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.

Managed services are built on several comprehensive 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, specifically designed for organisations with lower cost consumption, whilst still offering all the platform visibility and monitoring your team needs.

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

Managed cloud

Service management.

High quality service management is provided across all ANS managed services to provide a consistent experience regardless of the modules consumed. Built on industry leading tools and processes, ANS service management is designed to enable you to maximise the value of your investment in cloud.
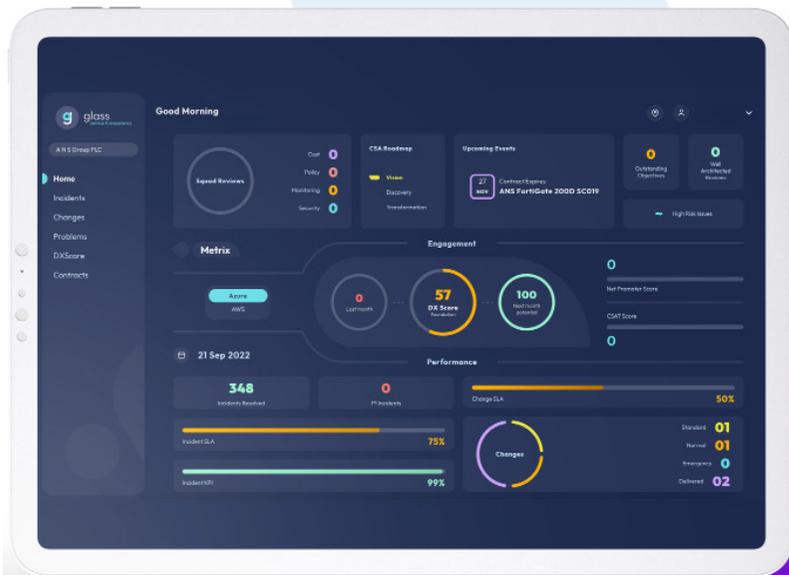
ANS Glass.

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 transactions.

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

- ✓ Access transparent and detailed contract information

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

Co-managed cloud.

Choose the right service level for your business.

We know every business is different which is why we've designed a range of services to suit your every business need.

Base

All the fundamental elements of a managed service designed to help you keep the lights on and we'll help when you need us.

Pro

Our most popular service. A fully comprehensive managed service that offers 'how to' support, architecture guidance and design validation so you can get the best out of your cloud environment.

Business

Everything you can expect from a managed service plus backup, patching and OS management.

What's included?

Choose the service level that best suits your requirements or combine packages to meet your specific needs. From there, our experienced ANS Cloud Engineers will talk you through how it all works and help you get the most out of your environment.

With this service, you'll access the knowledge, skills and resources to evolve your cloud solution with your business over time.

Looking for something more bespoke?

Speak to one of our team about our enterprise-level managed services.

Features	Base	Pro	Business
Runbooks	✓	✓	✓
Dedicated Account Manager	✓	✓	✓
Glass portal access	✓	✓	✓
24/7/365 technical support P1	✓	✓	✓
Business hours technical support <P1	✓	✓	✓
24/7/365 monitoring	✓	✓	✓
24/7/365 runbook alert response	✓	✓	✓
24/7/365 technical support <P1	✓	✓	✓
Business hours technical support P1		✓	✓
Service magamenet reporting	✓	✓	✓
Well Architected strategic reviews		✓	✓
Governance		✓	✓

Features	Base	Pro	Business
Automation		✓	✓
Financial operations		✓	✓
Architecture guidance		✓	✓
Design validation		✓	✓
How to support		✓	✓
Backup			✓
Managed OS			✓
Patching			✓

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 Managed Service Team

- End-to-end incident management with service level targets 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 managed cloud service, you will have access to certified Azure 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

Service level targets

The following service level targets are provided as part of the managed cloud service for technical support:

Business impact	Response SLT	Special review	Escalation manager	Glass portal updates	Target resolution KPI
P1	30 minutes	1 hour	Immediate	Hourly	4 hours
P2	1 hour	2 hours	4 hours	4 hours	1 day
P3	4 hours	4 hours	2 days	Daily	10 days
P4	1 day	1 day	3 days	Daily	30 days
P5	2 days	3 days	4 days	Daily	None

*Common reasons for escalation to Microsoft include:

• Claim Azure SLA credits

• Request service limit increase

• Azure platform bugs

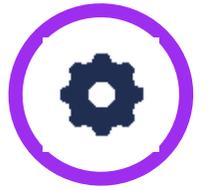**There are two key ways to engage with ANS technical support:**

• Phone

• ANS Glass portal

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 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.
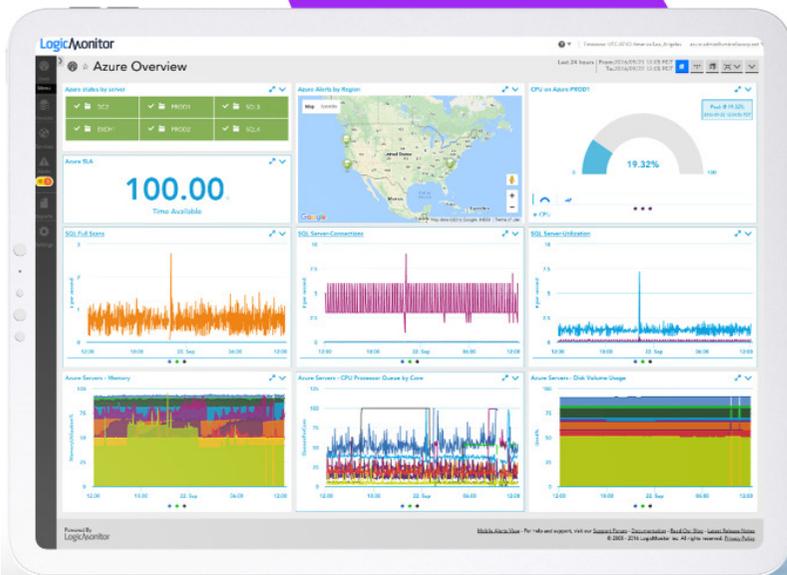
Incident management

As part of ANS' incident management process, we will identify the incident, help you get back up and running and our team of experts will recommend a change to remediate the issue, subject to a fair usage policy.

Typical common services recommendations are

- ✓ Failover of apps in the event of regional/service degradation where application architecture allows

- ✓ Restarting certain application or platform services

Our Incident Management process results in

- ✓ Reduced operational risk

- ✓ Increased uptime and service availability

Incident response process

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

The Incident Management process helps to ensure maximum availability of your resources, while making sure relevant stakeholders are notified of service disruption where necessary.

Financial insights.

Financial insights.

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

This reduces operational overhead for your team and also helps to understand the complexity of cloud financial operations.

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
- Azure app service
- Security center
- Networking
- Virtual machines
- SQL database
- Data management
- Storage
- App services
- Other

Cost history by month and services

Total cost ($)
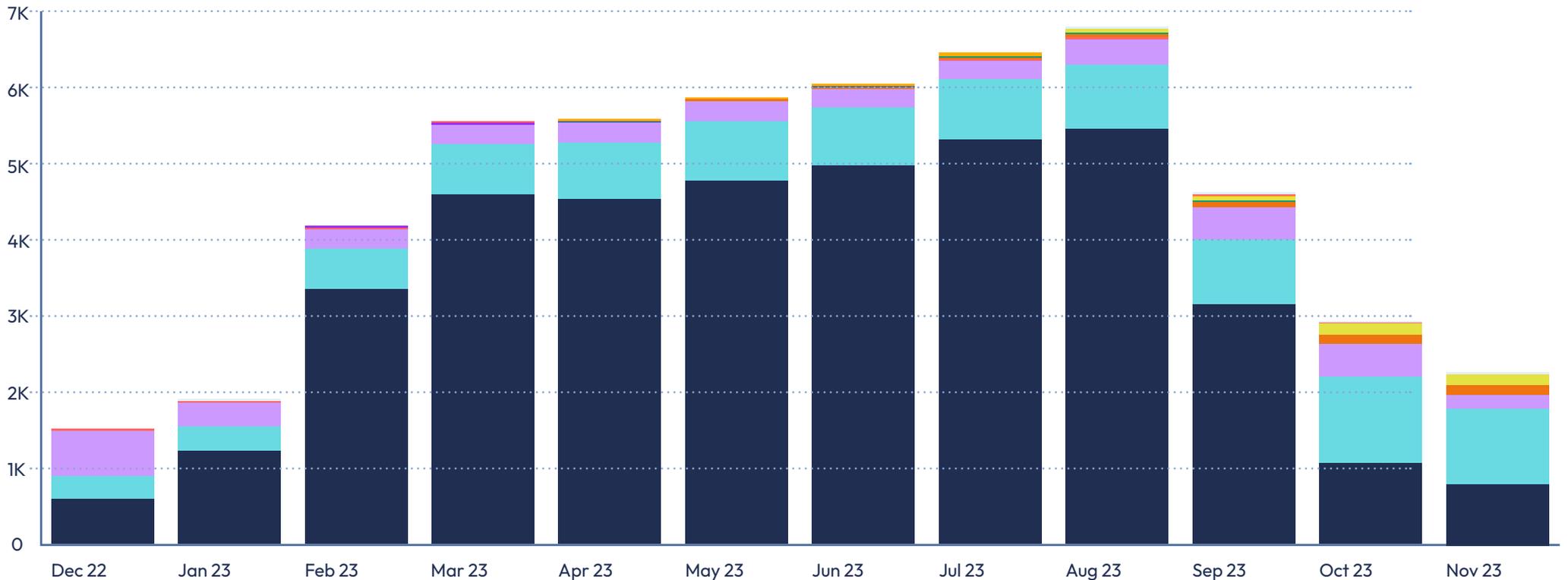
Efficiency Management and recommendations

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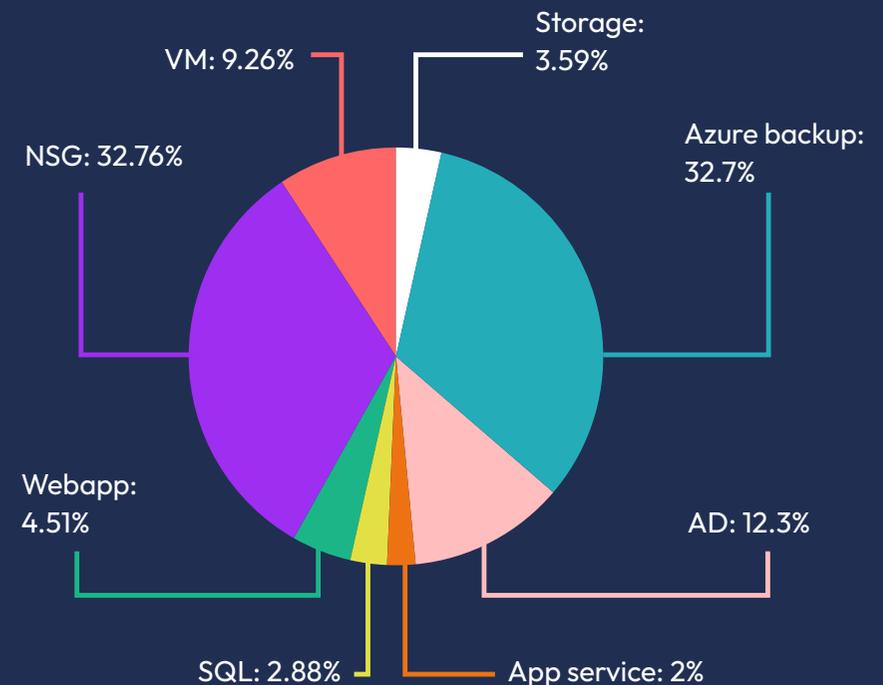
Security and governance.

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 Microsoft 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.
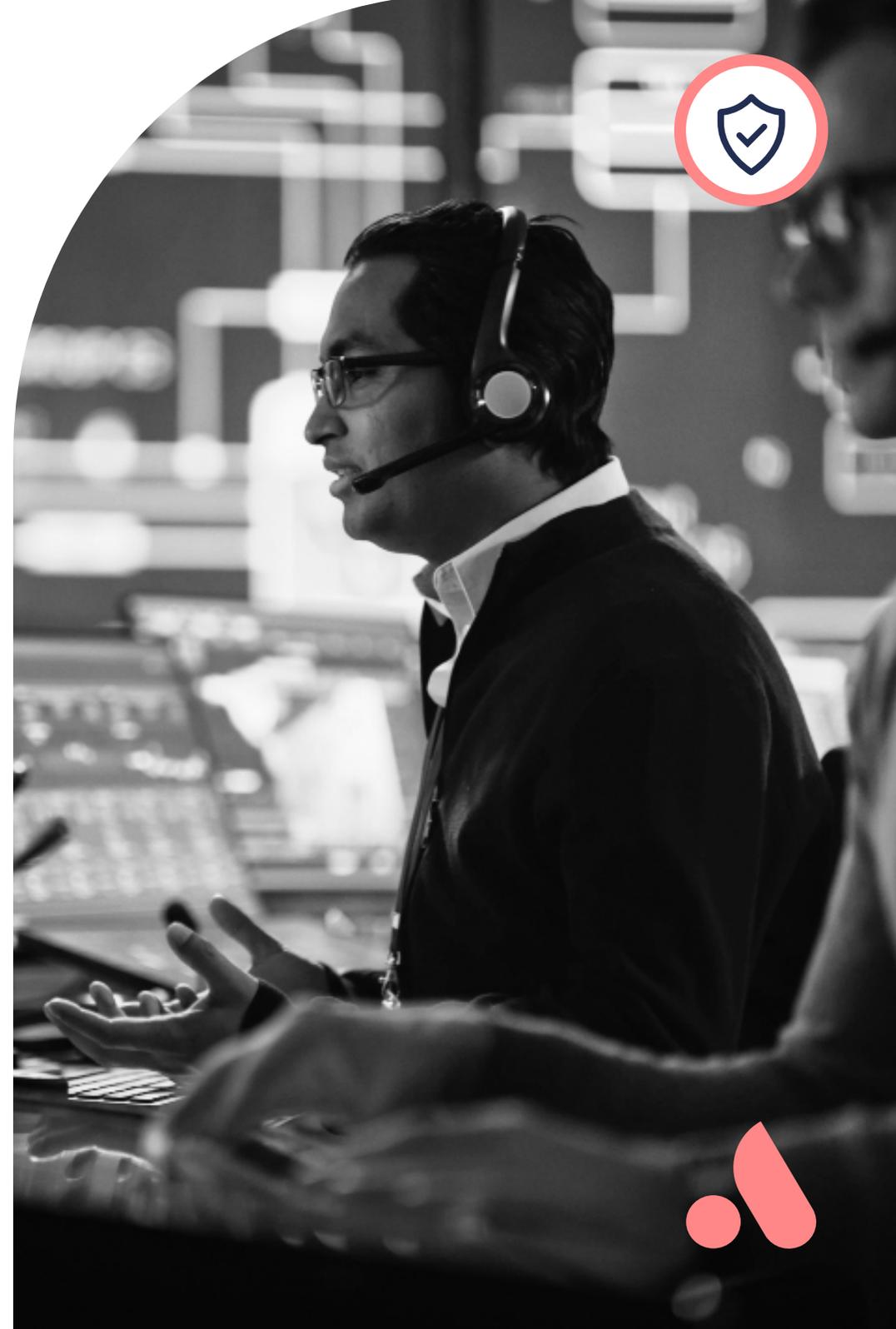
Governance and configuration management

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 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 categories 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.

Centre of Excellence as a Service.

What is a Centre of Excellence (COE)?

A COE is a centralised unit of dedicated capability that streamlines access to scarce, high-demand resource for rapid execution across the business. The COE hones expertise in a specific subject area and standardises best practices for wide-scale adoption.

The service is designed to give you the ability to tap into a rich pool of skills and resources as and when you need them, without the burden of having to build your own in-house capability.

Speak to one of our team to find out more about access to our COE capability.

Centre of Excellence customers benefit from:

Access to in demand skills, on demand

Tap into a broad range of highly demanded skills as and when you need to.

Significant cost savings

Avoid having to pay for very expensive resource in-house.

Get up and running faster

Save months or years by avoiding having to build your own COE in-house.

Implement changes rapidly

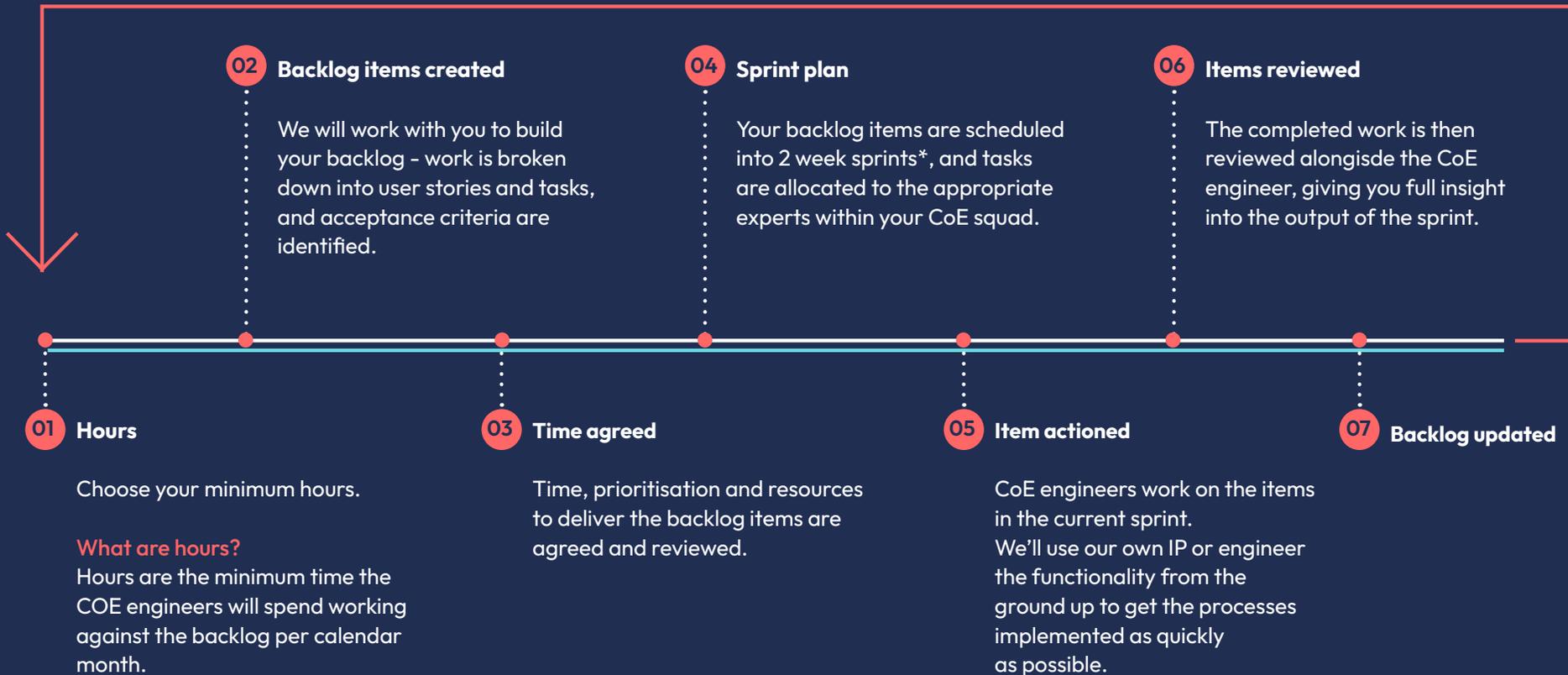Utilise ANS' own intellectual property to action backlog items at pace.

Bespoke solutions

If needed, we'll engineer capability from the ground up.

How it works.

02 Backlog items created

We will work with you to build your backlog - work is broken down into user stories and tasks, and acceptance criteria are identified.

04 Sprint plan

Your backlog items are scheduled into 2 week sprints*, and tasks are allocated to the appropriate experts within your CoE squad.

06 Items reviewed

The completed work is then reviewed alongisde the CoE engineer, giving you full insight into the output of the sprint.

01 Hours

Choose your minimum hours.

What are hours?
Hours are the minimum time the COE engineers will spend working against the backlog per calendar month.

03 Time agreed

Time, prioritisation and resources to deliver the backlog items are agreed and reviewed.

05 Item actioned

CoE engineers work on the items in the current sprint.
We'll use our own IP or engineer the functionality from the ground up to get the processes implemented as quickly as possible.

07 Backlog updated

Add on packs.

We provide additional services to complement managed cloud and provide you with the options around who takes operational responsibility for various tasks and processes.

Managed OS

We will provide you with a high standard of proactive maintenance and administration to ensure service levels and overall stability of your platform and applications.

Managed DBA

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 native Azure Backups 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.

Get in touch.

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