Cloud migration & management

Hyper-scale public cloud is not only about better, lower cost or safer infrastructure. At Eduserv, we believe that migrating to hyper-scale public cloud is the first step in enabling our clients to protect their future and get more out of digital technology.
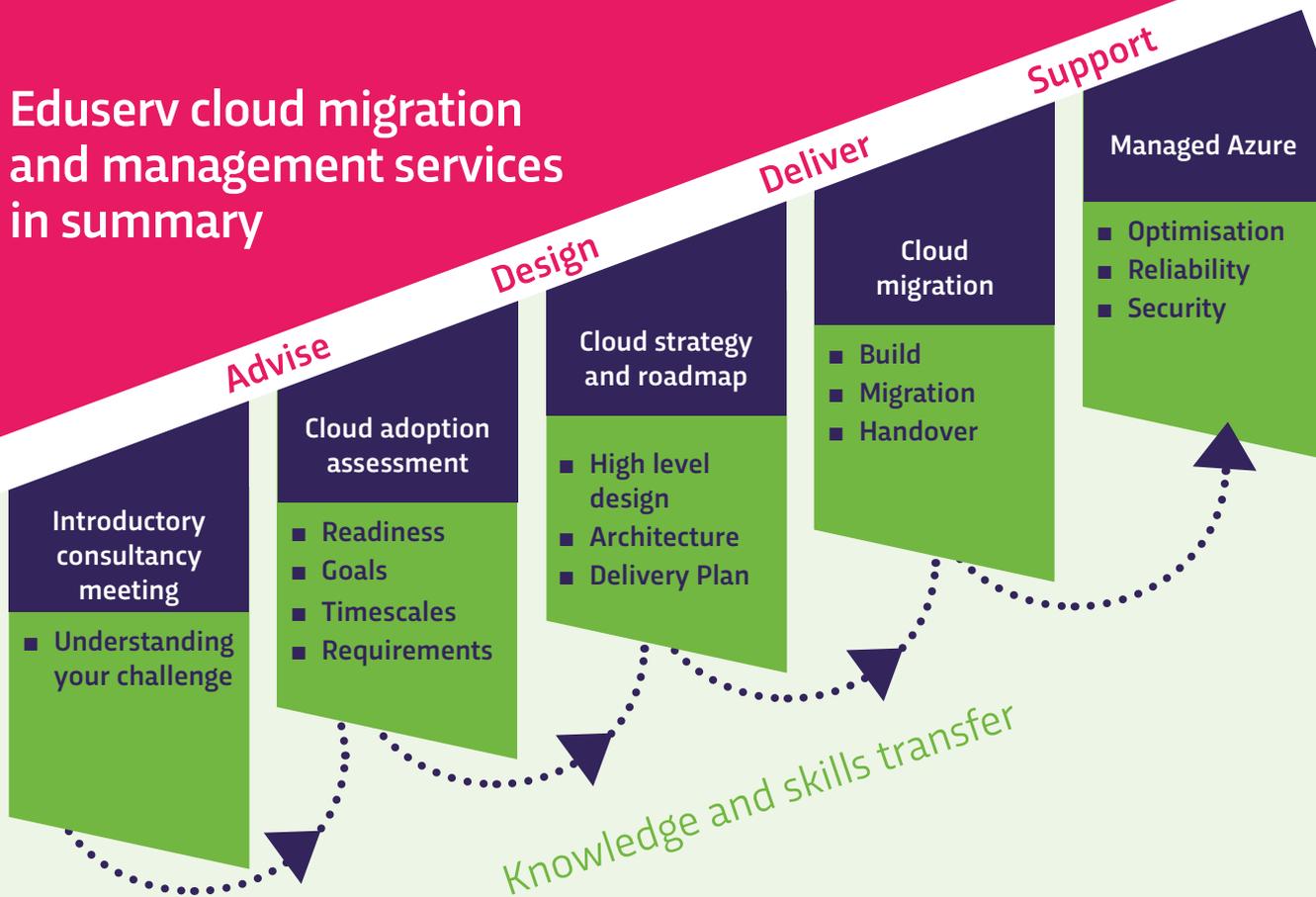
We understand that migrating to the cloud can feel like stepping off a precipice into the great unknown. You're simultaneously considering costs, likely savings, security, timescales, resourcing, technology, skills and the wider organisational impact.

Our proven approach to cloud migration and management ensures you have support every step of the way. From an initial conversation about what cloud is and the kind of things it could help you achieve, through discovery, design and migration to ongoing support, we will provide you with as much or as little help as you need.

To guarantee a stable transition, you also need an experienced partner who is able to focus on the long-term rather than a supplier of empty advice or solutions that require constant and costly intervention.

We are not interested in sticky business or locking our clients in to lengthy contracts, but progressive partnerships that enable our customers to operate as effectively as they can, whilst becoming digitally independent. At the same time, we are wholly committed to bringing about meaningful social impact through skills transfer and reinvestment into sector education programmes.

Eduserv cloud migration and management services in summary

Advise

Introductory consultancy meeting
- Understanding your challenge

Cloud adoption assessment
- Readiness
- Goals
- Timescales
- Requirements

Design

Cloud strategy and roadmap
- High level design
- Architecture
- Delivery Plan

Deliver

Cloud migration
- Build
- Migration
- Handover

Support

Managed Azure
- Optimisation
- Reliability
- Security

Knowledge and skills transfer

Taking the first step

We start with some basic research and meeting with your staff to make sure that we understand your business strategy, immediate challenges and long-term objectives. Only once we have this foundation will we consider bringing technology into play and the specific benefits it could provide for your organisation.

If you are interested in securing these benefits, the next step is a more detailed assessment. Our fixed price **Cloud Adoption Assessment** service takes a close look at your systems and services, costs, benefits risks and culture.

The assessment will give an indication of readiness, help you identify potential barriers and suggest how they might be overcome. It will also outline a migration plan and development roadmap and help you to build your business case for a move to public cloud.

Designing and planning together

Every move to public cloud is unique and requires an in-depth understanding of the existing infrastructure and business needs in order to design and build an environment that delivers the intended benefits. Because Eduserv is a not-for-profit, with a team of cause-driven talent who are committed to doing the right thing, we do the job that needs to be done, and not just what the contract stipulates.

Working together, we will draft a **Cloud Strategy & Roadmap** that assesses your IT estate and operating model before setting out a strategy for public cloud adoption. These reports help you to define the best solution, express the costs and benefits in detail, ascertain the skills required, minimise risk and make informed choices.

> "Eduserv's work with us will allow us to put forward an invest-to-save business case to the Members of the Council which will enable the final stage of the Council's migration to cloud infrastructure."

Paul Brewer, Director for Digital and Resources at Adur and Worthing Councils

> "Whilst we are still at an early stage in our journey, we have learnt a lot and invested in our own capabilities to give us the ability to work in a more agile way. The move to Azure provides interconnected interdependent technology that can underpin that rapid agile approach."

Helen Walker, Chief Technology Officer, Department for Education

Ready to migrate

With a joint plan agreed, **Cloud Migration** begins. Our experienced team will help you move to the best platform for you – from on-premise to the cloud or between different cloud providers - sharing our knowledge, expertise and tooling as we go.

We apply our standard migration process tailored to meet your particular requirements. This ensures the migration is controlled, that all parties know what will happen, when it will happen and what is expected of them. Our migration process and tools flag any issues during migration and check migrated data against the source for consistency. We have a plan for each migration that identifies risks and mitigating actions as well as a roll back plan for what to do in the event of an issue.

Quality assurance is a fundamental part of our work and is incorporated at various points. As well as our own internal peer review of all deployments, we also facilitate independent Azure reviews of our designs and migrations. It is our aim that, by working closely with your teams throughout the project, your staff will also quickly come to understand, and be able to assess, the quality of deployments with us.

Knowledge sharing

Most organisations that migrate to public cloud don't take anything like full advantage of their new environment, principally because they struggle to develop the skills required to do so, and therefore risk being left behind.

At every step, we aim to transfer our knowledge and skills to your organisation in the belief that, in doing so, we will have a longer lasting impact on society.

We achieve this through helping you plan and implement a new skills profile and by both working closely with your team throughout the project and providing formal seminars and training.

Ongoing management and support

Whether you have chosen Azure or a hybrid solution, our **Managed Azure** service helps you to get the best from the vast range of available resources.

To ensure that you only experience the benefits of technology and the best possible service from your chosen digital platforms we:

- monitor technology change announcements from Microsoft

- optimise your cloud service to get the best out of Azure

- track your spending patterns and help you reduce costs

- routinely check that your systems conform to security and best-practice guidance.

Access to expert technical advice is available on basic, standard and premium tariffs. All support options include basic instrumentation, pro-active fault monitoring, sizing recommendations, configuration, cost control and security.

> "I think it is important to understand that moving to the cloud isn't just about saving money, there is a much bigger picture and greater aspirations."

Rob Musekiwa, Senior IT Consultant, Enfield Council, speaking as part of the 'Local Government cloud adoption in 2018' research

About us

Eduserv is a trusted technology advisor and ally of the public and third sectors. Our clients include local authorities, universities, emergency services, central government departments, public bodies, charities and the health sector.

We work with our clients to help them get the most out of public cloud through our suite of professional services, managed services and application development services, in partnership with Microsoft.

We help clients to understand their infrastructure, build a business case, define a strategy, migrate to the cloud, optimise their use of public cloud once there and develop digital services using the tools available.

What we do:

- Cloud advice, migration, management and optimisation
- Digital service design and development
- Office 365 migration and optimisation

In partnership with

Microsoft Partner | Gold Cloud Platform
Microsoft

Azure

Office 365

> "It's clear to me that what we have now can't support the future direction of the council where we need to work at different speeds with different parts of the organisation.
>
> It's not just about hosting, it's about having an innovation platform that works and that gives us a stable base from which we can explore and develop new services. That's why we see a role for public cloud in the future."

Gareth Pawlett, CIO at Cheshire East Borough Council speaking as part of the 'Local Government cloud adoption in 2018' research

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