Virtual Desktop.

Using the Glass portal, we've simplified and streamlined the management of Azure Virtual Desktop for our customers in the following ways:

✓ Simplified a complex setup process by reducing the numer of steps and introduced recommended defaults.

✓ Optimised UI/UX to focus on core information/workflows to prevent cognitive overload.

✓ Reduced deployment time with pre-configured image templates and recommended permission roles.

✓ Automated common actions to reduce technical complexity for wider usability.
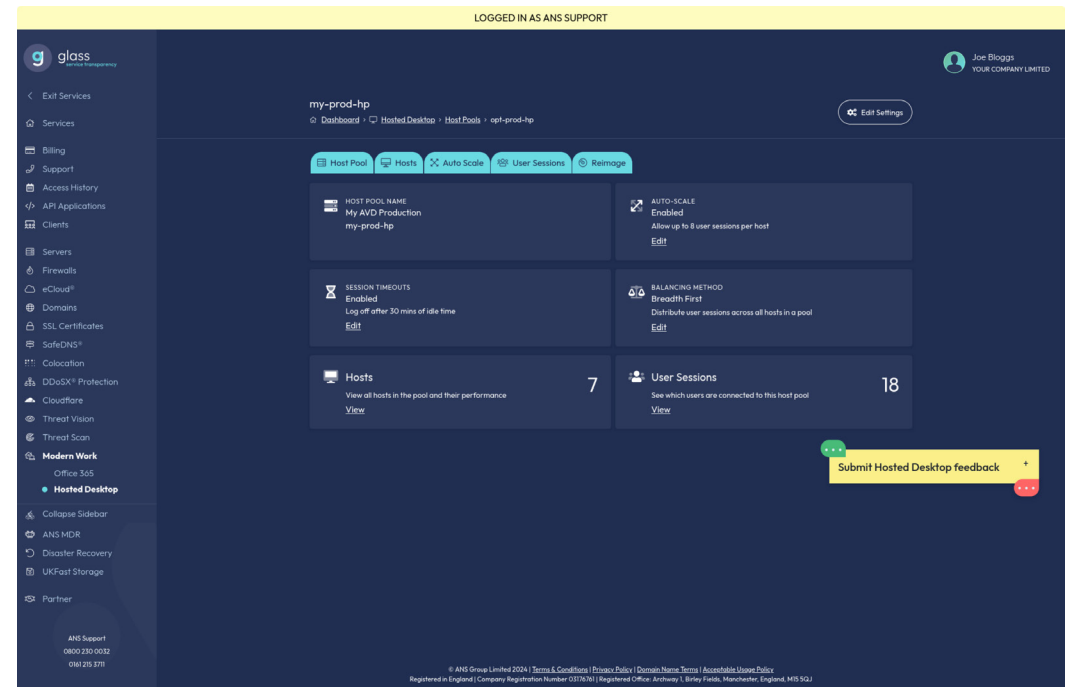
Glass Integrations Roadmap

Product scale

DRaaS Discovery
Capability to clone individual instances on request. Automatic replication of data and networking configuration.

ANS Protect - SIQ Launch
Security Installation Questionnaire. Enabling gathering of variables to automate the deployment of ANS Protect.

ANS Protect - Indirect offer
Packaging MDR as a reseller model with the same reseller spec as VPC.

Backups aaS - Indirect Offer
Using the capability of ANS Secure Back up and allowing reseller partners to sell BaaS.

Customer Enablement

Automation for Firewalls
Deployment and confiuration of firewalls.

VPC Orchestrator Variables via GLASS
Enable customers to self configure and deploy VPC platforms without the need for support (leading into Indirect).

Self-serve Licence Management
Enabling customers to self-serve relevant licences and manage usage.

MS/3rd Party Product Integrations

As a Service Packages - Discovery
On-demand, point of use services to enable customers, and partners to consume and resell: Compute, Containers, Databases and E-Commerce platforms.

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