devoteam
M Cloud

Azure
Managed Services

Creative tech for Better Change

devoteam
M Cloud

A leading Partner for Premium Consulting, Solutions & Managed Services for Microsoft.

Microsoft Azure Microsoft Dynamics 365 Microsoft 365

Creative tech for Better Change

Your preferred partner in EMEA

Sized for agility and trust

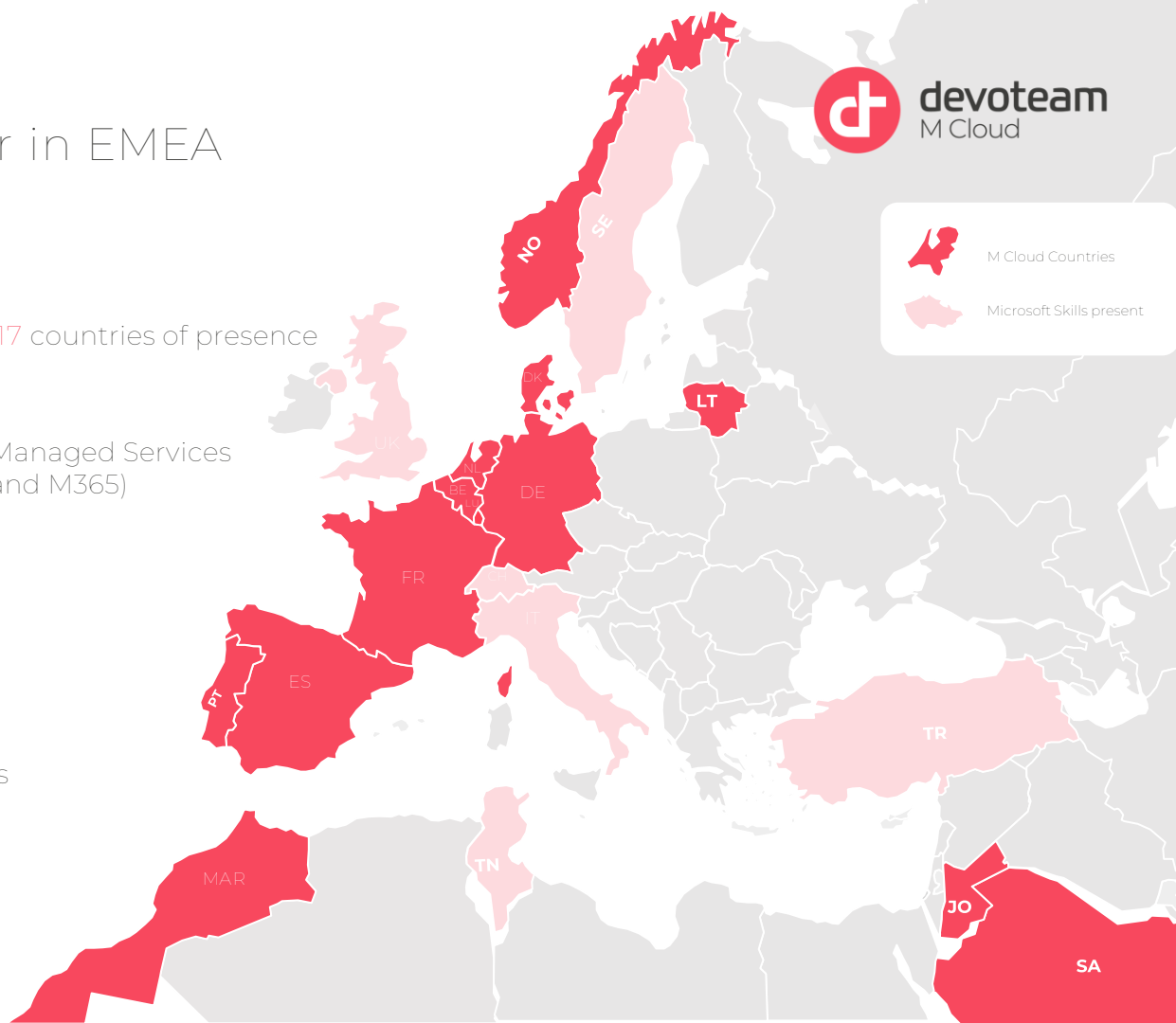
1200 specialists

17 countries of presence

2100 certifications

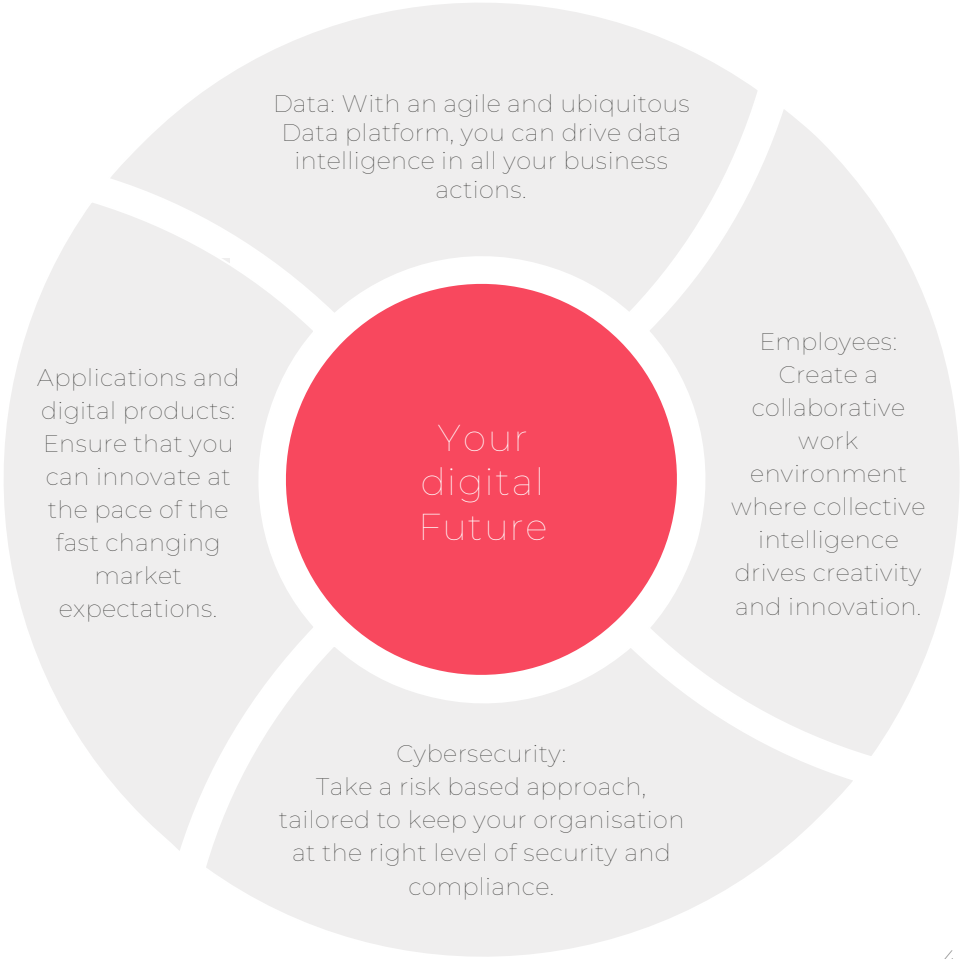
Global Managed Services (Azure and M365)

- Partner of the Year 2019-2023
- Azure expert MSP
- 18 Specializations
- 6 Partner Solution Designations
- Global Partner



What is our approach of digital transformation in partnership with you?

The goal of digital transformation is to use technology to make your organisation more productive, your employees more creative and your business more enchanting for customers while controlling costs at the same time.



Our competencies
The multidisciplinary holistic approach

Re-imagine & Co-design

What is your status quo? What is the right digital mix for your business? What is needed to achieve the desired business outcomes?

Enforce security & compliance

Rather than being a blocker, make security & compliance an enabler of your digital future by integrating security from the start.

Build & Migrate

Your new digital architecture requires a solid foundation and proven best practices to efficiently go from planning to successful migration

Adopt, Modernize & Innovate

Modernise your Apps and fully exploit cloud native capabilities to innovate your digital products faster than your competition.

Operate & Optimize

Manage your cloud estate to higher levels of performance and economies, while continuously leveraging cloud platform innovation.

initiate — define — transform — perform →

This framework can be duplicated for your projects on the 3 Microsoft clouds.

Our value propositions

Expertise across all Microsoft Clouds.

Speed up Cloud Innovation

- Enterprise Cloud Transformation
- Cloud-native Infrastructures & Apps
- Identity & Access Security
- Data Platform & AI
- Cloud Effectiveness & Optimization

Digitize your Business Processes

- Enterprise-grade business applications
- Low code developments
- Business process digitization and optimization
- BI and visualization

Harness Cloud-based Productivity

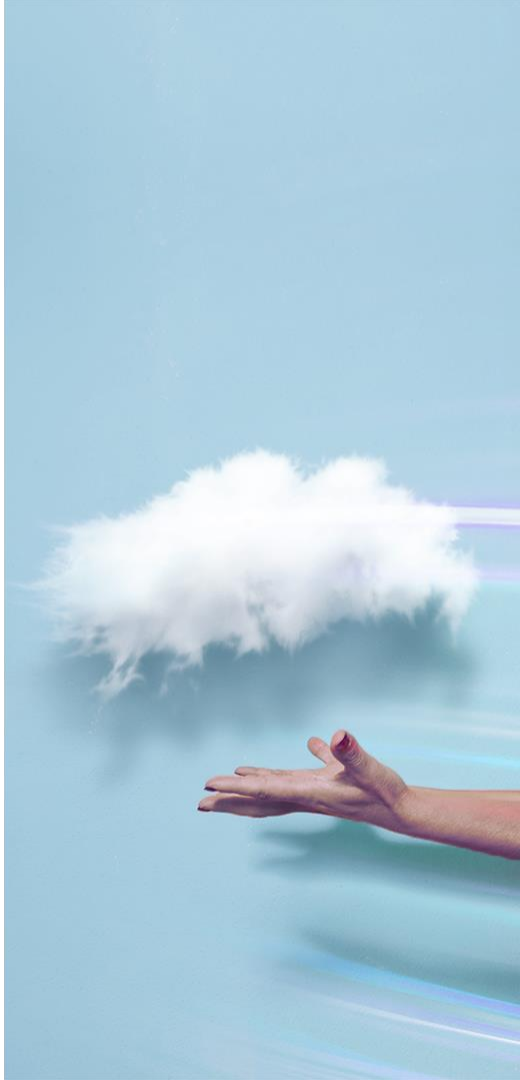
- Agile & Secure Modern Work
- Creative Team Work
- Knowledge & employee experience
- Compliance
- Firstline Workers

Microsoft Azure

Microsoft Dynamics 365

Microsoft 365

Observations and challenges



devoteam
M Cloud

Cloud is the new world

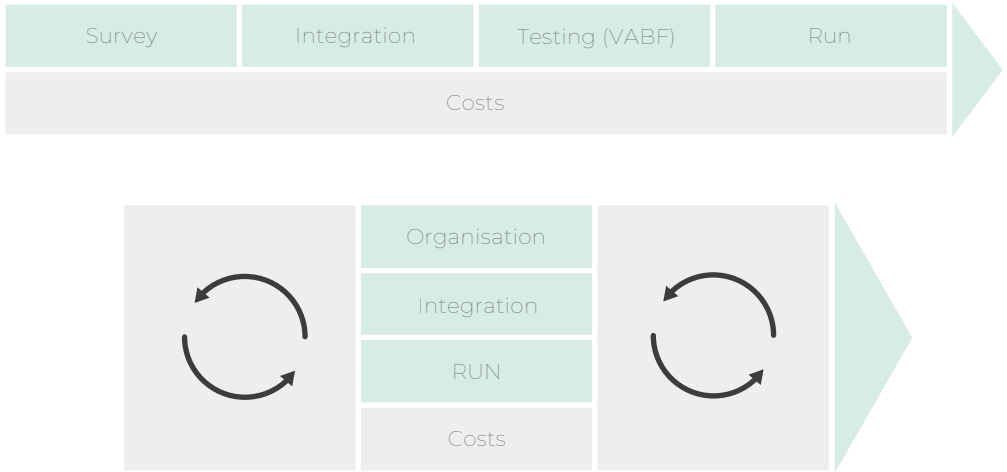
This means continuously rethinking how you manage your infrastructure in Azure.

devoteam
M Cloud

Change management becomes the new challenge

LONG CYCLE

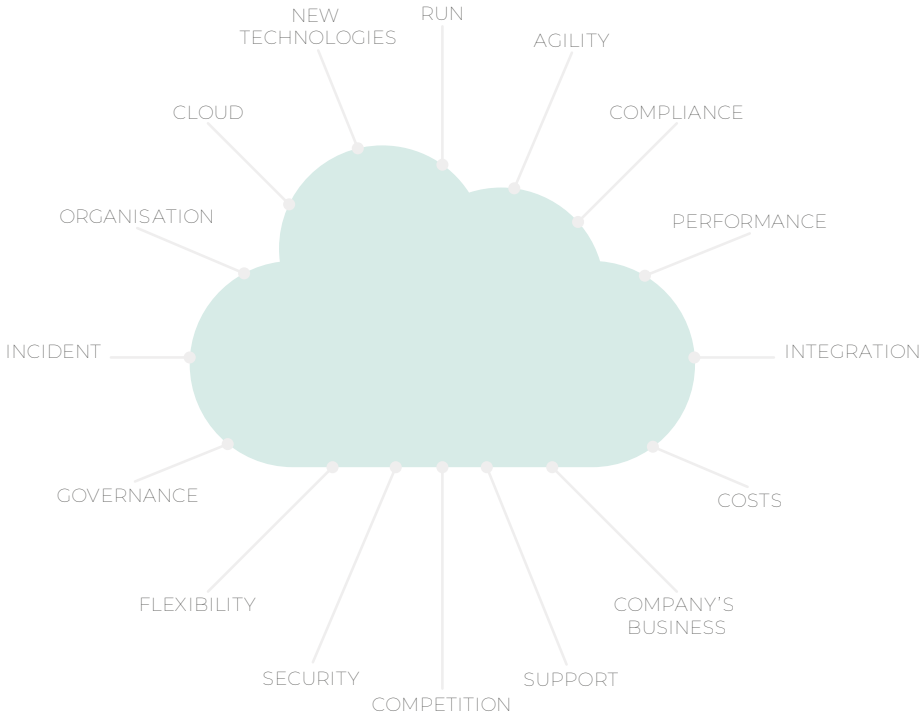
SHORT CYCLE



Impacts on the organization and processes:
towards agility!

devoteam
M Cloud

A variety of factors to consider



devoteam
M Cloud

How will you manage your IT when it goes to the cloud?

Migration to the cloud is an opportunity to rethink your organization and delegate the management of your environments to focus on your core business!

BUSINESS NEEDS

Flexibility
New functionalities

SLA

Level of availability
Resilience

OBSOLESCENCE

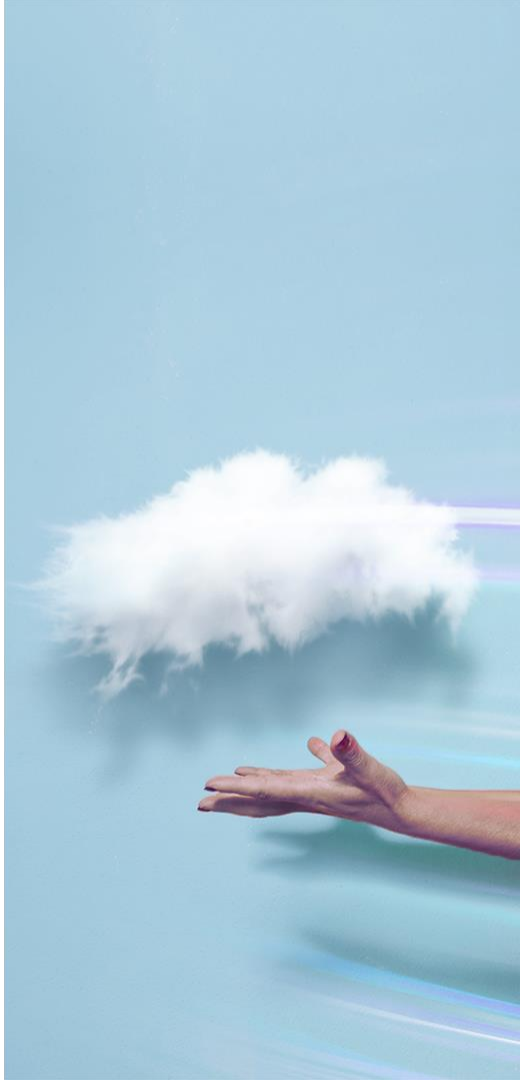
Supportability
IS agility

We offer to accompany you in a continuous improvement process!

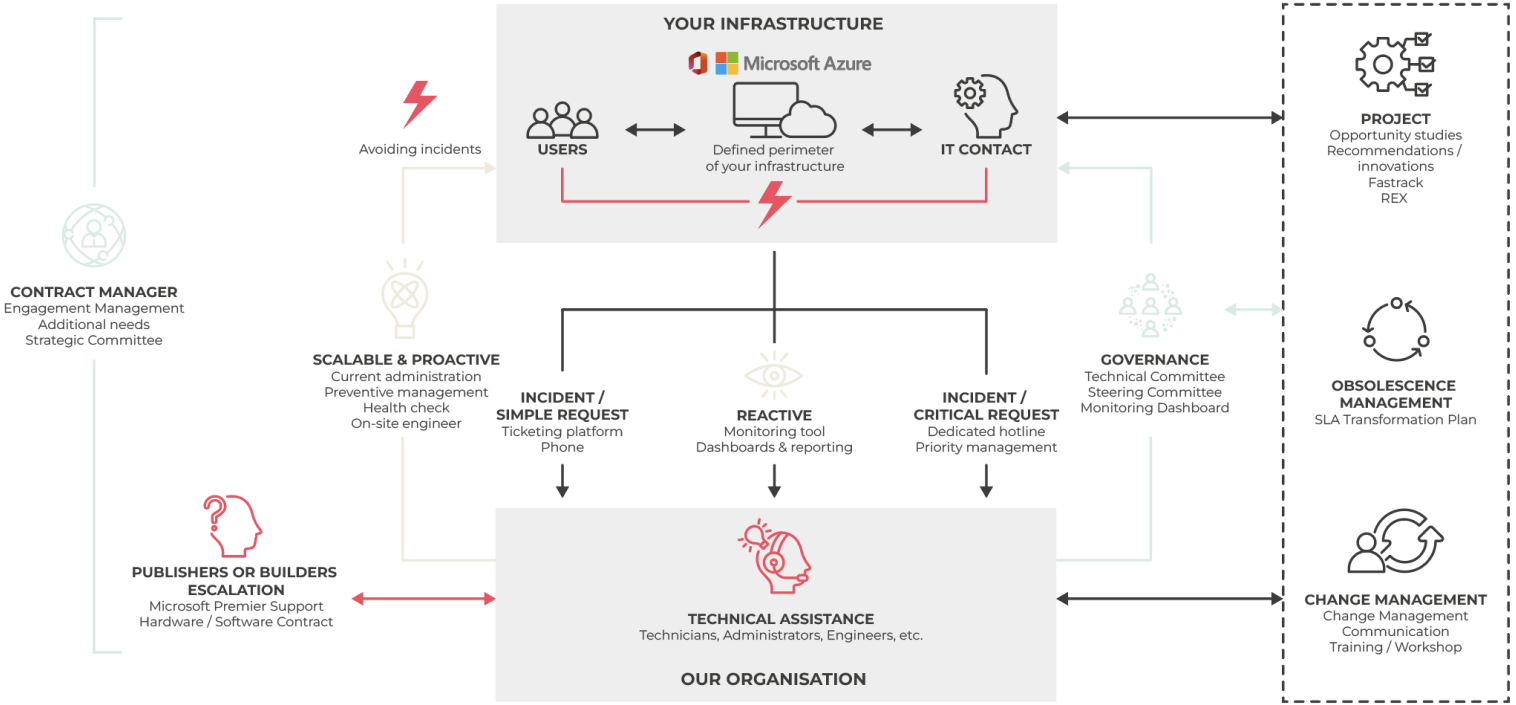
devoteam
M Cloud

Organization and Methods

devoteam
M Cloud

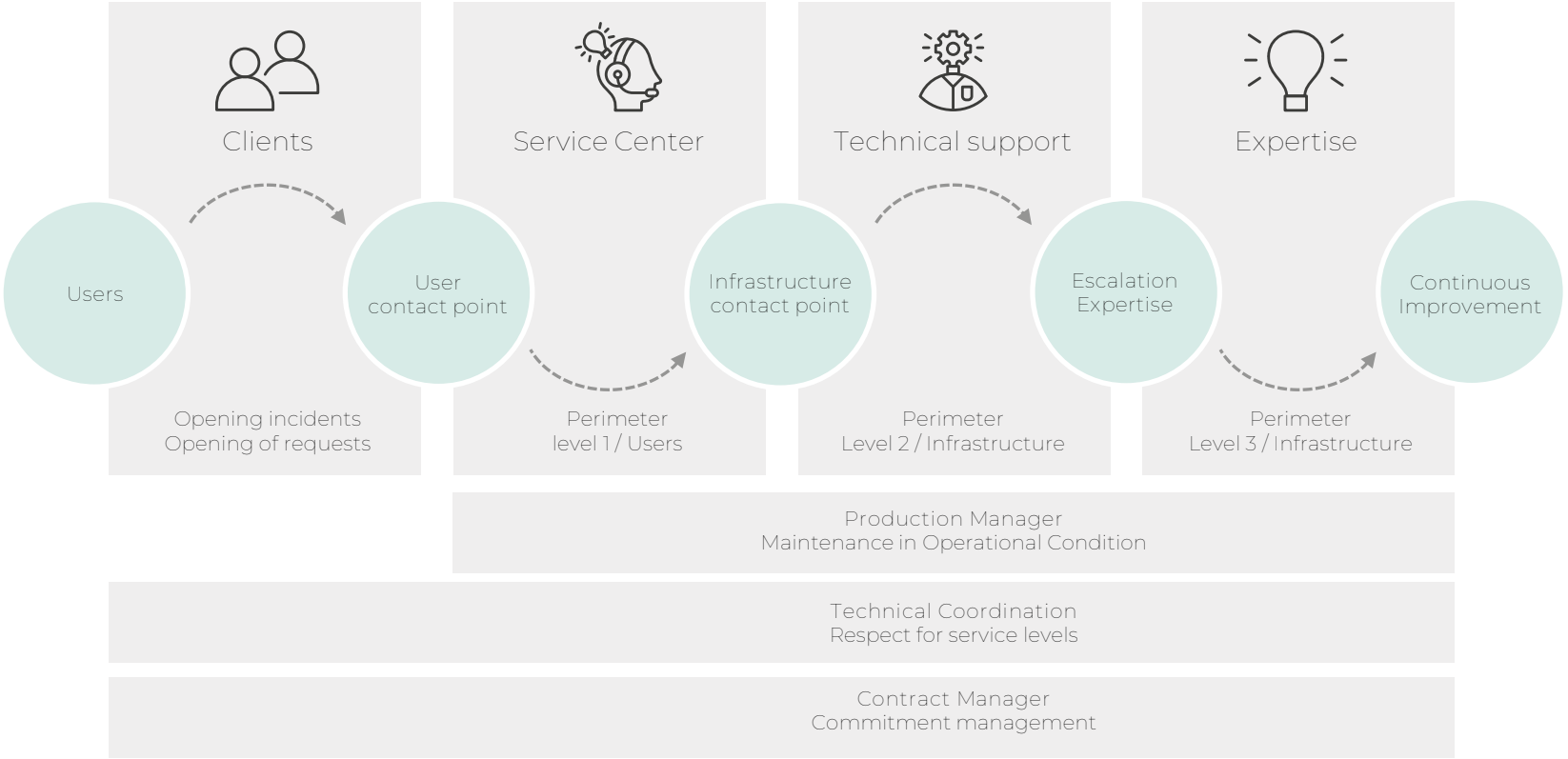


Managed services



devoteam
M Cloud

Your Managed Services Team



Organisation

REACTIVE (INCIDENTS AND REQUESTS)

A dedicated platform
User support
Fast and efficient ticket resolution

Reinforced resources
On-site intervention triggered if necessary
Dedicated 24x7 number (on-call option)
Crisis management unit
Shortened response time

In-depth analysis
Post-Mortem
Analyze the causes
Define a remediation plan
Advice on use
Delivery of guides and/or checklists

MANAGEMENT OF THE SERVICE

Single point of contact
End-to-end contract management
Monitoring and steering of services and activities

Technical referent
Answer to your technical questions
Understanding your issues
Knowledge of your infrastructure
Manage technical and organizational risks

Quality process
Steering and Technical Committee
Report and analysis of the existing system
Critical incident follow-up
Sending proactive information
Anticipate future activity

PREVENTIVE AND EVOLVING

Systematic maintenance
Planning of control actions
Automation of controls

Predictive maintenance
Based on thresholds that define a state
Definition of performance thresholds
Definition of connection thresholds

Proactive maintenance
Reduce incidents through supervision
Identify and correct the key points of the infrastructure
Apply the best practices of editors and manufacturers

Training
Technical workshop to better use the technologies
To accompany you proactively on site

To modern Managed Services

ITIL FOR STRUCTURED OUTSOURCING

ITIL v3 process monitoring (ITIL 4 evolution)
Continuous improvement
IT interaction management

DEVOPS FOR AUTOMATED OUTSOURCING

Automation of recurring actions
Industrialization of tasks
Reliability and time saving

ISO 27001 FOR SECURE OUTSOURCING

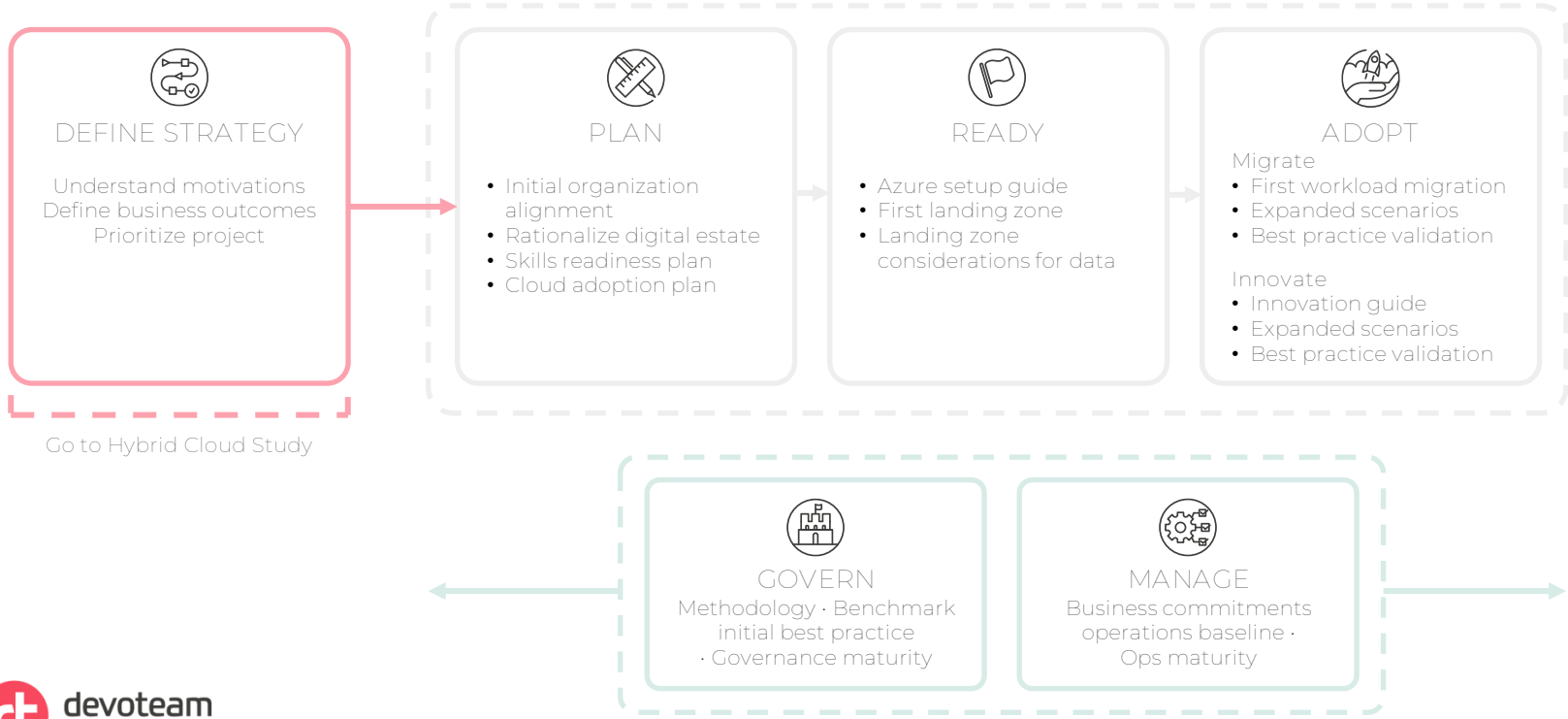
Preparation of the certification in progress (2021)
Securing remote access
Follow-up of actions on customer environments

CERTIFIED FOR COMPETENT OUTSOURCING

Monitoring of new technologies
Technological certifications of the speakers
Knowledge of IT environments

devoteam
M Cloud

A solution in line with the Cloud Adoption Framework

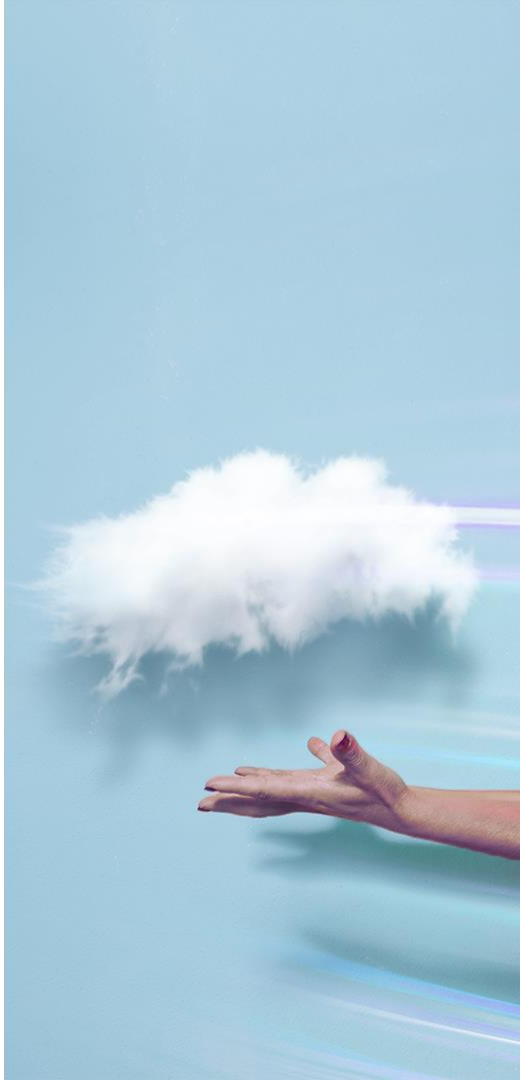


devoteam
M Cloud

Aka.ms/CAF/migrate

Services and Scope

devoteam
M Cloud



A scope adjusted to your needs

ON-PREMISE

At your home

CLOUD

Azure

Microsoft 365

USERS

Workstations

devoteam
M Cloud

Scope and pricing model

Mobility	Saas
Applications	
Data	
Runtime	PaaS
Middleware	
O/S	IaaS
Virtualization	
Servers	
Storage	Azure base
Networking	
Security	
Identity	

- Support - Level 1
- Support - Level 2
- Support - Level 3

- Supervision and inventory (in SAAS mode)
- Administration of IT environments
- ITIL incident management
- ITIL request management
- ITIL Knowledge Management
- ITIL Change Management
- ITIL Problem Management
- Security monitoring of IT environments
- Continuous Improvement Plan

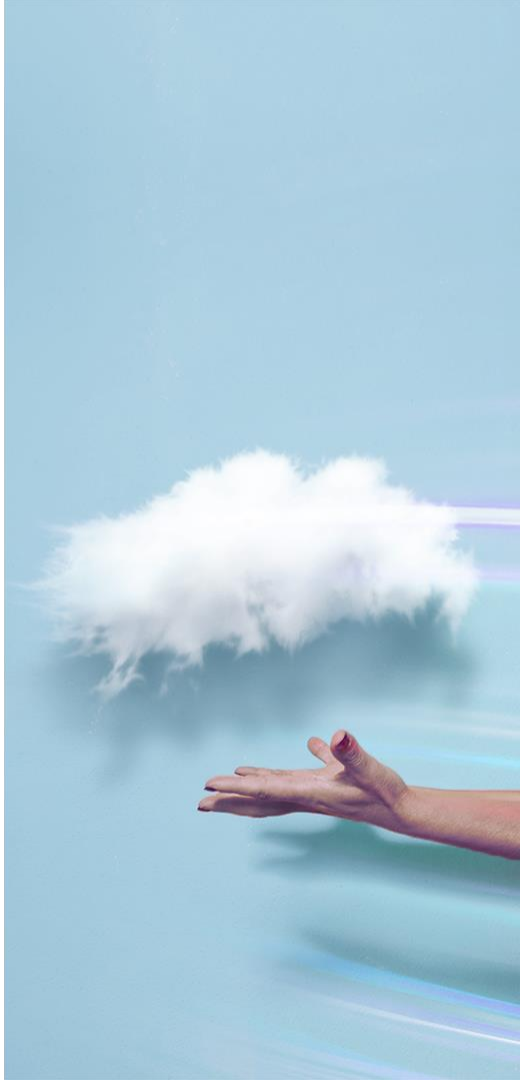
Implementation phase
(from 2 500€ HT)

Monthly invoicing according to the level of support (level 1, 2 and or 3)

Monthly billing according to the platforms managed (Base, IaaS, PaaS, etc.)

A modular offer
Examples by service levels

devoteam
M Cloud



Operating activities - Azure base perimeter

CONTINUOUS IMPROVEMENT

EVOLUTIVE	Adding access rights to the subscription Adding a storage account Change access Update logs Add security rule
PREVENTIVE	Supervision of the Azure infrastructure (base) Monthly review of Microsoft Azure best practices Review of the compliance of the Azure platform Maintenance of documentary assets Backup management Continuous improvement plan for the architecture Maintenance of the inventory Health check
REACTIVE	Subscription access issues Security issues Network issues Cost issues

SUBSCRIPTION

devoteam
M Cloud

Operating activities – IaaS perimeter

CONTINUOUS IMPROVEMENT

EVOLUTIVE	Creation of a new machine Change of configuration Update / Delete virtual machine Machine archiving Add storage Operating system update / Upgrade
PREVENTIVE	Virtual machine monitoring Monthly review of Microsoft Azure best practices Review of virtual machine compliance Documentary asset maintenance and inventory Backup management and regular recovery testing Continuous improvement plan for the architecture Daily, weekly and monthly audits Verification of machine compliance
REACTIVE	VM access issues Service issues in VMs Performance issues Security issues Network issues Virtual machine recovery request

VIRTUAL MACHINE

devoteam M Cloud

Operating activities – PaaS perimeter

CONTINUOUS IMPROVEMENT

EVOLUTIVE	Creation of new databases Creation of new instances Implementation of a maintenance plan Add/remove access rights Deployment of new images Add storage for platform evolution LogicApps / Function App evolution Update PaaS platform
PREVENTIVE	Supervision of the PaaS environment Monthly review of best practices Review of the compliance of the SQL/MySQL base Management of Service Bus queues Backup management and regular recovery testing Continuous improvement plan for the MySQL architecture Monitoring of AKS image updates AKS cluster health check and optimization
REACTIVE	Redis cache performance issues Database access issues MySQL platform security issues Logic Apps triggering issue AKS pod deployment issues MySQL Database Recovery Request MySQL instance recovery request

SQL/MySQL databases
AKS Cluster
Redis Cache
Logical applications
Functional application
Service bus
...

devoteam
M Cloud