



# Managed Public Cloud

Driving cutting-edge operational excellence.

**Creative tech for Better Change**



## What has changed

# Adoption of cloud requires a **cloud native response**



### Cloud Expertise

- New paradigms and procedures in cloud requires new expertise and experience
- Continuously moving standards require continuous evolution of the cloud workloads
- Increasing the stability of the platform as well as delivery of new services requires experienced cloud operators



### Cloud Automation

- Supporting agile development practices requires automated operational coding elements
- Fast paced changes to the workloads and platform requires a code driven platform
- Ensuring governance control across cost, security, compliance and operational excellence, necessitates a new code driven operating model



# What to expect from our **managed public cloud** service

### SECURITY

- Pre-defined set of standard operating procedures and solutions
- 24x7 reaction to alerts and events from security components
- Use of Lighthouse and Bastion is used to maintain operational security
- Monthly reporting on environment changes, events and trends

### OBSERVABILITY

- Best in class monitoring, logging and auditing
- 24x7 staffed operations center for continuous eyes-on monitoring
- Cloud Native IaaS and PaaS, as well as hybrid cloud alert monitoring
- Detection of cost deviation and optimizations

### CONTINUITY

- Incident resolution, problem evolution and change execution.
- Antivirus coverage and response
- Continuous backup of workloads across the cloud platform
- Portal based solution for Wiki and operations handbooks
- Continuous evolving operational handbook and procedures

### AUTOMATION

- Security patching of Windows and Linux servers
- Code driven self-service access for developers and users
- Service Catalogue library for user self-service
- Recommendations and suggested action in monthly reporting for the cloud environment

# Devoteam Managed Public Cloud at a glance



< 30 min  
guaranteed  
response



95%  
service levels



0 €  
for service requests



84%  
automated actions



365  
access to analytics



24x7  
active operations



4  
spoken languages



19  
supporting  
countries

Proven execution

# Managed public cloud key advantages



Full operational 24/7 support of the customer's public cloud IaaS and PaaS infrastructure



ITIL-compliant and GitOps enhanced operational practices fit for all client maturity levels



Built on an efficient standardized model, adaptable to the customer's needs



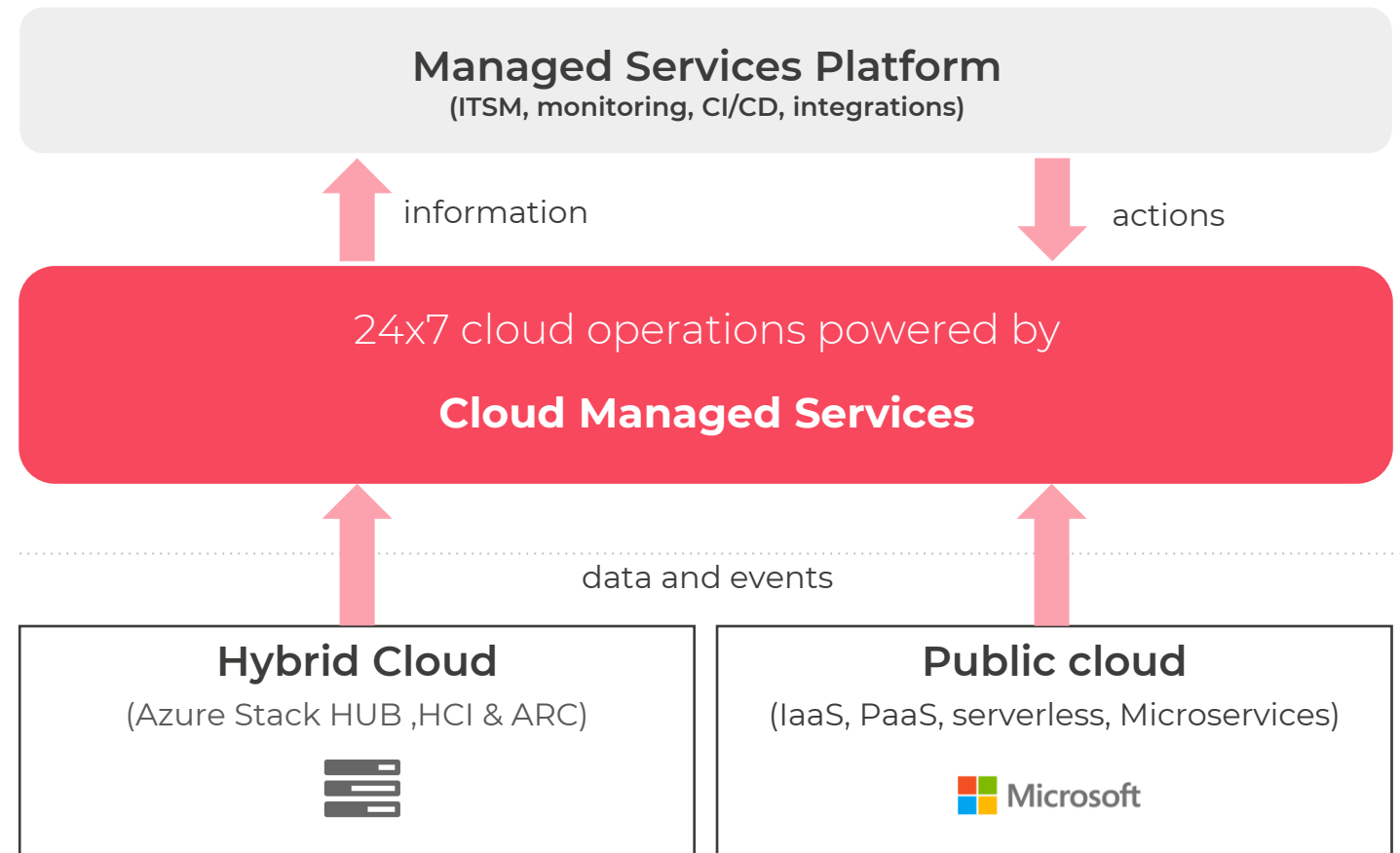
Clear pricing model

## What we cover

# Extensible cloud operations for **all your cloud services**

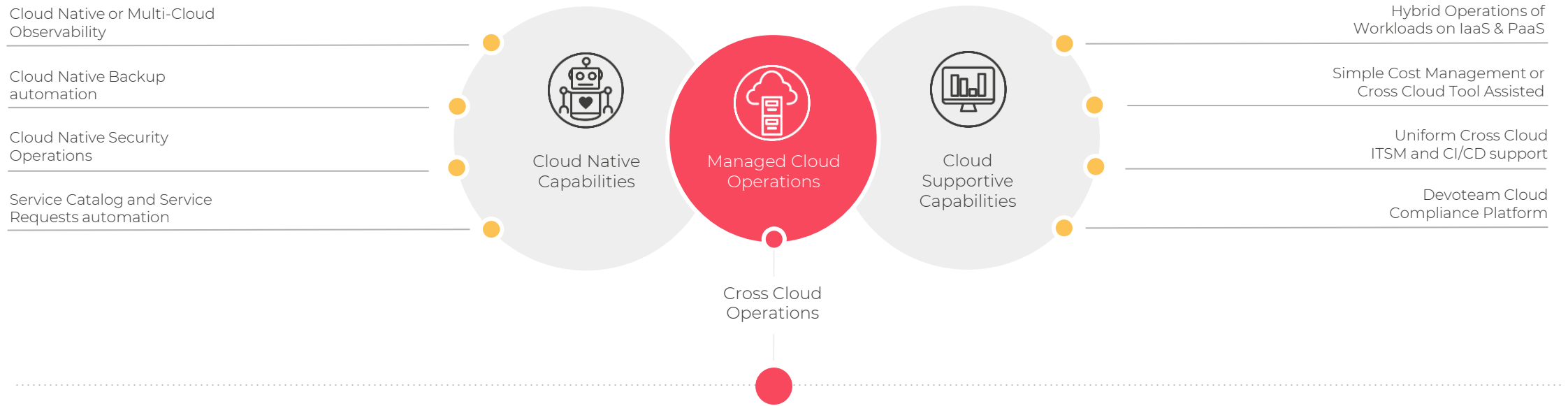
Ensuring consistent cloud operations across the entire cloud environment

- **Full public cloud coverage**
- **Hybrid cloud management model**
- **Azure ARC enabled services**
- **Uniform control and reporting**



## Multi-cloud engagement

# Uniform engagement across **public clouds**



## Microsoft Azure

Cloud Operations

Security Management

Compliance Management

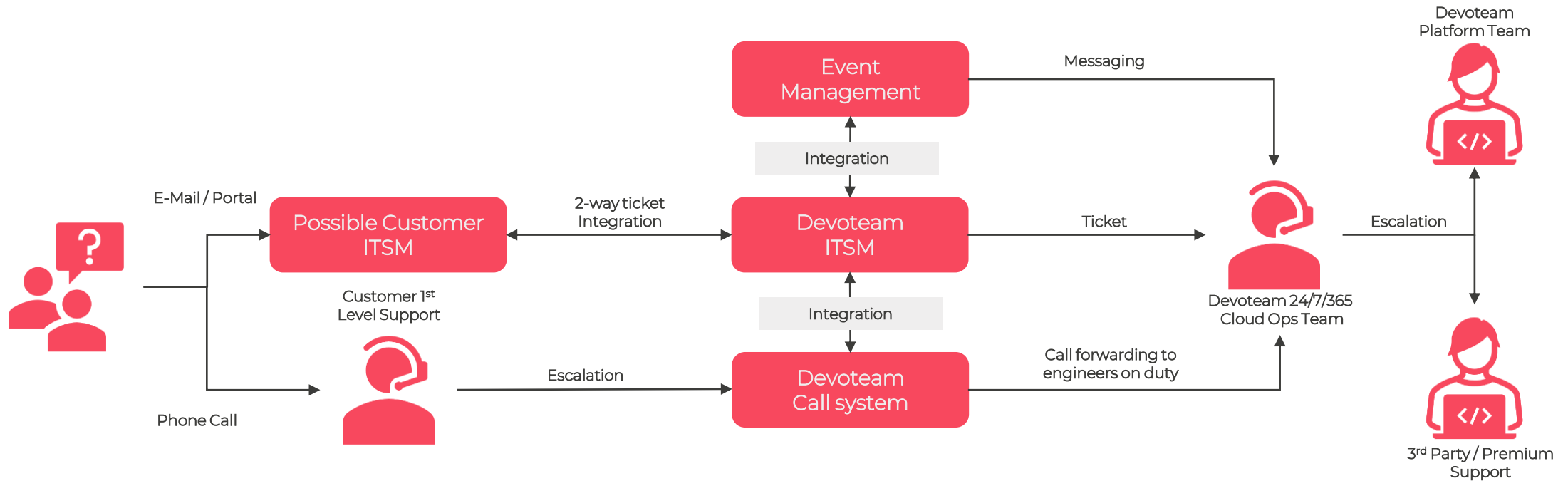
Cost Management

Hybrid Management

Service Management

Always available

# Incident management **designed** **and build** for customer integration





Proven execution

# Measurable results of the managed service



Improved operations metrics



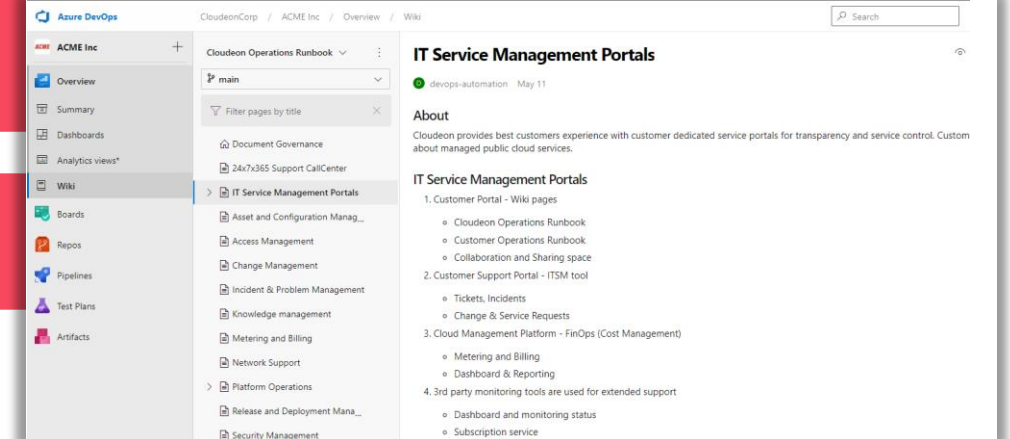
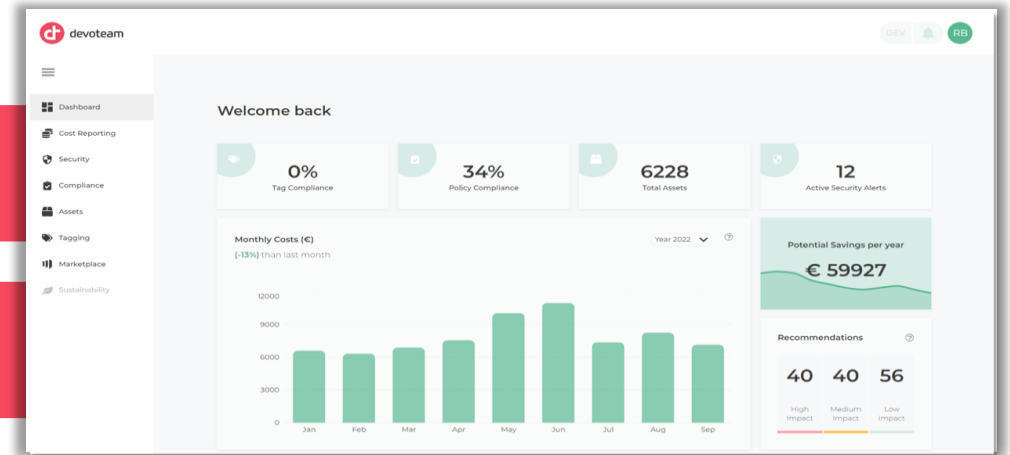
Standard and customized reporting



Defined and agreed service levels



Operational insights delivered monthly



## Our service levels

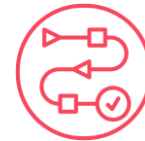
# Service levels designed to handle your **business events**



Reporting from  
calls



Reporting from  
events



Reporting from  
tickets

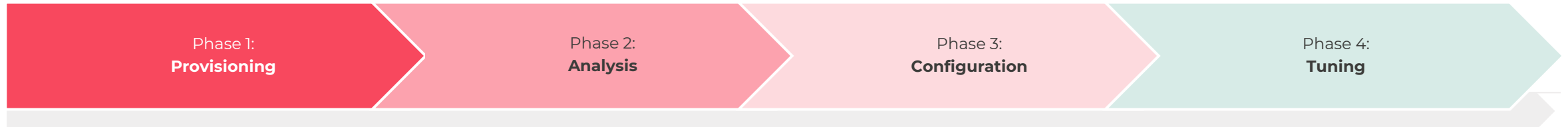


Reporting from  
Problems

Activity	KPI	Type	Objectives	SLA
Incident Management and Recovery	Response time objective	P1	30 min	95%
		P2	2 hours	
		P3	4 hours	
		P4 & P5	Best efforts	
	Recovery time objective	P1	4 hours	90%
		P2	8 hours	
		P3	2 days	
		P4 & P5	Best efforts	
Problem Management	Implementation of the RCA (Root Cause Analysis)	Depending on the support activity		Monthly
	Resolution of the Problems	Depending on the support activity		Monthly

## Onboarding process

# Onboarding to an **expert managed service provider**



Conduct **initial workshop** for the **4-week process** of onboarding to Managed Public Cloud and execute key activities

**Gather required information** on cloud environment and conduct required GAP report towards operations readiness

**Configure** cloud environment for operational tasks and remediate identified GAP's

**Conduct tuning of alerts** and begin process on **daily operational tasks**. Initiate customer calls and meeting cycles.

### Key Activities

- Workshop for alignment of tagging, roles, settings and more.
- Cloud environment onboarding
- Service reporting establishment

### Key Activities

- Review cloud consumption trends
- Identify any additional resources
- Report on GAP / readiness

### Key Activities

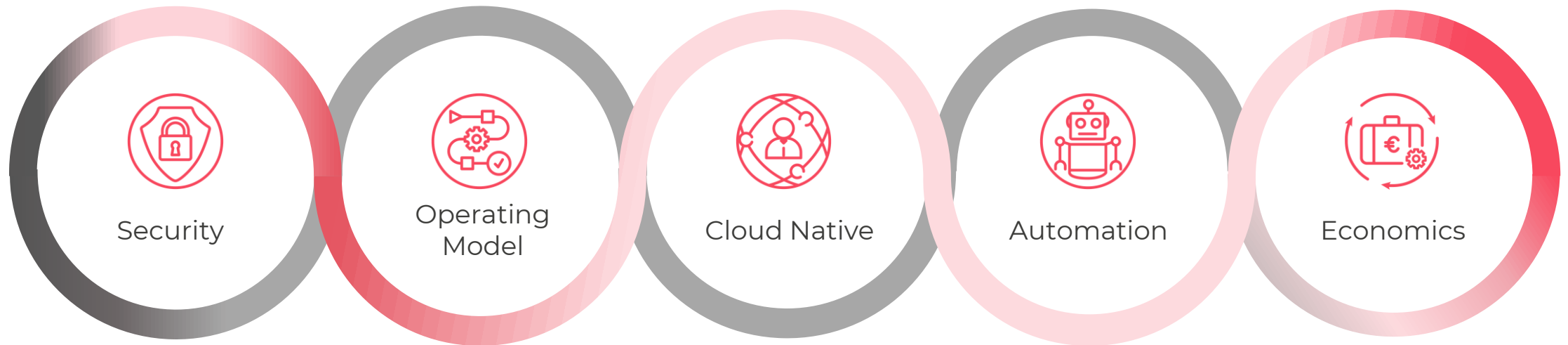
- Deploy alert rules
- Configure playbooks
- Configure automations
- Remediate GAP's found
- Create identified Service Requests

### Key Activities

- Tuning of alert rules
- Optimization of cloud consumption
- Regular meetings with customer
- Update runbook and playbooks

## How we are different

# How we can help you achieve a **stable public cloud** environment



Security

Operating Model

Cloud Native

Automation

Economics

Cloud native solution to provide day one **security transparency**

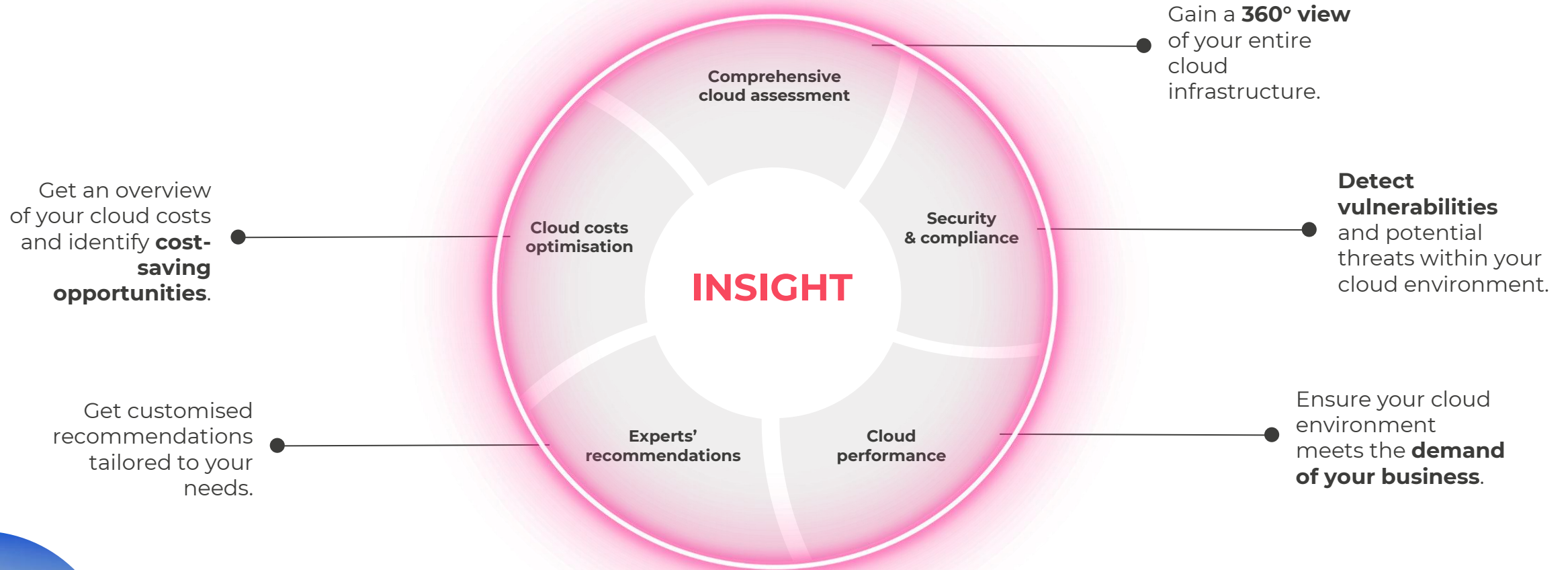
Modernizing to cloud components and using **Infrastructure-as-code**

**24x7 operations** teams available for all users and workloads

Code driven operations and platform teams ensures **high automation**

Transparency and automation creates **cost reductions**

# INSIGHT - our cloud management platform





## Getting Started

Fast and secure onboarding of your cloud environment in minutes!



## Centralized view

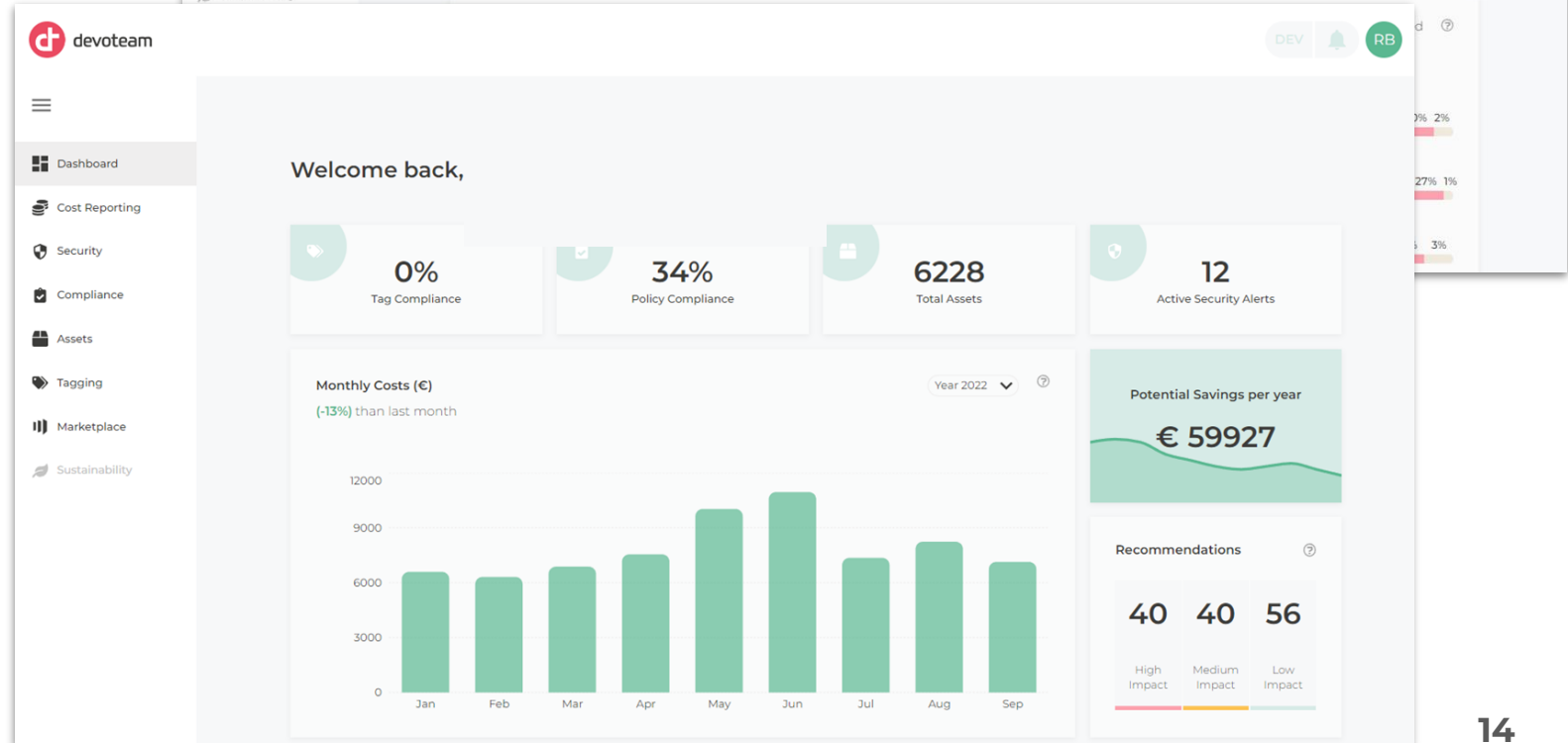
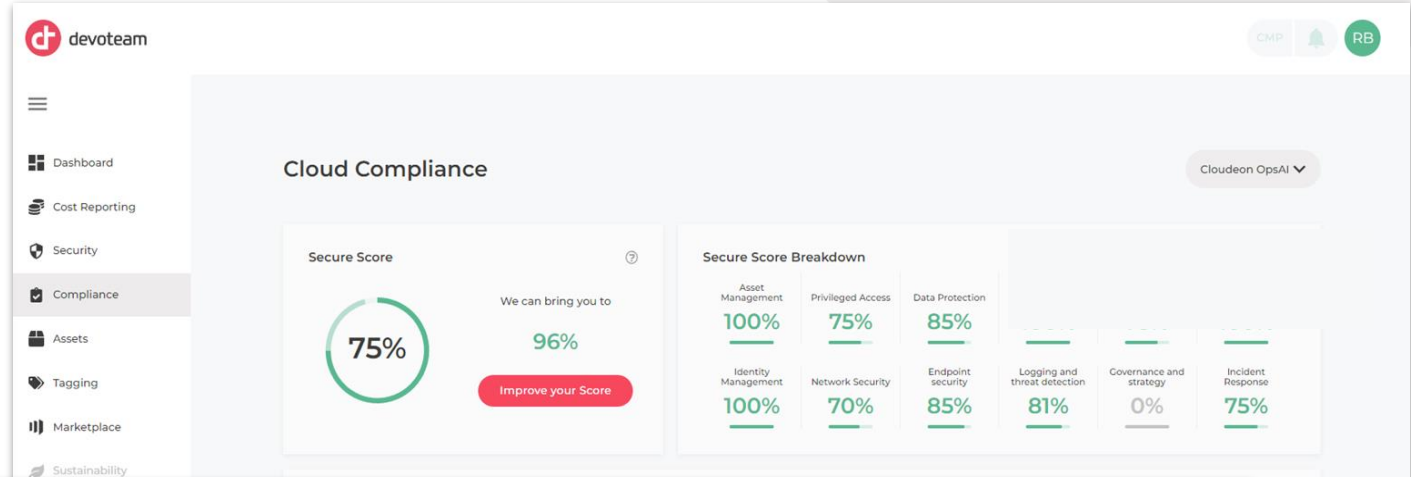
Begin taking control of your cloud journey with data from every aspect of your cloud.



## Proactive control

Fully understand your cloud environment and be able to react.

**MULTI CLOUDS COMPATIBLE**



# Take driver seat with **INSIGHT**

at <https://insight.devoteam.com/>

Request  
demo





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