ateko
backed by Bell Canada

# Azure managed services

Twelve + months implementation

# Who We Are

## Ateko - Automation & Tech Collaboration

- A leading integrator and operator backed by Bell Canada.
  - Leading digital transformation at Bell, and combining our solutions with their extensive network and services (AI, Cybersecurity, Contact Centers, etc.)
- Particularly strong with enterprise clients in complex industries with strict regulatory and compliance needs.
  - Banking & Insurance, Telco, Utilities, Public Sector, etc.
- 20+ years of driving digital transformation and cloud-based workflow automation for North American businesses.

# Why Ateko

Ateko accelerate digital transformation for leading organizations by managing the growing complexity of multi-cloud, integrations and connectivity with highly skilled experts, end-to-end solutions, and an advanced partner ecosystem across major cloud providers and ServiceNow.

## Proven end-to-end expertise

Trusted multi-cloud, network, security and ServiceNow expertise to help drive transformations by designing, delivering, and managing solutions end-to-end.

## Advanced partner ecosystem

Leading partner accreditations and over 500+ combined certifications across AWS, Google Cloud, Microsoft Azure and Service Now.

## Re-invented IT experience

The Ateko STRATO service-delivery platform, powered by ServiceNow, enables customers self-service, role-based visibility into and control over what matters to their business.

## Recognized leader

Ateko are uniquely positioned provide leading solutions across Cloud, Security, Network, Contact Centre, ServiceNow and Data & AI.

# Why Ateko for Microsoft Azure

## Experience

Microsoft Partner | Azure Expert MSP

Microsoft

**Years of Experience:**

**12+**

**175+**

**Certifications**

## Market Recognition

Ateko was named as a Notable Vendor in the Gartner Report: Midmarket Context: **Magic Quadrant for Public Cloud IT Transformation Services**

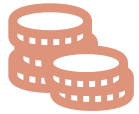
"Ateko helps organizations implement digital transformation initiatives by providing end-to-end services, including strategic advisory, to implementation services and to optimization in its multi-cloud and ServiceNow solutions."

Gartner®

**Ateko helps organizations implement digital transformation initiatives by providing end-to-end services, including strategic advisory, implementation services, and optimization of its multi-cloud and ServiceNow solutions.**

# Trust Ateko with your foundational technology while you focus on your core business

By leveraging our Cloud Managed Services, businesses will unlock a realm of transformative outcomes within their Azure environment, including:



**Predictable & optimized operational costs**

- Transition from capital expenditure to operational expenditure
- Flexibility, allowing businesses to easily scale management/operations teams up or down
- Detect over/under provisioned resources, optimize capacity for greater discounts

**Enhanced security posture & compliance**

- Regularly update, patch and continuously evolve security capabilities to address mitigate risk and address vulnerabilities ensuring compliance with standards
- Proactively scan, discover, and respond to vulnerabilities including XDR Endpoint Security, Identity and Access Management

**Improved reliability & business continuity, minimal downtime**

- Proactively monitor and respond to alerts and incidents
- Automated backups of critical business data, minimizing the risk of loss of data and enables quick recovery of operations in an event of disaster

**Advanced & current technological expertise, bridge skills gap**

- Access to pool of experts proficient in managing the environment and rapidly deploy new solutions
- Cloud managed services handles the day-to-day infrastructure management tasks, allowing the IT teams to focus on more strategic initiatives

**Automated & optimized cloud infrastructure**

- Automated service delivery leveraging AI Ops including AI and ML algorithms to automate daily tasks, analyzing data to identify patterns, detect anomalies, and proactively diagnose problems before they disrupt services
- Periodical assessment of cloud architecture with industry best practices and continuously improve the environment

# Ateko Core Managed Services

**Automated service delivery** | **AIOps & Self-healing** | **Infrastructure as code** | **Automated fulfillment** | **Operational task automation**

## Health & Support

| | |
|---|---|
| **Operations center** | ▪ 24 x 7 x 365 operations support<br>▪ Major incident management<br>▪ Coordination with vendor support (i.e. Microsoft, AWS)<br>▪ Alert notification & forwarding (event & dispatch) |
| **Monitoring & Event management** | ▪ Automated discovery & monitoring of the health, availability and performance of hybrid cloud infrastructure<br>▪ Manage events and respond to resolve |
| **Asset inventory management** | ▪ Track and manage Cloud assets to facilitate service management, operations management, and compliance |

## Operational compliance

| | |
|---|---|
| **IT service management** | ▪ Provide quality IT services through best practice and proven processes, including Incident, Request, Change, Problem, Major Incident, and Release Management |
| **Patching** | ▪ Apply security updates to address operating system vulnerabilities, third party application and appliance firmware updates, maintenance of cloud services automatically |

## Protection & Availability

| | |
|---|---|
| **Back-up & Recovery** | ▪ Protect workloads through system, application, and data level backups, monitoring and self-remediation of failed backup jobs<br>▪ Assist w/ data recovery, maintain recovery plans, restore testing |
| **Availability & Disaster Recovery** | ▪ Manage availability zones, disaster recovery plans & testing |

## Platform operations

| | |
|---|---|
| **Provisioning** | ▪ Cloud native service management and provisioning leveraging infrastructure-as-code and automated service configuration |
| **Server & Network management** | ▪ Configure and maintain servers & middleware<br>▪ Manage certificates<br>▪ Configure, support and maintain telecom equipment<br>▪ Manage Cloud network devices |

## Insight & Observability

| | |
|---|---|
| **Observability** | ▪ Real time cost breakdown<br>▪ Consolidated view of security posture<br>▪ View operational health |

## Security, Governance, & Continuous improvement

| Performance & Alignment | Architecture | Cost optimization | Security |
|---|---|---|---|
| ▪ Regularly align strategic and operational governance (weekly, monthly, and quarterly cadence)<br>▪ Provide regular performance reporting (including vendors), share best practices, and identify new opportunities | ▪ Regularly assess cloud best practices, architecture, offering recommendations to continuously improve environments<br>▪ Establish and evolve guiding principles, policies, and standards for implementing progressive and dynamic solution architecture | ▪ Improve cost efficiency in infrastructure by detecting mismanaged resources, eliminating waste, over/under provisioned resources, optimizing capacity for greater discounts, and flexibly adjusting computing services for scalable operations | ▪ Provide advanced security capabilities to protect data and infrastructure<br>▪ Continuously evolve and dynamically enhance security measures, optimizing protection levels against evolving threats and vulnerabilities |

# Customer outcomes

**Through strategic partnership with Ateko, our clients underwent a comprehensive transformation of their architecture and management framework. The following are tangible outcomes derived from this endeavor.**

**Enhanced cloud IT security**

**Managed cloud infrastructure, proactively improved observability**

**Optimized performance, improve reliability**

**Tangible reduction in cloud operating cost**

**Improved predictability of costs and flexibility in resourcing**

# Case study: banking

## Technology

Azure

## Industry

**Financial**

## Company size

**22,000 Employees**

## Key numbers

**850 Virtual Machines**
**80 App Services**

## Challenges

Client required expertise in augmenting their current cloud team to improve compliance, monitoring, cost management and accelerate cloud transformation.

Client is transitioning to a *you build it, you run it* model; the IT department is struggling to adapt and stay current on all three cloud platforms

Looking for a partner capable of taking over the Azure environment and helping the DevOps team manage Azure technologies, solve the resource shortage, and quickly upgrade and maintain the environment.

## Solution

A dedicated squad team was integrated with client's IT organization structure, business processes and tools to ensure a cohesive operational framework. The squad was responsible for platform enhancements, security hardening, evolution, automation and cost optimization services.

To manage the cloud environment, Ateko applied a rigorous approach aligned with client business objectives: the discovery and planning phase, transition phase, and managed services phase. The squad adeptly assumed operational responsibility in alignment with the established service levels upon completion of the phases. These phases took place over a 4-month period.

Weekly operational model consists of management of daily operations including monitoring, resolving incidents, query response, and supporting clients during deployments. By integrating its CCoE into the Cloud services support squad, Ateko has built a structure that enables best practice adoption & secure solution development.

## Results

### Comprehensive Management

Ateko became a management, development, monitoring and evolution partner, enabling the client to free up its resources dedicated to these activities. Azure cloud operations offer the following benefits: 24/7/365 support, IT service management to provide best-in-class client experience, infra-as-code (CI/CD) to maintain service levels based on best practices, provisioning, monitoring basic cloud health and performance of IT infrastructure, patching activities, as well as availability and backup management.

### Governance & Advisory

The organization benefits from Azure cloud governance and advisory (technology advisory, security recommendations and cost optimization). Cloud managed services enable the client to leverage recommendations and evolution opportunities in the Azure cloud backlog, and to execute priority initiatives.

### Operational Stabilization

The client was able to stabilize its operations with a reduction in downtime and enhance security and compliance remediation.

### Integrated Operations

The dedicated squad is now fully integrated with the client's operations and managing the Azure environment providing ongoing support and advisory services to meet challenges ahead.

### Cost Reduction

Reduced cost through the implementation of cost optimization solutions, optimizing resources and improving performance quality.

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Thank you