

# Atmosera

## Overview

Azure Services

**atmosera**



Azure  
Expert  
MSP







## Vision

Empower Customers Through Seamless,  
Secure, Modern Azure Solutions

## Why do we exist?

To accelerate the value of Azure

### Our impact

Working with us, our customers have scaled globally, avoided downtime, achieved regulatory compliance, saved millions, and delivered better, more resilient outcomes





# Atmosera: 100% Azure Focused

How do you migrate a complex on-premise application environment to an optimal, efficiently managed Azure architecture?

How do you ensure your Azure environment is secure and continuously optimized against your business goals?

How do you maximize your return on investment in Azure?



We deliver high fidelity Azure services aligned to our clients' business strategy.

## Atmosera Azure Platform Services



Azure Strategy, Planning, Assessment, & Migrations



Azure Management, Governance, & Optimization



Managed SQL  
DBA-as-a-Service  
Advanced Data Services  
Azure Data Services



Release Management  
CI/CD-as-a-Service  
Kubernetes  
Azure Automation/DevOps



HIPAA/HITECH  
PCI DSS  
IRS 1075  
SSAE 16  
Managed Azure Compliance



Advanced InfoSec Services (MSSP)  
Advanced Networking  
Backup – Geo-Replication  
Disaster Recovery (DR)  
Managed Azure Security



# Services

- We follow Microsoft's Cloud Adoption Framework (CAF)
- We guide customers towards innovative business solutions to support their digital transformation efforts and high performance, agile environments
- We deliver & manage the full customer cloud engagement lifecycle: Plan/Design → Build/Migrate → Run/Optimize
- We deploy Azure Assessments, Azure Enablement Services, and Azure Operations, supported by state-of-the-art tooling
- We leverage automation and well-articulated repeatable processes and policies for operations, security, and management
- We manage from the application / solution down, not from the infrastructure up

## Atmosera Azure Planning



- Assess our customer's IT environment and determine the data and apps that are viable opportunities for Azure migration
- Offer customers a roadmap for Azure adoption and associated values
- Provide a TCO and ROI analysis for moving applications to Azure



Cloud Readiness Assessment



Solution Analysis, Scope, & Design



Data Architecture Design



Cloud TCO and ROI analysis



Business Opportunity Identification

## Atmosera Azure Enablement



- Migrate viable workloads to Azure
- Re-platform applications to run in the cloud
- Optimize workloads running in private, hybrid and public Azure environments
- Help our customers with staging, testing, and validation before moving their production environments to Azure



Systems Integration



Data center Migration



Backup and Disaster Recovery



App re-platform



Database Development



Deployment Services

## Atmosera Managed Azure Operations



- Provide 24x7x365 expert support while delivering on SLAs and uptime guarantees
- Operate and monitor customer's Azure and hybrid cloud environments
- Provide customers with governance over cloud usage by managing their billing and Azure capacity planning
- Provide secure, compliant Azure environments if needed
- Provide on-going reporting and optimization services



Help Desk Support



User Rights & Account Management



Performance and App Troubleshooting



Proactive monitoring



Health Checks



Training



Security Management & Identity Protection



Virtual Machine Management & Upgrading



Cloud Usage Forecasting



Billing Management

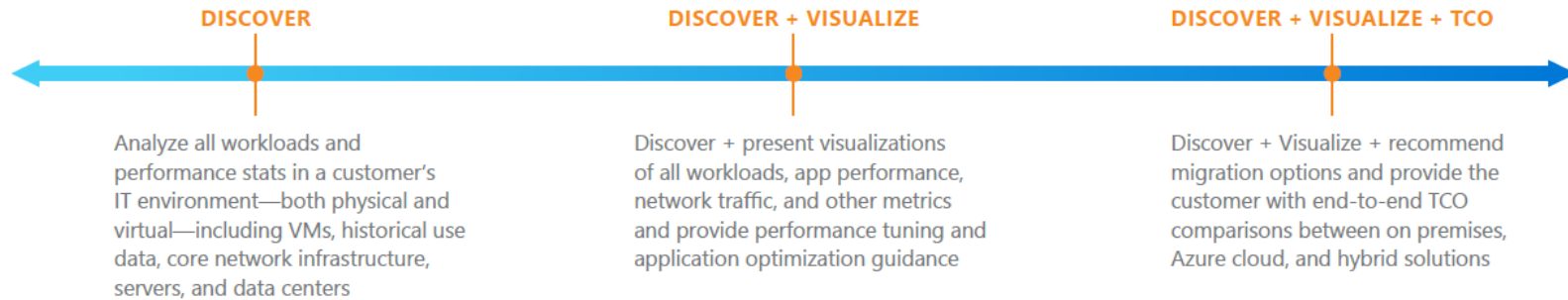


Capacity Planning

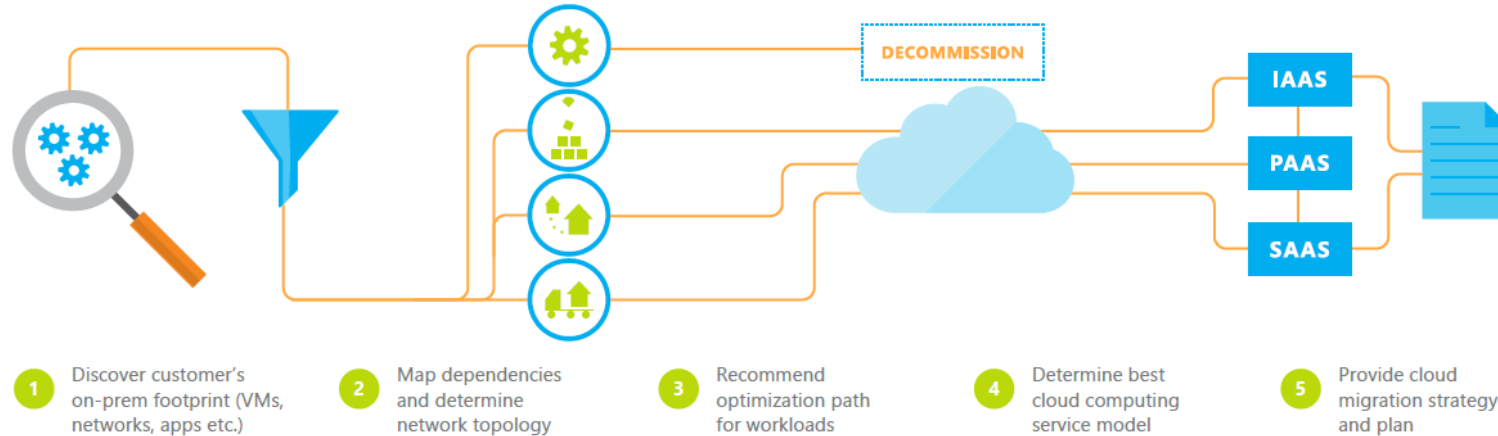


Select 3rd Party Application Management

# Planning, Assessment, Migration



## MIGRATION PROCESS



### DECOMMISSION

- Shutting down inefficient or obsolete business applications
- Retaining access to the historical data
- Decommissioning has many steps that need to be followed for security and compliance purposes

### SUSTAIN

- The app is integral and efficient enough to continue in its current on premises deployment
- No migration necessary
- Often most mission-critical, data sensitive apps are last to move to cloud

### LIFT-AND-SHIFT

- As-is migration of apps and data from an on-premises datacenter to Azure
- Often immediate benefits in cost, scalability, availability, elasticity, or management features

### RE-PLATFORM

- Minor architect or code changes on an application to work on the Azure platform
- Minor code changes are required to remove performance bottlenecks and increase an app's operability on Azure

### RE-ARCHITECT

- "Right-sizing" resources running an application
- Consolidate various app tiers (when possible) or re-architect the app for PaaS

### ORCHESTRATE

- Orchestrate how the various app components will interact and move in the migration process
- Important for complex apps or for entire data center/rack migrations

### NEW DEPLOYMENTS

- Provide deployment, POC and provisioning assistance for new apps that are written for Azure
- Includes dev-test, staging and testing in the desired IDE
- Architecture design and solution design assistance

### APPLICATION LIFECYCLE MGMT

- End to end management of application development lifecycle including governance, development, and maintenance of apps

# Azure Support and Management



## PATCHING

Ensuring operating systems are continuously updated



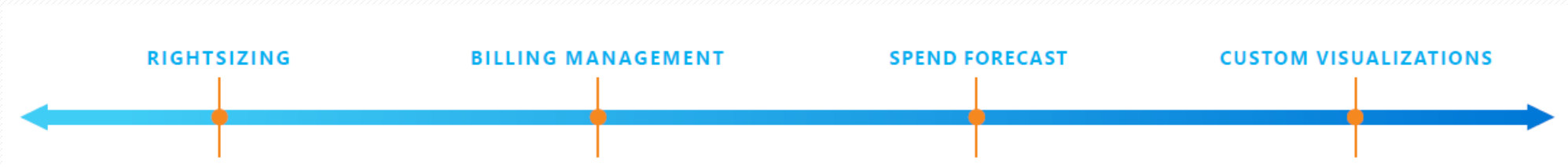
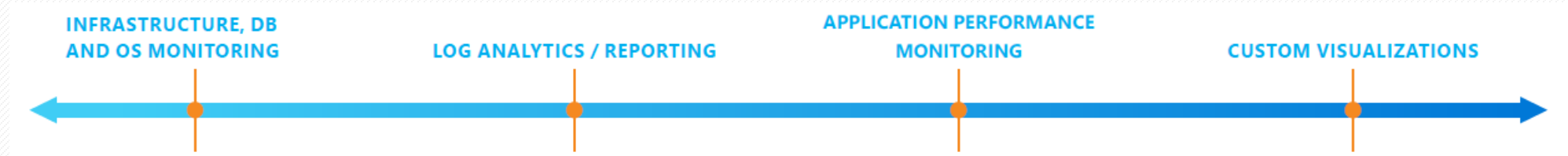
## AUDIT AND TROUBLESHOOT

Auditing, logging, and troubleshooting all deployment operations and changes

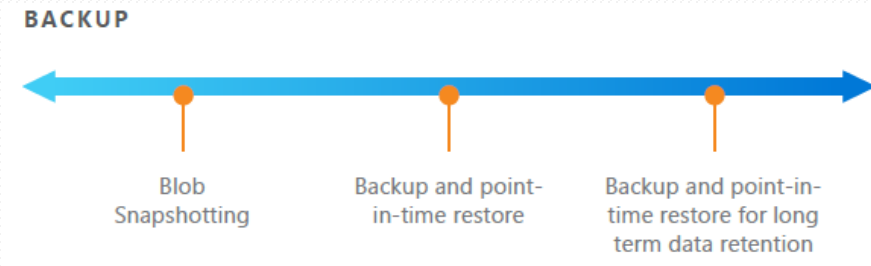
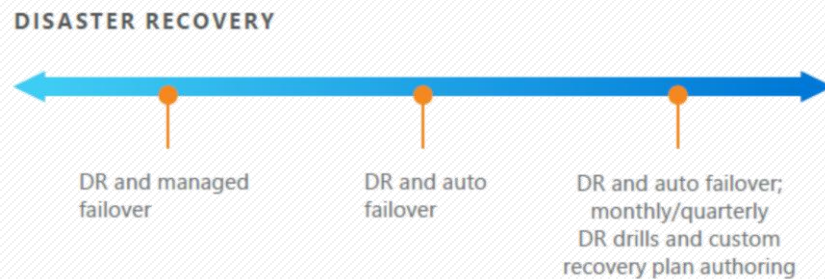


## CONFIGURATION AND POLICY MANAGEMENT

Ensuring customers are delivered pre-configured resources with the right access policies in place



## Backup and Disaster Recovery

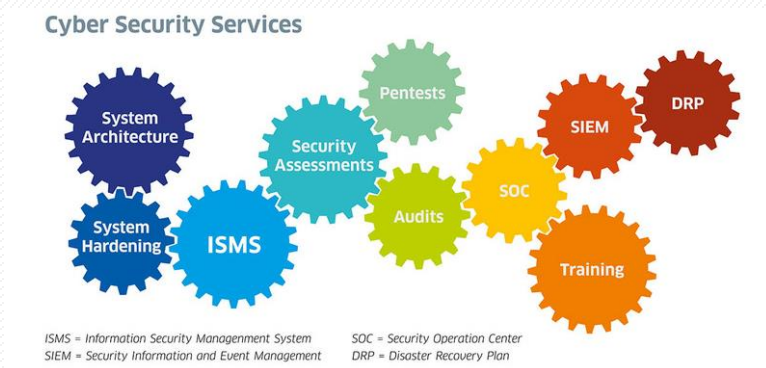




# Azure Security

## InfoSec

- Secure from design through deployment
- Solutions are architected for operational security
- InfoSec services covers entire computing stack from connectivity to applications
- Stringent physical & logical security controls
- Technology + processes + policies + training
- 24x7x365 technical Security Operations (SecOps)



## Compliance

- Meet industry compliance & avoid potential penalties
- Shared responsibility & liability
- We become an extension of your team



SOC 1 Type II  
&  
SOC 2 Type II  
Certified



# Why Atmosera?

- 100% focused on Azure
- Clear, defined, and proven planning and migration processes
  - Avoid common mistakes, minimize risk
  - Optimize for efficiencies, scale, and positive outcomes
- Defined migration methods and tools supported by Azure Certified engineers
  - 10+ years of migration experience with hundreds of migrations
  - 60%+ technical staff Certified Azure Administrators or higher
- 25 years of deep engineering and technical managed services experience backed by SLAs
  - Reach & experience with clients throughout North America and the world
- One of 50 Microsoft Azure Expert MSPs in the world
- Operate in Azure Commercial and Azure Government
- Nationally Managed Microsoft Partner

Assessment & Planning	Migration	Deployments	Infrastructure Management				Monitoring	Cost Optimization	Security	Support
			Config Management	Backup & DR	Identity Management	Automation/ DevOps				
Application Recovery	Lift and shift	Solution design & architecture support	OS updates, upgrades and patching	Snapshotting	Subscription management	ARM template authoring and deployment	Basic infrastructure management (OS, compute, storage, network)	Usage and spend analytics	Anti-virus/ Anti-malware	24/7 support
App dependency mapping & visualization	Re-platforming/ Re-architecting	Dev-test, POCs and App performance testing	Password resets	Managed Backup (Short-term)	User access and RBAC management	Continuous integration & deployment	Advanced infrastructure monitoring (basic + firewall/DNS/ load balancer etc.)	Spend and usage forecasting	Security and risk assessments	Uptime and response SLAs
Azure TCO analysis	App decommissioning	Auto-scale design and deployment	Resource configuration and policy management	Long term data retention	User tagging and change management	Application life cycle management	Alerting/alarms with response SLAs	Tagging and audit trails	Intrusion detection and remediation	System health monitoring
Migration ROI analysis		Compliance and regulation support	Audit log management	DR planning and DR drills	Single sign on and Multi-factor authentication		Database monitoring	Custom invoicing	Security information and event management	IT Service and incident management
Migration planning		Deployment automation	Deployment operations and troubleshooting	Automated failover and restore			App performance monitoring	Capacity planning and resource optimization	Web application firewall	Custom control panels/ customer portals
							Log analytics & alerting	Encryption and key management		
Dedicated account management and architect support										
Governance and planning										
Compliance and regulation support										



# Atmosera Industry Focus Areas



## Government

National government  
Defense & intelligence  
Local regional gov't  
(CityNext; PS&J)

atmosera®

Gold

Microsoft  
Partner  
 Microsoft

Azure  
Expert  
MSP



## Financial Services

Banking & capital markets  
Insurance



## Health

Health payor  
Health provider  
Pharmaceuticals



## Manufacturing

Discrete manufacturing  
Chemicals & agrochemicals  
Energy



## Retail

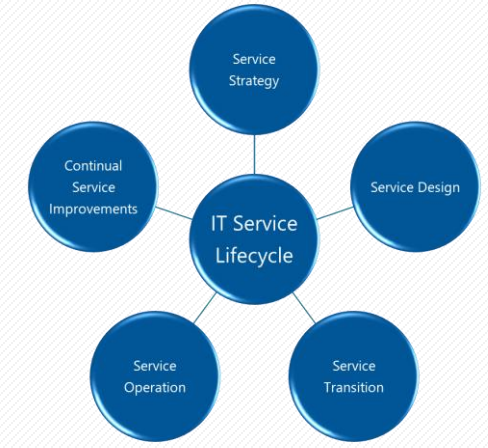
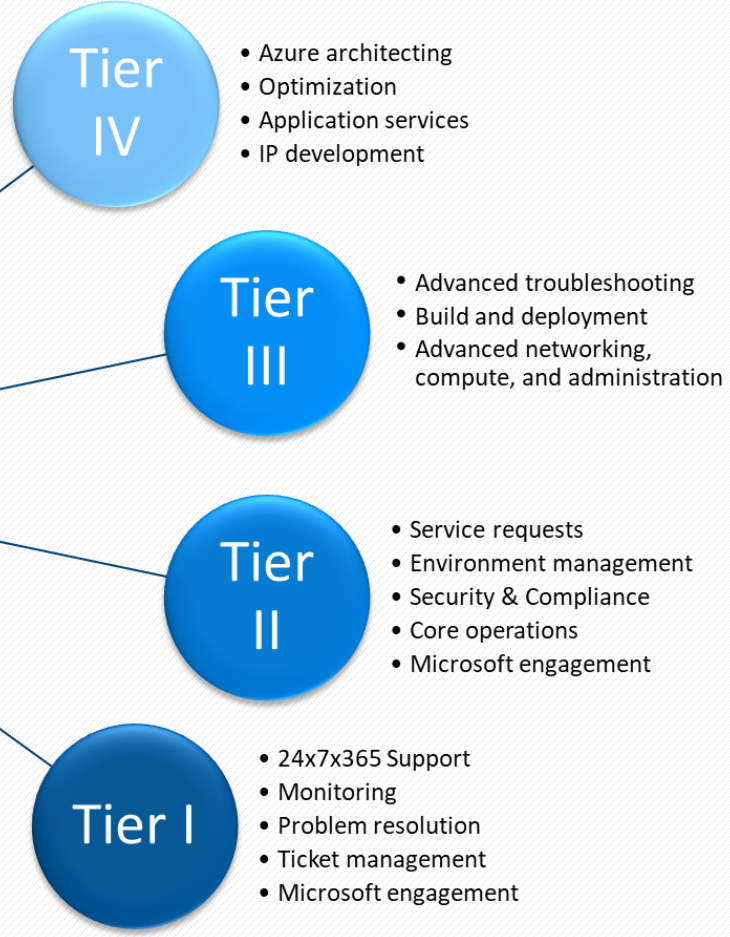
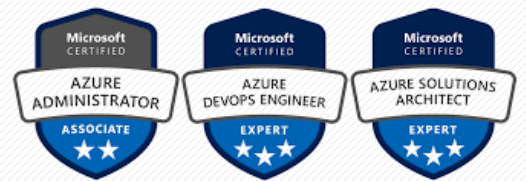
Retail  
Consumer goods

# The Atmosera Support and Management Model

Every customer receives a dedicated Customer Success Manager



- All Staff, All Operations are U.S. Based and Run 24x7x365
- Over 60% of technical staff are Certified Azure Administrators or higher



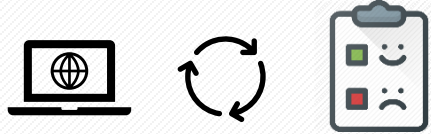
24x7x365 U.S. based TACC (NOC)

- Service Desk
- Capacity Management
- Availability Management
- Service Level Management
- Information Security Management
- Change Management
- Release Management
- Service Testing
- Incident Management
- Problem Management
- Event Management
- Request Fulfillment
- Access Management



# Atmosera Azure Focus

## Reporting, Feedback, CSAT



## Analytics, Planning, Optimization



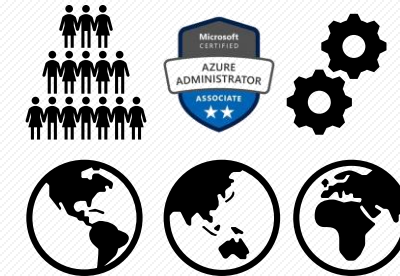
## Billing, Reporting



## Assessment, Enablement



## Support, Management



## Security, Compliance





ClickSWITCH provides a SaaS-based application to support private banking, auto-pay, and account migrations in the North American banking industry. Atmosera was selected to re-architect their Azure environment and manage the environment 24x7x365. Additionally, Atmosera brought the Azure environment to PCI standards and vastly improved high availability and resiliency in case of failure.

#### Atmosera Azure Solution

Design addresses requirements for PCI compliance and security for North American banking regulations. Environment designed to meet high availability requirement through multi-region, geo-diverse deployment. Data replication and management methods defined to provide consistency in case traffic is diverted to another active region.

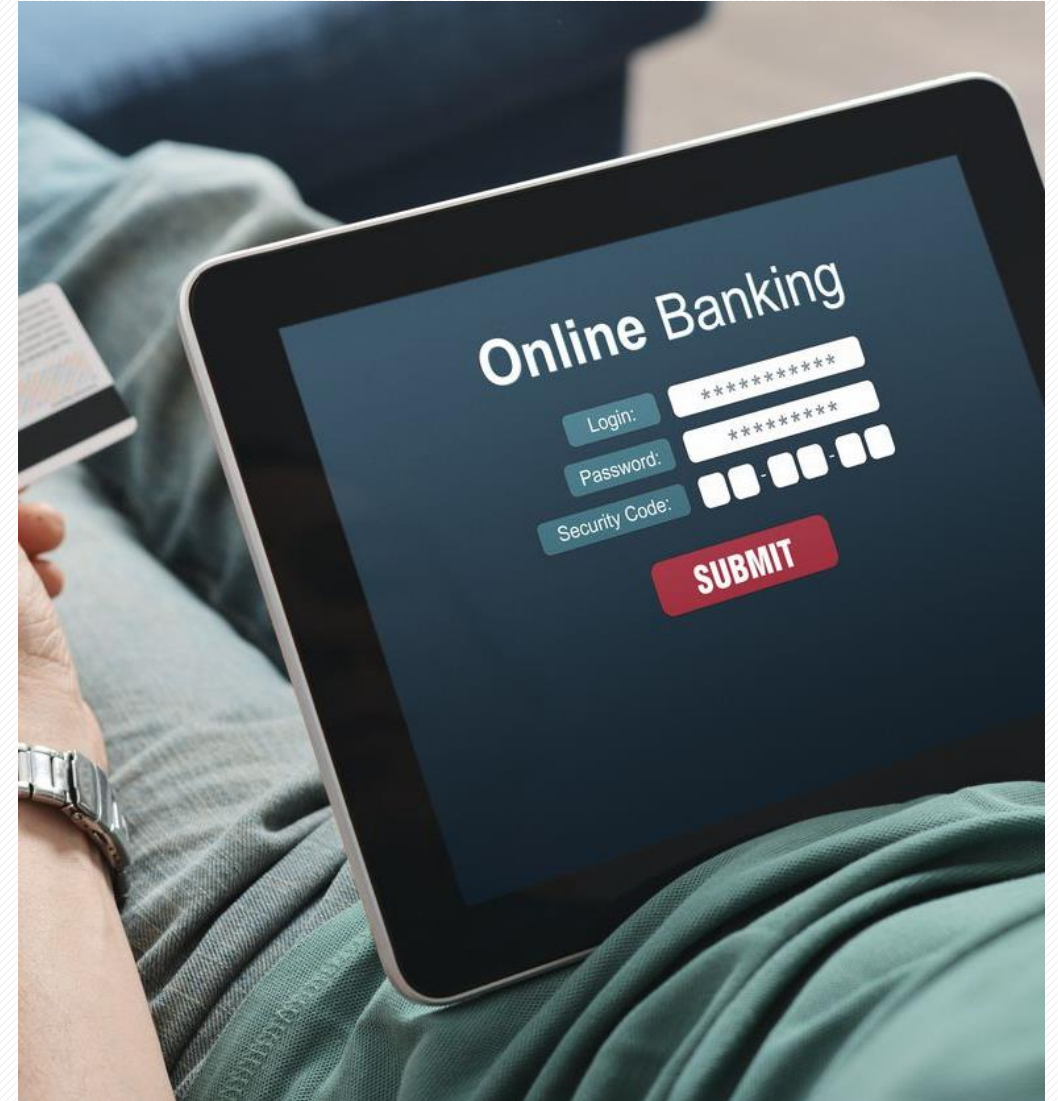
Deployed three environments in four regions – Development, Testing and Staging, and Production. Utilize PaaS resources with a few IaaS systems in place for specific functionalities.

#### Value Delivered

A complete re-architecture of their current Azure environment improved efficiency, scalability, performance, economics, security, and data resiliency.

#### Key Drivers

- Optimize Azure environment
- Enable high-availability across US and Canada
- Outsource infrastructure management
- Outsource compliance management
- PCI Compliance requirement
- Remove administrator access from development team







ProtoCall is a national leader in behavior healthcare services. They desired to move their core application suite to Azure which required replatforming and the deployment of Azure, private cloud, and colocation environments.

### **Atmosera Azure Solution**

ProtoCall used on-prem and externally hosted systems for their mission critical core application and several supporting applications. Systems availability and uptime was paramount and PHI data required a compliant solution.

Atmosera assessed, architected, and deployed an Azure HITRUST environment for the replatforming of new core application. Atmosera assessed, architected, and migrated the existing core application into a HIPAA private cloud while assessing and migrating supporting legacy applications into a compliant colocation environment. All three environments were brought under singular management control for 24x7x365 management.

### **Value Delivered**

- Improved reliability, performance, and data resiliency
- New application leveraged Azure PaaS for improved economics
- Hybrid deployment for best fit of legacy applications as they transitioned to 100% to Azure
- Azure utility model vastly improved economics - ultimately reduced need for hosted IT saving \$11,000 / month - \$132,000 per year

### **Key Drivers**

- Move to future-proof Azure-based design for new app
- Outsource 24x7x365 Azure support & management for infrastructure for new and legacy apps
- Outsource compliance management





northwest plan  
services, inc.

NWPS is a national Retirement Plan Administrator with offices across the U.S. and \$40 billion under management. Atmosera was selected to develop an effective Azure integration strategy to accommodate their growth and the acquisition of additional providers and offices. NWPS required a consistent, scalable Azure environment for employee use with minimal downtime in case of failure.

### Atmosera Azure Solution

Atmosera analyzed NWPS applications and requirements following the MSFT Cloud Adoption Framework and architected and deployed a design that utilizes Azure AD, WVD, and includes Disaster Recovery. Existing environment systems were deployed into Azure and data replicated from existing sites. A new Active Directory was deployed, with all offices migrated into the new forest. Azure environment was verified for security, features and functionality.

### Value Delivered

- Simplifies NWPS environment; saved minimum \$5K/month over previous on-prem cost
- Design provides a consistent and reliable experience for all users
- Solution simplifies integration of new offices and acquisitions
- Environment is more secure, more resilient, and higher performing than previous infrastructure design

### Key Drivers

- Consolidation / centralization of infrastructure
- Update to modern, secure Azure-based infrastructure
- Offload environment support & management responsibilities and enable high availability





# Thank You!

*Empower Customers Through Seamless, Secure, Modern Azure Solutions*



We have reliable, efficient, scalable, and auditable operations – easy to do business with!



We're enterprise, innovative, and secure!



We earn the trust and accolades of our employees and customers!

Gold

Microsoft  
Partner



Azure  
Expert  
MSP

Microsoft  
Cloud OS Network  
Partner

Microsoft  
Azure  
Certified



Cloud Solution Provider (CSP)

## Atmosera Azure Platform Services



Azure Strategy, Planning,  
Assessment, & Migrations



Azure Management, Governance, &  
Optimization



Managed SQL  
DBA-as-a-Service  
Advanced Data Services

Azure Data Services

Release Management  
CI/CD-as-a-Service  
Kubernetes



Azure Automation/DevOps



HIPAA/HITECH  
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Managed Azure Compliance



Advanced InfoSec Services (MSSP)  
Advanced Networking  
Backup – Geo-Replication  
Disaster Recovery (DR)

Managed Azure Security