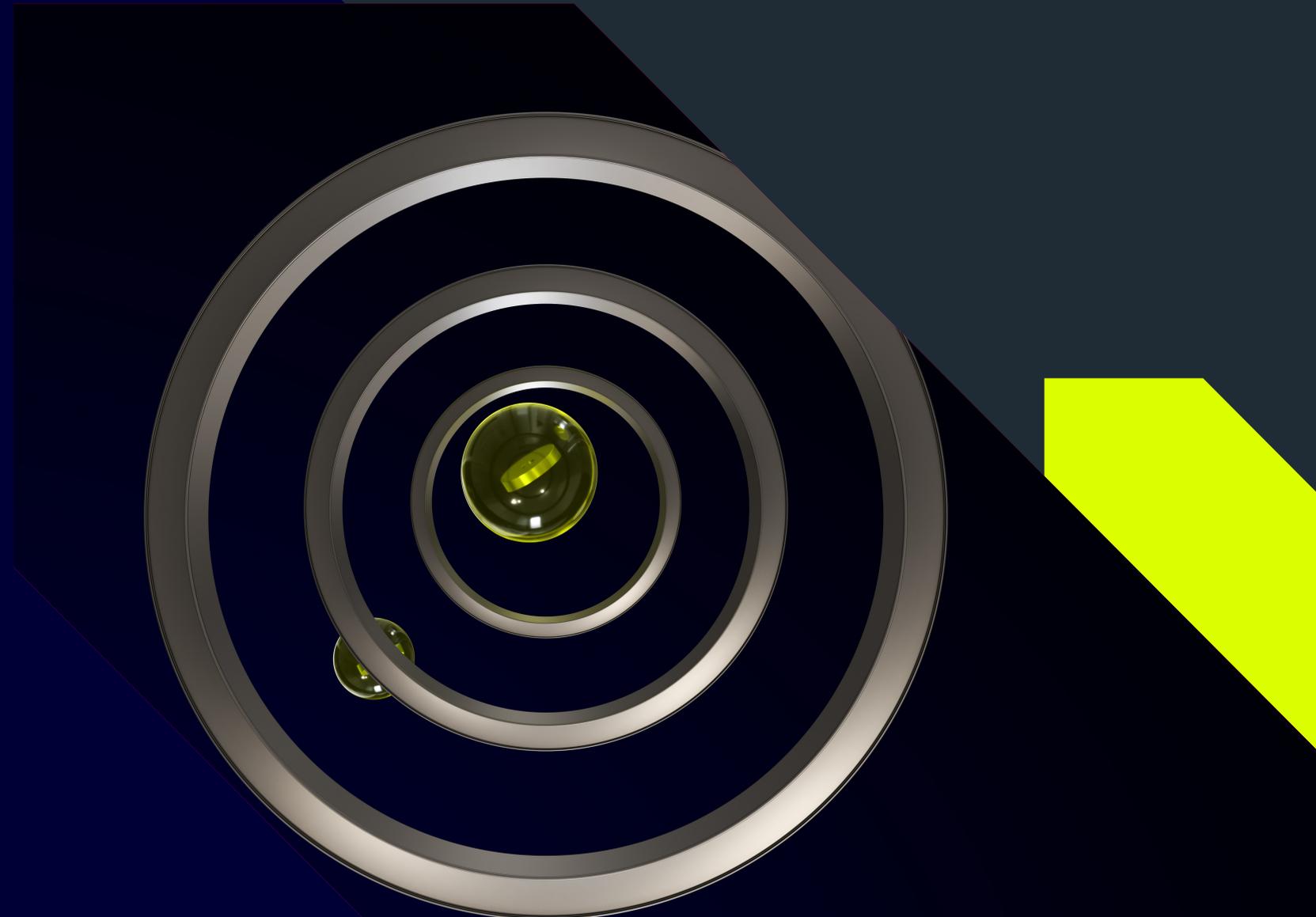# Atech

Cloud Migration
On Your Terms

A seamless and efficient cloud migration strategy for your company

Microsoft Partner

Microsoft

Gold Cloud Platform
Gold Cloud Productivity
Gold Datacenter
Gold Windows and Devices
Gold Small and Midmarket Cloud Solutions

A path to the cloud
for every business

The cloud has become a great equaliser of data and computing power. Companies of all sizes from enterprise to small businesses are benefiting from unprecedented agility to scale at a moment's notice, more efficient use of resources, as well as enhanced levels of security.

While the cloud is offering tantalising improvements to everything from capital expense savings to employee morale, some major barriers to seamless cloud migration remain.

Many data managers and directors are having difficulty articulating a clear plan that will convince buying committees, boards and stakeholders of the long-term business advantages.

They are often held back by the resources required to execute cloud migration while continuing uninterrupted business. However, the risks of falling behind have clearly begun to outweigh the risks of not moving to the cloud. In this e-book, we'll show you the basic steps Atech advises our clients to take to ensure a seamless and effective move to the cloud.

We'll also reveal some of the pitfalls to avoid as you choose partners to help with your migration, as well as the signals to recognise when you're talking with the right cloud managed service provider (CMSP).

The roadmap
to a successful migration

To get a general idea of what is involved with a cloud migration that is delivered with minimal disruption to the business, this model outlines the various phases.

Atech has developed significant IP over thousands of migration programmes, which means our customers get the benefit of efficient migrations that are delivered on time and on budget.

Knowing how it works, and what stages will be reached when, is critical to our clients.

1. **Assess & Discover**
   - Assess your apps, infrastructure and databases
   - Create a cloud business case
   - Timeframe: 30 days

2. **Technical Planning**
   - Create project plan
   - Perform final scoping
   - Build migration plan
   - Timeframe: 2 weeks

3. **Migrate**
   - Deploy identity, network, storage and compute infrastructure
   - Migrate your workloads
   - Decommission your on-premises workloads
   - Timeframe: Up to 6 weeks for initial migration batch

4. **Secure & Manage**
   - Set up disaster recovery
   - Incorporate security management and monitoring
   - Integrate health and performance monitoring
   - Review platform and provide recommendations to improve reliability and performance
   - Timeframe: Ongoing

5. **Optimise**
   - Set up cost management tools to monitor your cloud usage
   - Be resource-savvy by moving to Azure reserved machines
   - Timeframe: Ongoing

The real first step:
Don't go it alone

Migration can be a transformative process for your business, if executed correctly. To ensure the outcomes align with your vision, you'll need to consider your cloud service provider carefully.

Using a cloud service provider is very common, as not many companies can spare the time it takes to manage a cloud solution, let alone handle the administrative duties of adding new users, adjusting permissions, and the litany of other responsibilities self-managing entails. Utilising someone else's services allows you to invest that considerable amount of time into other matters; however, there is an obvious disadvantage.

By utilising someone else's services for maintaining your cloud solution, you are trading control for convenience. The risk is, if your provider encounters an issue, you will also face the consequences as you lose the ability to access your cloud services. To avoid this, select a provider that guarantees maximum uptime, no matter what. (We talk more about service level agreements below.)

If you want your cloud solution to be worth the investment, you need to find a provider that will care for your solution as a member of your internal team would, as well as ensure that interruptions are avoided, if not eliminated entirely. These are elements that a great CMSP like Atech can give you 100% support with.
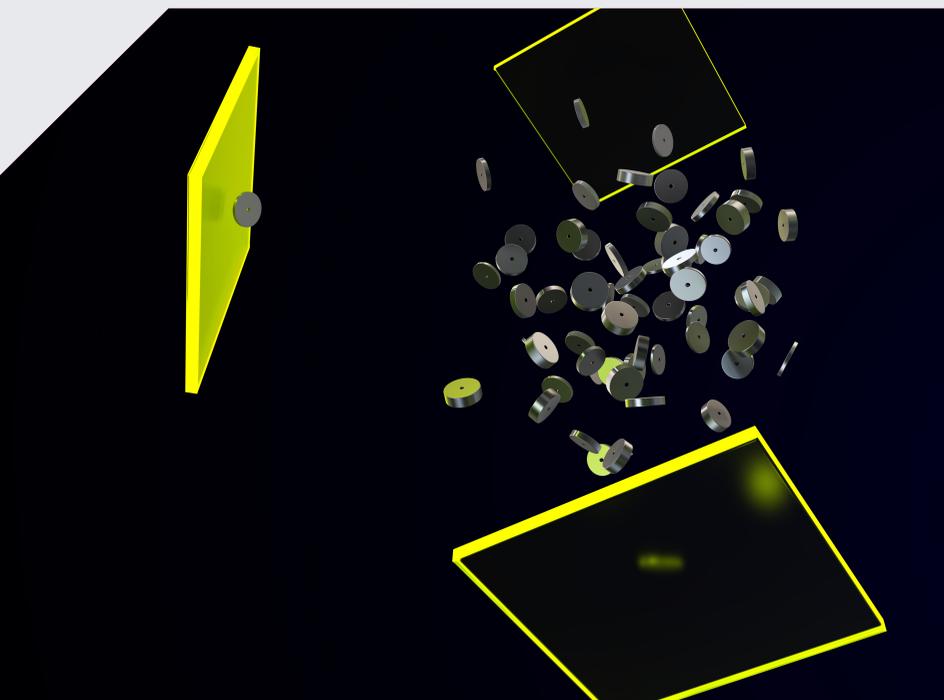
'Don't do it **alone**

As in anything, to understand where you're headed you need to know where you stand. Before starting to plan, it's important to get a clear picture of the state of your current virtualisation platform.

If you don't have a clear picture of the current state of your hardware, software and networking infrastructure you could end up wasting time and resources all along the journey.

Taking an inventory includes more than examining how you connect to the internet and the speed and performance of your internal and external connections. For a comprehensive infrastructure and software inventory you'll want to:

- Understand interdependencies to ensure you understand what is critical and what relies on what.

- Determine which workloads you will need to migrate to the cloud.

- Capture all servers (RAM, disk, CPU, and others), storage and security appliances, as well as operating systems, models, versions and releases.

The importance of
service level
agreements (SLAs)

To protect your investment in the cloud, it's important that you understand exactly what your cloud service provider will do for you. A service level agreement (SLA) is the best way to:

- Set and clarify your expectations with your CMSP.

- Determine the level of commitment your CMSP will make to your business for things such as the level of resources they will devote to your operations.

- Ensure that your CMSP meets their obligations and knows the best recourse should they fail to do so.

When looking at a CMSP's SLA, pay close attention to the following three areas:

Service agreement
This is the legal agreement that will quantify service levels and the metrics that will be used to measure these. This section also details when and how reporting will be accomplished and the responsibilities of each member of the partnership.

Responsibility assignment matrix
SLAs are meant to be mutually beneficial. For this reason, there is usually a section detailing your duties and obligations as well as those of the CMSP. This ensures that the CMSP gets the information and resources they need in a reasonable and timely manner.

Process and procedures for when things do go wrong
This is probably the most important aspect of your SLA, as it outlines what a problem is, various levels of severity, and how problems will be reported and dealt with. Included will also be the CMSP's response and resolution time.

Be careful here, as most traditional CMSP's will offer a response time but not a resolution time. If the CMSP is doing their job, they will offer you an SLA for time to resolution, as we do at Atech.

Taking the risk out of matchmaking:

5 assessment vectors for your CMSP

Because so much depends on your cloud managed service provider, your selection process needs to eliminate as much risk as possible. Use these five assessment vectors to find the right one.

1. Meets your security, compliance and regulatory requirements.

Make sure the CMSP you choose has more than a thorough understanding of the regulations you must comply with. They must be equipped and ready to completely manage your regulatory compliance.

The CMSP should be able to point to a proven track record of success as well. To secure your data, they should have third-party accreditation, such as ISO 27001 (for information security management systems) and Cyber Security Essentials backed up by a cyber insurance policy that protects you.

The CMSP you choose should have a managed security operations centre (SOC) so you can rest assured your data is in the safest possible hands.

2. . Has the experience of full end-to-end digital transformations.

The expert you select should be able to guide you through a tried and tested digital transformation process. This means they can tailor each aspect of your transformation to fit perfectly within your IT budget and time frames.

They should also be able to foresee any challenges and plan accordingly to avoid any integration and implementation disruption to your business.

Taking the risk out of matchmaking:

5 assessment vectors for your CMSP

3. Has an ironclad SLA that covers your risk factors

As described above, when looking at a CMSP's SLA, pay close attention to the three critical elements:

- Service agreement

- Process and procedures for when things do go wrong

- Responsibility assignment matrix

4. Embodies the right cultural fit for your business

Talk with the leaders of your CMSP candidates. Ask probing questions to make sure their vision, mission and goals align with yours. Get to know the values and the people behind the services being delivered.

And finally, confirm they're as interested in finding the right partner to work with as you are in selecting one.

5. Is the leader and expert in their area of specialisation

Having the team with the right accreditations and awards for your business is just a good decision all-round.

Accolades show that they have been doing things that industry leaders approve of. Just as important as kudos are good relationships with their own public cloud providers of choice.

Protect yourself by making sure the CMSP has a global support agreement in place with their vendors. This helps make sure their customers (such as you) are protected when incidents happen outside of their control.

Case study:
Bravo Investment House

Company : Updating a true brick and mortar business

Bravo Investment House, a property management firm based in London, manages over 1 million square feet of residential, commercial and hospitality assets.

They specialise in unlocking complex sites, turning around distressed assets, and applying innovative financing solutions to create innovative opportunities.

Challenge : Transforming an antiquated infrastructure

Bravo had a vision to bring the kind of ingenuity they apply to real estate management to its legacy data infrastructure for improved performance.

Their data had been hosted onsite at their London head office. However, aging infrastructure and regular performance issues impacted the daily business functions of users, making this upgrade a matter of business success as well as technological necessity.

In addition, Bravo leadership saw this goal as the first phase of a new digital transformation program to launch a true 21st-century intelligent cloud platform.

Case study: Bravo Investment House

Solution : Find a partner to power a high-performance future

To find the right partner, Bravo carried out a detailed assessment of other public cloud providers.

Unsurprisingly, Microsoft Azure offered the best modern technology solutions. Azure also aligned with Bravo's technology roadmap for a high-performance future. By selecting Atech, Bravo reduced the risks of migrating to the cloud.

Atech provided a 4-step process:

- Phase One – Atech conducted a technical workshop with Bravo to gather and understand their requirements.
- Phase Two – Atech and Bravo created a technical project plan and business case, including return on investment (ROI) for the project.
- Phase Three – A proof of concept was created, with user acceptance testing (UAT) carried out to mitigate disruption during the migration.
- Phase Four – The migration plan was implemented seamlessly with minimal business impact.

Results : Building on a solid foundation

Bravo now has a full, highly available platform managed with SLAs that guarantee 99.95% availability along with Atech's standard 24x7x365 support from Microsoft-certified professionals.

As Bravo grows, the cloud enables global expansion at any and all of their multiple offices throughout the UK. And of course, now Bravo's teams are better able to collaborate and share resources than ever, and at a low cost. And it's all done from a single, easy-to-manage platform: Microsoft Azure.

Atech

Bring the cloud
to your terms

Working with Microsoft Azure, Atech makes the benefits of the cloud reliably accessible to every kind of business. As a Microsoft multiple gold partner, Atech has established itself as one of the UK's leading Microsoft Azure migration and support partners.

Every day we provide our clients with obsessive levels of support, ironclad SLAs, and the ingenuity to guide your business beyond the cloud into a more connected future.

One simple invoice, one supplier to deal with, direct access to expertise.

+44 (0) 20 3757 7500
email hello@atech.cloud
St John's Court, Easton St, High Wycombe. HP11 1JX
atech.cloud

Microsoft
Partner

Microsoft

Gold Cloud Platform
Gold Cloud Productivity
Gold Datacenter
Gold Windows and Devices
Gold Small and Midmarket Cloud Solutions

ACM
ISO 27001:2013
REGISTERED

UKAS
MANAGEMENT
SYSTEMS

245

Explore more