



NETSURIT

one together

MANAGED AZURE





## About Netsurit

**"Surround yourself with the dreamers and the doers, the believers and thinkers but most of all surround yourself with those who see greatness within you..."**

*— Edmund Lee*

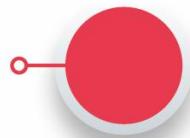
Netsurit is a global company that provides Managed Services for organizations of all sizes. For organizations battling the non-stop challenges of the modern workplace but lacking end-to-end IT expertise, Netsurit ensures your business-critical apps and infrastructure are always on, secure, and resilient.

Why do we do what we do? How do we believe we truly make a difference in the lives of our people and our clients?

Our cause is **Supporting the Dreams of the Doers**. For our people, this means a culture that supports them in achieving what they want in their lives, both personally and in business. For our clients, this means focusing on what the roadblocks are for them that we can take away in order for them to achieve their business goals.

We help accelerate growth, increase productivity, and drive business excellence through digital innovation and transformation





# Netsurit – Where we are



## USA

### New York

**Physical Address:** 224 West 30th Street, Suite 1008, New York, NY 10001  
**Telephone:** +1 888 825 0370

### New Jersey

**Physical Address:** 130 Boright Ave, Kenilworth, New Jersey, 07033  
**Telephone:** +1 201 512 1777

### Maine

**Physical Address:** 4 Industrial Parkway Brunswick, Maine 04011  
**Telephone:** +1 207 319 1100

### Albuquerque

**Physical Address:** 6100 Indian School Rd. NE Suite 100, 105, Albuquerque, NM 87110  
**Telephone:** +1 505 796 5656

### Washington State

**Physical Address:** 921 40th Ave SW, Puyallup, WA 98373  
**Telephone:** +1 253 777 3030

## South Africa

### Johannesburg

**Physical Address:** Building 22B, Woodlands Office Park, Woodlands Dr, Sandton, 2080  
**Telephone:** +27 11 555 7000

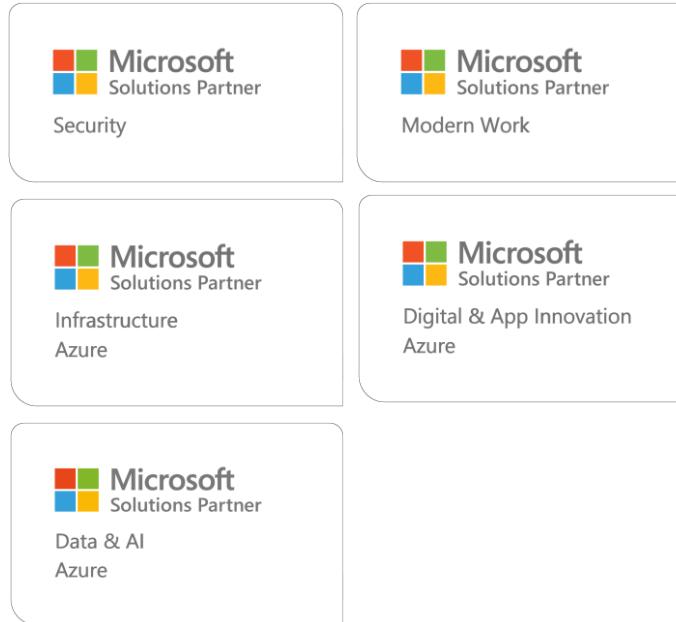
### Cape Town

**Building:** 17-101, The Waverley Business Park, Wyecroft Road, Mowbray, 7925  
**Telephone:** +27 21 404 3600



## Microsoft Partnership

# Microsoft Partner



## Microsoft Intelligent Security Association



### Specializations

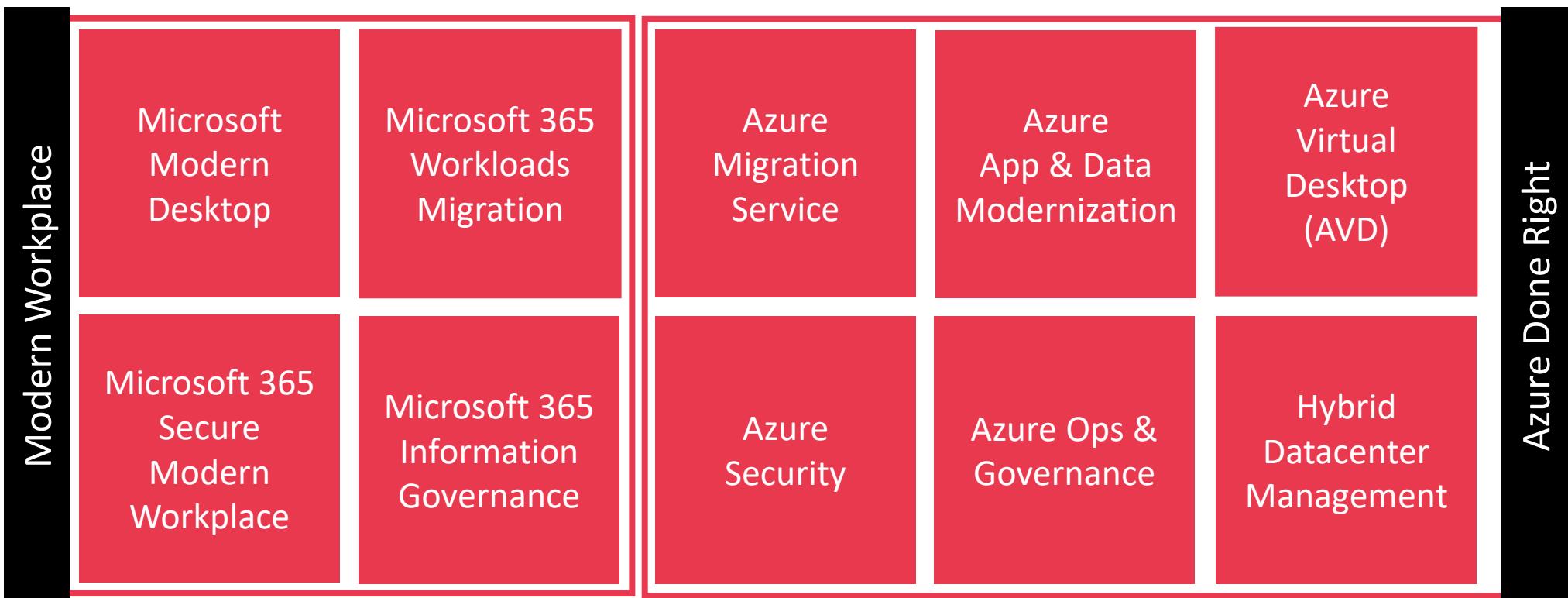
# Microsoft Partner



Cloud Security  
Threat Protection  
Identity and Access Management  
Information Protection and Governance  
Endpoint Management  
Infra and Database Migration



# Netsurit Hybrid Cloud Offerings





# AZURE DONE RIGHT



## Cloud Readiness

### Azure Done Right: Cloud Readiness Assessment

- On-prem workloads
- Cloud candidates ID
- Right-sizing
- Cost estimation
- ROI / BVA
- Migration roadmap
- Modernization roadmap

### People Readiness

- Training
- Learning paths
- Restructuring IT



## Enable cloud

### Azure Done Right: Enable

- Network
- Security
- Workloads
- Operations
- Governance
- Cost mgmt



## Migrate to cloud

### Azure Done Right: Migrate

- Assess
- Plan
- Pilot migration
- Prod migration
- Re-platforming
- Optimize
- Handover
- Modernize



## Run on cloud

### Azure Core Administration Service

Netsurit Cloud Security and  
Operations Centre (NSOC)



## Innovate on cloud

### Architecture guidance

Build platform to enable  
innovation

Application modernization

Data modernization



NETSURIT



# Azure Done Right: Enable

## The Journey

### 1. DEFINE STRATEGY

Understand Motivations  
Business Outcomes  
Business Justification  
First Adoption Project

### 2. PLAN

Digital Estate  
Initial Organization Alignment  
Skills Readiness Plan  
Cloud Adoption Plan

### 3. READY

Azure Readiness Guide  
First Landing Zone  
Expand the Blueprint  
Best Practice Validation

### 4. ADOPT

**Migrate**

- First Workload Migration
- Expanded Scenarios
- Best Practice Validation
- Process Improvements

**Innovate**

- Innovation Guide
- Expanded Scenarios
- Best Practice Validation
- Process Improvements

### GOVERN

Methodology  
Benchmark  
Initial Best Practice  
Governance Maturity

### MANAGE

Business Commitments  
Operations Baseline  
Ops Maturity



# Our Experience

Major Azure  
Implementation,  
Migration and  
Operations  
Samples



Standard Bank



NEDBANK



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

EQSTRA



ARM  
African Rainbow Minerals

Premier

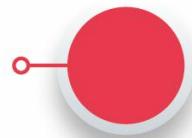


thungela



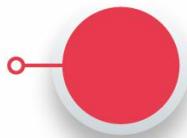
AfroCentric  
GROUP

Coca-Cola Beverages Africa



## Why use our service?

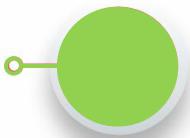
- 1 • Real enterprise cloud and hybrid cloud experience
- 2 • Understand that all solutions are Technology-People-Process
- 3 • Roadmap approach
- 4 • Proactive beats reactive
- 5 • Automatic beats manual
- 6 • Security focus (MSSP)



# Managed Azure Service

## Four service components

- A. Ongoing Azure management service**
- B. Ongoing Azure infrastructure optimization**
- C. Initial core infrastructure provisioning of Azure landing zone**
- D. Azure migration**



# Managed Azure Service

## A. Ongoing Azure management service

### Description

Provide ongoing day-to-day management of the Azure solution environment. Functions that will be addressed will include;

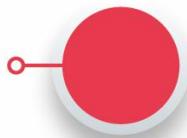
- monitoring
- risk identification
- issue resolution
- reporting
- security
- cost management
- configuration
- backups
- disaster recovery
- other normal operational tasks



# Managed Azure Service

## A. Ongoing Azure management service

1. Configuration management for Azure resources
  - New scaffolding, IaaS, PaaS, resources
  - Use templates and IaC where possible
  - Adhere to designs, change management and configuration management
2. Manage the Azure network
3. Manage Azure virtual machines
4. Manage Azure applications
5. Manage applications in Azure AD.
6. Monitor Azure using Azure Monitor, Azure Advisor and other tools
7. Manage Microsoft infrastructure alerts and reports
8. Manage delegation and admin roles in Azure
9. Manage integration with identity and authentication services
10. Azure reporting
11. Azure Cost Reporting
12. Azure cost management
13. Logging of Azure related support calls.
14. Proactively monitor Azure security status.
15. Implement and configure Azure security workloads
16. Manage backups and recovery
17. Manage Business Continuity and Disaster Recovery
18. Execute service requests and change requests
19. Analyse incidents and outages
20. Collaborate with other support teams



## Managed Azure Service

### B. Ongoing Azure infrastructure optimization

#### Description

1. The running Azure environment will be constantly reviewed to identify opportunities to improve in parameters such as reliability, security, availability, manageability, cost-effectiveness, performance, etc.
2. The basis of this process will be proactive monitoring, assessment and risk identification.
3. Additional services may be designed and implemented, or configurations changes applied.
4. Where possible, tasks will be automated.

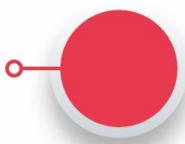


## Managed Azure Service

### B. Ongoing Azure infrastructure optimization

#### Activities in scope

1. Maintain standards and processes
  - implementation of quality management, maintenance of all certified and qualified processes, process change control, reliability data analysis, failure analysis and qualification status of technologies
2. Azure service enhancement.
  - Proactively monitor and evaluate the Azure services
  - Participate in developing service enhancement plans
  - Recommend Azure service enhancements
3. Assess the current Thungela Resources Azure infrastructure to identify the following:
  - Suitability of the infrastructure meeting current and future business requirements.
  - Configurations that may lead to operational inefficiency, excessive costs inadequate performance or security risks.
  - Operational processes that are not adequate for current or future requirements.
  - Alignment to the Azure CAF and WAF
4. Once a quarter, perform a Well Architected Review
5. Implement custom reports, dashboards and workbooks

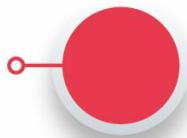


## Managed Azure Service

### D. Ongoing Azure infrastructure optimization

#### Activities in scope (continued)

6. Implement enhancements to management and governance including the following:
  - Enhanced Role Based Access Control (RBAC).
  - Intensive use of Azure policies for enforcing compliance.
  - Azure Blueprints for automation and compliant deployment.
  - Template based (ARM, Bicep, etc.) deployment of Azure resources utilising Azure DevOps or other Infrastructure-as-Code technologies.
  - Optimized network configuration to improve performance, availability, reliability and security.
  - Enhanced monitoring based on Azure Monitor and other technologies.
  - Extending Azure management tools to the on-premises using Azure Arc.
  - Enhanced security monitoring and management.
  - Proactive cost management.
  - Enforced tagging to facilitate improved reporting.

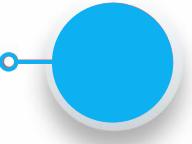


## Managed Azure Service

### B. Ongoing Azure infrastructure optimization

#### Activities in scope (continued)

7. Automation
8. Integration with IT Service Management (ITSM) systems
9. Review and enhance security of the Azure environment.
10. Maintain an operations guide describing the following:
11. Update the design and operations documents

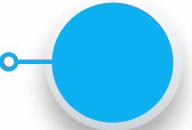


## Managed Azure Service

### C. Initial core infrastructure provisioning of Azure landing zone

#### Description

- Build out the core Azure infrastructure.
- Will include resources that will provide the Azure scaffolding, networking, security, management, identity, governance and other required services.
- The detail of the architecture to be implemented will be developed collaboratively between Netsurit and Thungela Resources.
- The initial deployment will be based on the Azure Landing Zone architecture.
- The Thungela Resources Azure environment landing zone will be deployed using a Microsoft Azure blueprint.
- The design and implementation will also adhere to the recommendations contained in the Azure Cloud Adoption Framework (CAF) and Azure Well-Architected Framework (WAF).

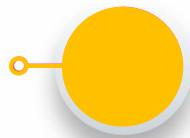


# Managed Azure Service

## C. Initial core infrastructure provisioning of Azure landing zone

### Activities in scope

1. Create a detailed Azure implementation plan based on requirements.
2. Update blueprints and ARM templates for additional requirements identified during planning.
3. Perform initial landing zone deployment based on existing blueprint.
  - Azure scaffolding, based on the design and blueprints
  - Azure networking resources
  - Azure operations and governance resources
  - Azure security resources
  - Business Continuity and Disaster Recovery (BCDR) solution
  - Any other resources or parts of the Azure design, required for the core Azure landing zone infrastructure.

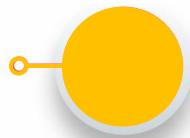


# Managed Azure Service

## D. Azure migration

### Activities in scope

1. Review existing migration plans.
2. Review results of previous migration assessments.
3. Work with application owners, developers and other operational teams to perform any additional assessments required to finalise migration plans.
4. Work with application owners, developers and other operational teams to finalise the migration plan.
5. Test selected migration tools and methods as per the migration testing plan, to verify functionality.
6. Perform test migrations of workloads as per the migration testing plan, to validate the plan.
7. Perform production migrations of workloads as per the migration plan.
8. Assist application owners, developers and other operational teams to test workloads post-migration;
9. Assist application owners, developers and other operational teams with post-migration reconfiguration and trouble-shooting.



# Managed Azure Service

## D. Azure migration

### Activities out of scope

The following migration responsibilities should be retained by Thungela:

1. Project management of the migration process.
2. Communications to application owners and users.
3. Changes to applications to resolve compatibility risks or issues.
4. Post-migration application trouble-shooting or optimisation, beyond remediating infrastructure issues.
5. End-user support.
6. Re-platforming or rearchitecting applications, e.g. replacing a server-based application with a PaaS resource.



# Managed Azure Service – Monthly Reports

## Deliverable

Azure Management  
Service Report (Monthly)

## Content

The Azure Management Service will compile a monthly status report on important measurable of the Azure infrastructure; topics covered will include:

- Summary of service status.
- Summary of health and availability.
- Summary of Performance and other Azure metrics.
- Summary of consumption and cost for Azure and related subscriptions.
- Summary of all change requests.
- Summary of all service requests.
- List additional work performed.
- Summary of all incidents with ratings and outcomes.
- RCA for major incidents causing production outages.
- Summary of Azure Architecture reviews.
- Summary of access reviews for AAD roles and Azure resources.
- Summary of recommendations and planned changes.
- All risks and issues identified, with symptoms, cause and recommendations for mitigation, avoidance or remediation.



# Managed Azure Service – Monthly Reports

## Deliverable

Azure Optimization Plan  
Update (Monthly)

## Content

Provide a monthly report summarising the activities and recommendations of the Azure Optimization plan.

The following topics will be included:

- Updates to designs and other documents.
- Issues and risks identified in the Azure environment.
- Recommendations for changes.
- Summary of changes made in the proceeding period.



# Managed Azure Service – Monthly Reports

## Deliverable

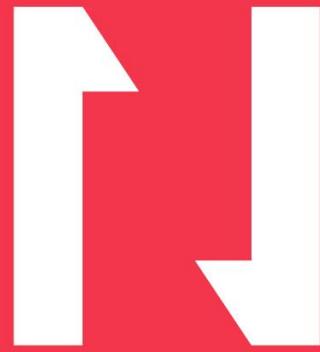
### Operations Guide Update (Monthly)

## Content

The operations guide includes descriptions of the admin model, processes, policies and procedures.

As the project progresses and changes are implemented (e.g. new functionality is enabled) and operational processes are refined, it is necessary to periodically update the operations guide with additional content.

The operations guide update will also include the problem report for that technology. This is a report summarizing all problems identified relating to the specific technology stream in the project. The problem descriptions should include all available information including symptoms, cause, mitigation, avoidance, remediation and pointers to related reading. The purpose of the Operations Guide Update is to feed the knowledge base used by support teams when resolving issues. The Operations Guide Update should be cumulative, containing all problems found to date.



**THANK YOU**

**One together.**

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