BYTES | Smarter together

We empower
people &
organisations
to succeed.

Cloud Essentials

aws Microsoft Azure Microsoft 365

Today customers are faced with an increasingly complex IT and business environment. No longer is everything and everyone housed securely and working within the confines of the "notional" physical perimeter of the organisation. The modern workplace, and locations, are dynamic, made even more varied given the "new normal" of this post-pandemic era.

Customer Challenge

Organisations need to keep the current business operations working whilst modernising and building new capabilities, also considering new technology opportunities.

The shift to cloud has in many ways made some things easier insofar as capacity is technically infinite and availability ubiquitous.

Support Day-to-Day Operations

Fix Problems

Navigate Change

Build New

Support Dynamic Workforce

Manage Costs

Why Cloud Essentials?

However, organisations are still responsible for ensuring services are configured securely, where using infrastructure services, these are patched regularly, capacity meets business demand whilst not wasting money, and if services fail a rapid response and return to normal service is achieved. The skillsets and/or staff capacity required may not always be readily available in every organisation. Also, certain skills may only be required infrequently for example architecting or deploying a new service.

Bytes have designed our Cloud Essentials service to effectively meet these customer challenges by providing 24x7 access to experts to either support, optimise, build or deploy hybrid cloud technologies.

What is Cloud Essentials?

Cloud Essentials is a cloud support, management, optimisation, and flexible resourcing service designed to meet every day operational and strategic needs of our customers.

Cloud Essentials is made up of three core service areas:

- **SUPPORT** Services
  - Reactive and proactive support services. Reactive support services are available 24x7 with SLA response times starting from 30 mins for P1's as standard.
  - Incidents will be managed through to resolution and if required Bytes will also manage any escalations to the vendor.
  - Proactive support services can include regular health checks, patching, upgrades, and other maintenance/environment management activities as agreed.

- **OPTIMISATION** Services
  - Commercial and technical cloud optimisation services.
  - Commercial optimisation includes analysis of your cloud spend to determine cost saving strategies through the application of existing licenses (hybrid benefits / BYOL), upfront purchasing (reservations), and shift of spend to/from marketplace. Bytes will track ROI being achieved and advise on or make changes, including cancellations where appropriate, to ensure savings are maximised.
  - Technical optimisation includes the review of cloud services utilisation to determine rightsizing opportunities, removal of unused/orphan services, potential for spot instances, and the optimal shutting down of services when not required.

- **FLEX Consulting Services**
  - This covers the access to a wide range of consultants across infrastructure, cyber security, modern workplace, change management, user adoption and training, and commercial services.

Key Service Features

- ✓ 8x5 or 24x7 remote support
- ✓ Complete patching activities
- ✓ Major (P1) incident management
- ✓ Level 2 and 3 support
- ✓ Incident and problem resolution with root cause analysis
- ✓ Advisory Service
- ✓ Managed vendor escalation
- ✓ Preventative Maintenance
- ✓ Remediation
- ✓ Technical Rightsizing
- ✓ Cloud cost management using Hybrid Benefits, Reservations and Spot Instances
- ✓ Access to technical consultants for ad hoc engagements
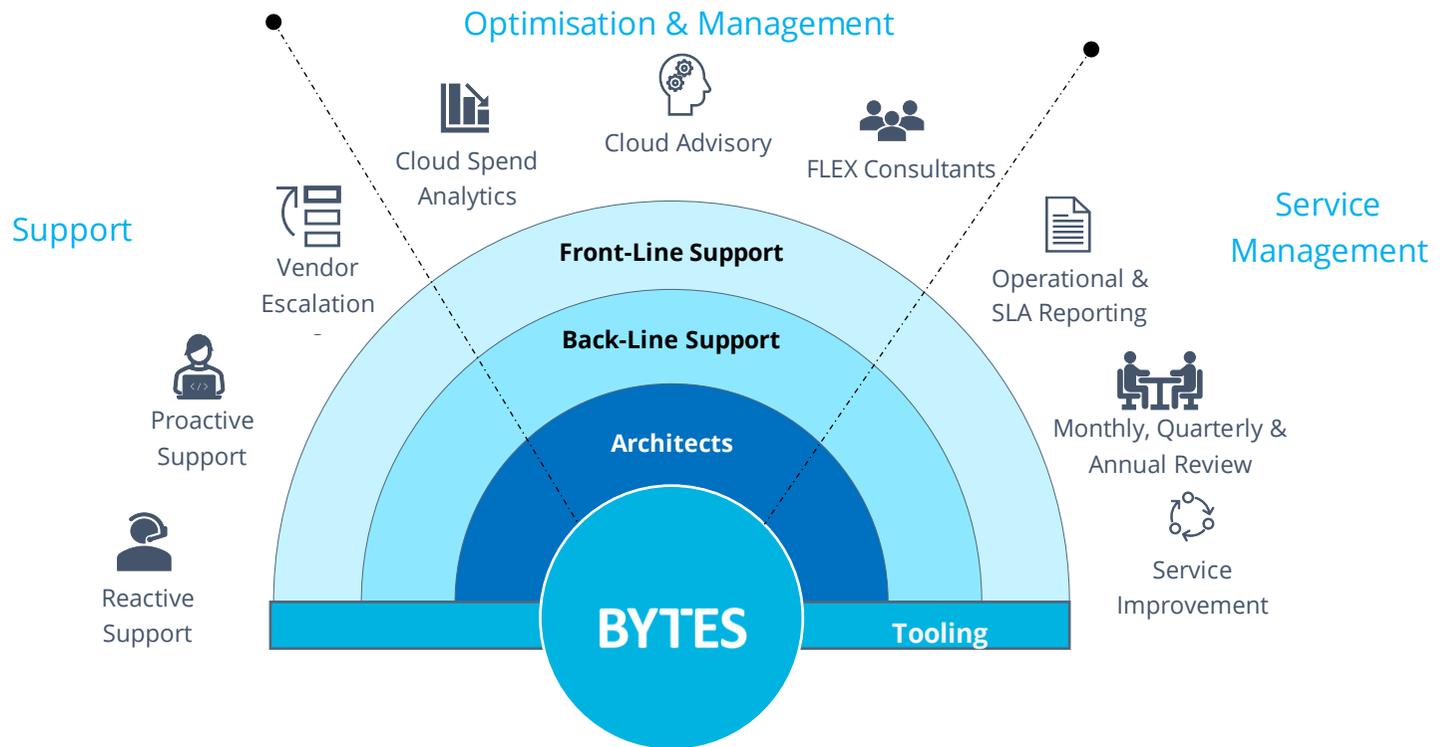
Cloud Essentials

Our service promise

- ✓ A response, SLA backed, service desk, available 24x7 to manage and resolve issues.

- ✓ Problem management to ensure recurring issues do not persist.

- ✓ Proactive review and maintenance of your estate to sure your compliant and secure.

- ✓ Managed escalation to cloud vendors should this be required.

- ✓ Effective commercial and cost management of your cloud spend to maximise savings and the ROI of any investments that you make.

- ✓ Technical optimisation of your cloud services to ensure they are performant and cost effective.

- ✓ Service SLA reviewed and proactively managed, driving continuous service improvement.

- ✓ Provision of ad hoc experienced consultants to meet your needs.

The Cloud Essentials services are all accessed and paid for using Service Tokens. Service Tokens are procured upfront and then drawn down in the event of an incident being raised on the service desk, or requests for proactive maintenance activities, or where ad hoc consultants/professional services are required.

Service Tokens have a unit cost of £250. Depending upon when an incident is raised on the service desk the Service Tokens consumed will vary, increasing for out-of-hours and weekend support.

Service Token charges for consultants vary based on the technical area and experience of the consultant required. Consultants can be used in half-day units for remote work or full days for onsite activities.

Optimisation & Management

Support

Service Management

- Cloud Spend Analytics
- Cloud Advisory
- FLEX Consultants
- Vendor Escalation
- Front-Line Support
- Operational & SLA Reporting
- Proactive Support
- Back-Line Support
- Architects
- Monthly, Quarterly & Annual Review
- Reactive Support
- Service Improvement
- BYTES
- Tooling

Support & cost management across your cloud environment