

# CLUSTER REPLY CLOUD MIGRATION

# CLUSTER REPLY MICROSOFT AZURE EXPERTISE

## Integration/IPaaS

- Azure Integration with 'QuickConnect'
- Hybrid Integration
- Data Transformation
- Application Connectivity
- Orchestration
- Governance
- Data Management

## Azure IaaS

- Security
- Application Migration
- API Hosting
- Data Management
- Backup & DR
- Operations & Management

## Azure PaaS

- Web Development
- API Development
- Containers
- Scalable Apps
- Serverless
- Data Storage
- Data Analysis
- Azure Power Platform
- RPA
- Chatbot's

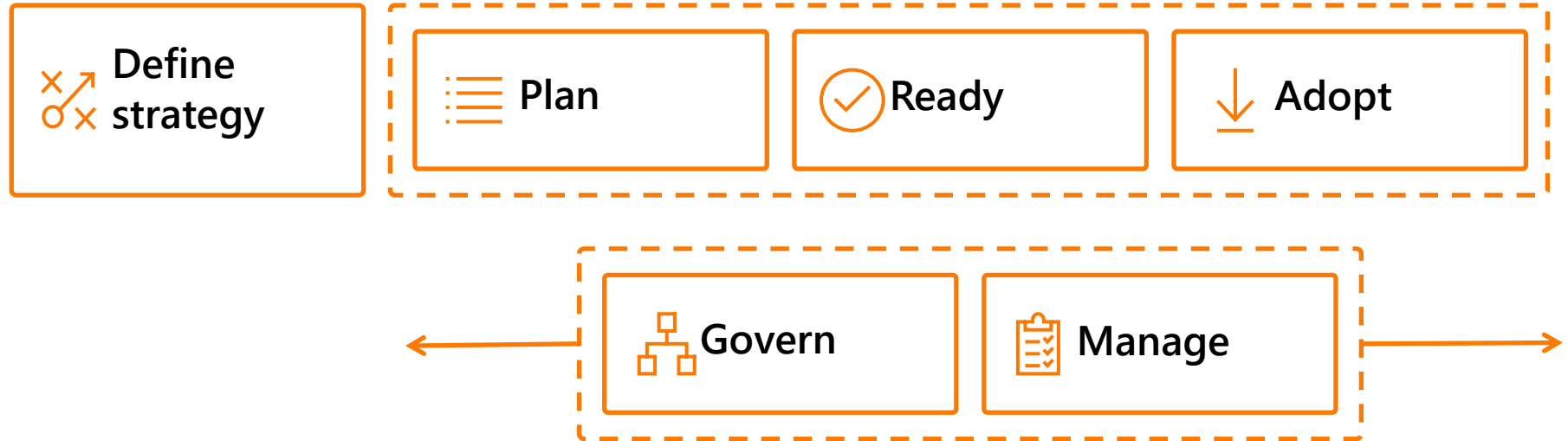
## Azure DevOps

- Application Lifecycle Management
- Build Process
- Source Control
- Deployment Management
- Operations & Management



# BUILDING THE FRAMEWORK

A modular approach applied to a customer's digital transformation strategy, underpinned by the Microsoft Azure Cloud Adoption Framework



# DEFINE STRATEGY

## Discovery and Analysis

Part 1: Business Discovery and Analysis

Part 2: Consolidation and Cloud Education Session

- Engage business and IT stakeholders to define priorities including representation from:

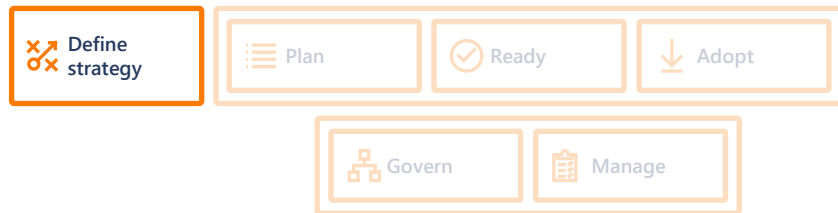
**Business Decision Makers, IT, Finance, Legal & Commercial and Security & Privacy Stakeholders**

## Candidate Solution Development

- Define the business case for cloud adoption, specific workload and financial model
  - Critical Business Events (ASR)
  - Workload Migration
  - DRBC
  - Dev/Test
  - Security and Governance
  - Performance labs
  - POC

## Reporting and Documentation

- Production of a design document summarising the content of the session, including



**CLUSTER REPLY AZURE CLOUD ASSESSMENT**

Taking an informed approach is key to a successful cloud migration strategy. Cluster Reply will support you through evaluating your organisation's readiness for the Azure cloud, by conducting a Cloud Assessment designed to meet the specific needs of your business.

**HOW IT WORKS...**  
Through a process of discovery, we will demonstrate how the Azure cloud can generate success for your business. Your **Azure Cloud Assessment** comprises of three defined stages, evaluating your business, technical and people requirements with best practice guidance and detailed recommendations for migrating to Azure.

**DISCOVERY AND ANALYSIS**      **SOLUTION DESIGN**      **REPORT DEVELOPMENT**

**STAGE 1: DISCOVERY & ANALYSIS**

**Part 1: Business Discovery and Analysis**  
Cluster Reply will work with you to understand:

- The nature of your business and your industry
- Your business and industry objectives and priorities for the next 6-12 months, 2-3 years+
- The technical landscape of your business, assessing what works well versus what does not
- What success would look like following Microsoft Azure cloud adoption

**Part 2: Consolidation and Cloud Education Session**  
Cluster Reply will present an overview of the Microsoft Azure platform, highlighting concepts and capabilities that will be useful to your industry and which will address your specific business needs, identifying which areas of the platform align to your objectives to formulate an agenda for Stage 2 of the engagement.

\*90% of rapidly-growing companies believe that cloud technology enables them to grow and scale faster than would have otherwise been possible. Source: study

**CLUSTER REPLY AZURE CLOUD ASSESSMENT**

**STAGE 2: CANDIDATE SOLUTION DEVELOPMENT**

**Stage 2** is highly interactive with a detailed discussion and review of the business value and possible approaches, including shared best practice and resource requirements of each of the candidate solution(s) identified. Once agreed, the candidate solution(s) will be ranked by priority.

This will be the starting point towards the development of a solution design and best practice approach for agreed next steps, which might include:

- Construction of a business case
- Planning of a proof of concept or pilot project
- A request for a proposal to deliver the entire solution

**STAGE 3: REPORTING and DOCUMENTATION**

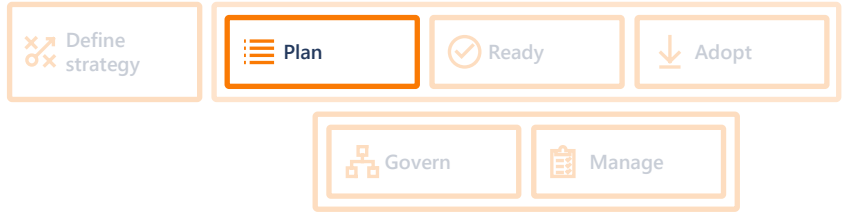
**Following the in-person engagement, we will produce a detailed report summarising the content of each session, including:**

- A summary of business challenges
- A summary of key decision points made during the engagement
- A description of the prioritised candidate solution(s), illustrating how this will meet your business needs
- A vision statement for the future
- A solution design and plan for next steps

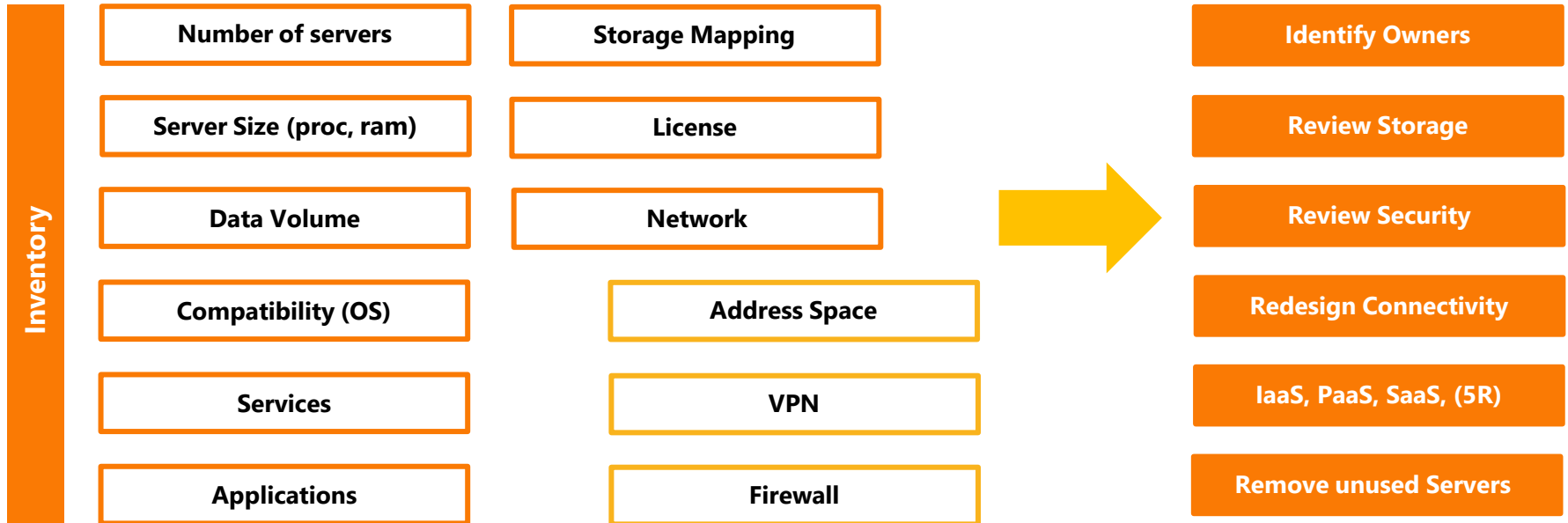
*Cluster Reply is a global award winning Microsoft Gold certified partner, we specialise in: System Integration using Microsoft technologies on-premises, hybrid and in the cloud, cloud based application development, and managed services for on-premises, hybrid and cloud IT investments*

**5 DAY ENGAGEMENT CONDUCTED BY AN AZURE ARCHITECT**

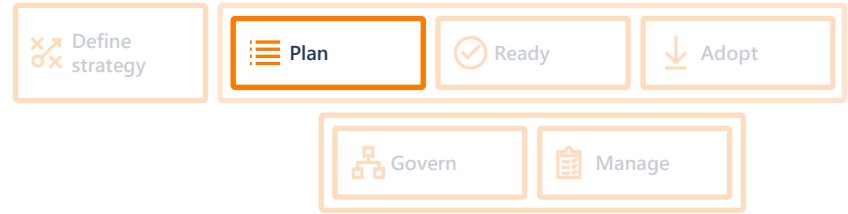
# PLAN



## Phase 1: Technical Inventory



# PLAN



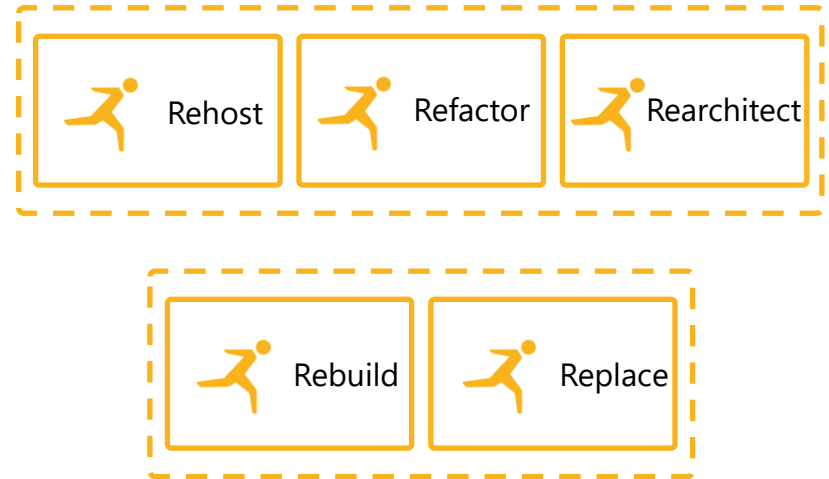
Reply helps the customer to decide between IaaS, PaaS and SaaS, full cloud or a Hybrid Solution.

## Phase 2: Documented Deliverables

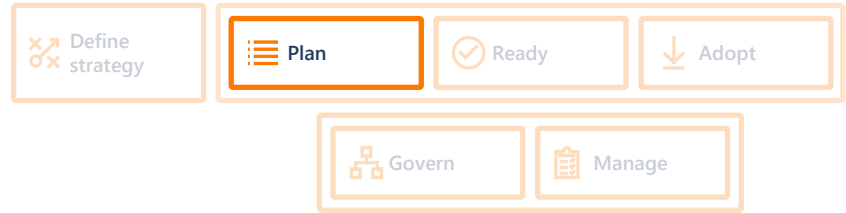
Azure migration strategy documentation including:

- Identified workload(s)
- Proposed candidate Architecture
- A physical architecture recommendation
- Road map of future workload migration
- Organisation Alignment
  - Identify stakeholders for delivering technical tasks and implementing cloud governance
- Defined POC/Pilot and timescales
- Cost Estimation using Azure Pricing Calculator

## REPLY'S 5 R STRATEGY



# PLAN



## Phase 3: Journey Defined

### Connectivity

- ExpressRoute, VPN

### Office 365

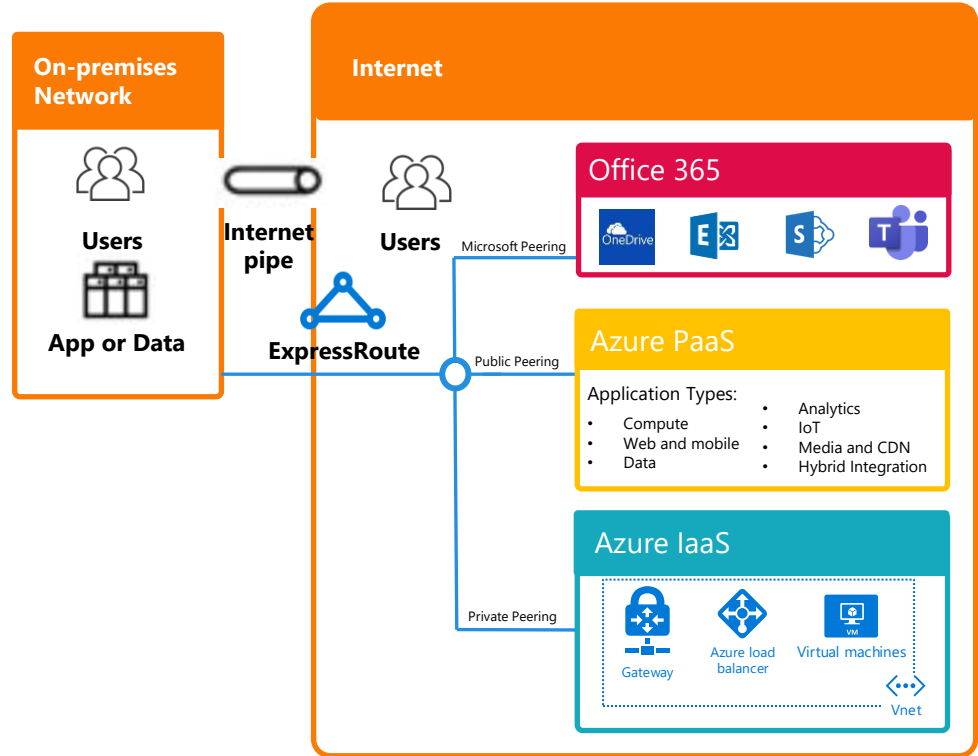
- OneDrive, Exchange, SharePoint, Teams
- Voice System, Intune

### PaaS

- Web Apps, CDN, SQL Managed Instances

### IaaS

- VPN Gateway, Load Balancer, Firewall
- VMs, VM ScaleSets



# PLAN

Define strategy

Plan

Ready

Adopt

Govern

Manage

## Secure Score for cleaning up risk

Rapidly identifying and remediating common security hygiene risks can significantly reduce overall risk

## Passwordless or MFA

Passwords cannot protect accounts against common attacks.

## Enterprise segmentation

Create dedicated segment to dedicated services as Shared Services, Prod, Dev, test, etc.

## Threat Protection

Enable threat protection to Azure resources and monitor for potential attacks

## Backup & Site Recovery

Help your business to keep doing business, even during major IT outages

## Dedicated account for admin tasks

The first targets are the System Admin, do not grant admin access to the "normal" account

## Firewall strategy

Azure Firewall or a third party solution for internet edge security

## Disk & Storage Encryption

Azure Disk Encryption help protect your data ad meet your business security and compliance commitments

## Data Loss Protection

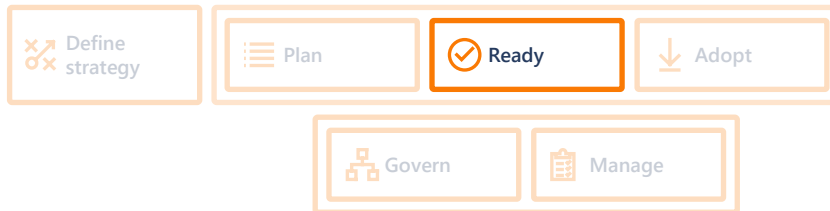
Enable DLP to your Office 365 environment to control document forwarding, copying and printing

## Cloud Security Recommendations





# ✓ READY

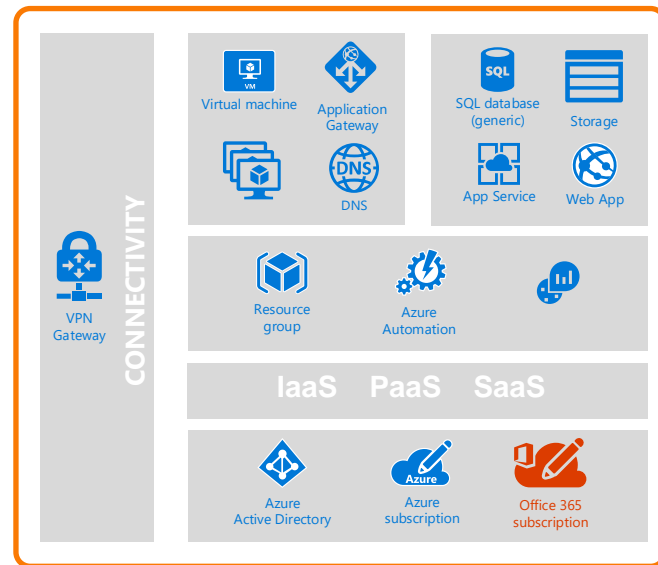


## Setup

- Create Azure management hierarchy, naming standards, resource tags
- Access – RBAC and manage to least privilege
- Governance Benchmark tool to identify gaps in organization's cloud governance approach
- Azure Security Center to enforce and automate governance decisions
- Demonstrate to customer how to be up to date with Azure;
  - Azure Service Health, Azure Updates, Azure Blog, Azure Info Hub

## Landing Zone

- Review approach based on the blueprints before starting the migration
- Review compute options, networking, storage, data, hybrid consistency following the best practices



# ✓ **READY**

## Skills and Enablement

When undertaking a cloud migration it is vital to ensure resources undertake a period of education and skills transfer. Cluster Reply use proven processes for not only delivering cloud adoption engagements but also ensuring a customers' internal team can continue to deliver future engagements with support from Cluster Reply as required.

Our ethos is to help customers to become self-sufficient with a sustainable internal capability.

1

**Cluster Reply Lead Migration:  
Azure Technical Design Authority & Consultancy**

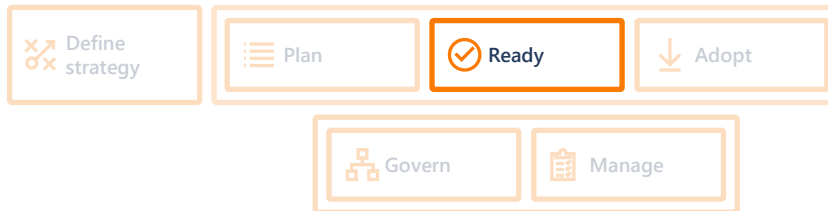
2

**Hybrid team comprising of employees from both parties**

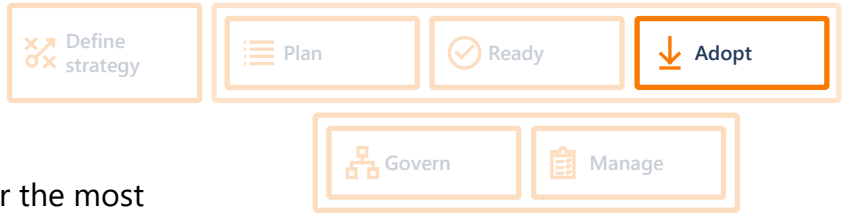
3

**Customer has the skills and expertise to continue with migration activities**

Our approach builds capability and expertise through a combination of Governance, Advise, Shadowing and Knowledge Transfer sessions, enabling customer resources to re-enforce the skills and knowledge attained, alongside disseminating the experience across the customer's technical team.

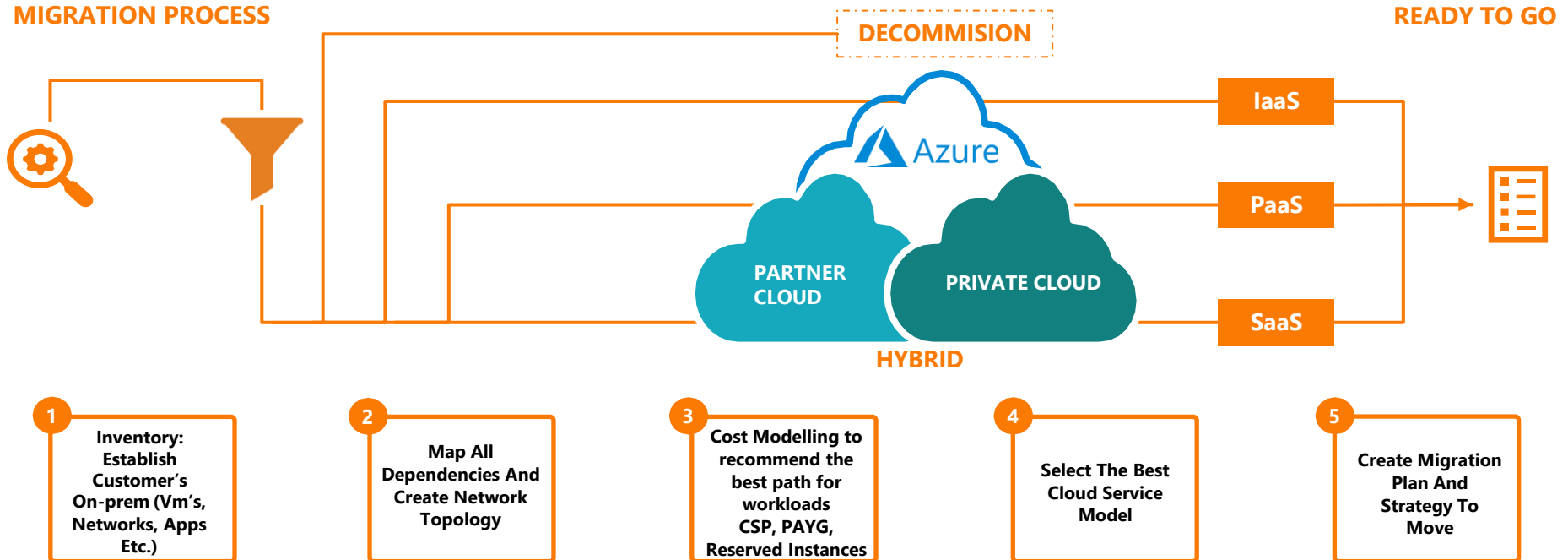


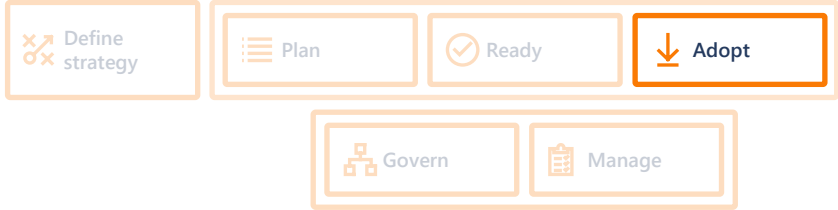
# ADOPT



Through out the process Cluster Reply team will advise and then deliver the most cost effective adoption of cloud for the customer

## MIGRATION PROCESS





**2017**

- Partner Selection Process
- Due Diligence
- Initial Discovery
- Feasibility Assessment

**2018**

- Architecture Design
- Governance Model
- Commercial Model
- Workload Migration

**2019**

- Cluster Reply Managed Service
- Architecture and Governance
- Consultancy
- Operations and Support Function

**2020**

- 24X7 Managed Service
- CSP Licensing
- Microsoft Premier Support
- Cost Optimisation: Reserved Instances

**Fully Outsourced 24X7 Managed Service With CSP Licensing**

**High Availability, Efficiency And Scalability With Improved SLA's**

**Single, Agile Operating Model With Robust Governance**



**REDUCED COSTS BY 30%**

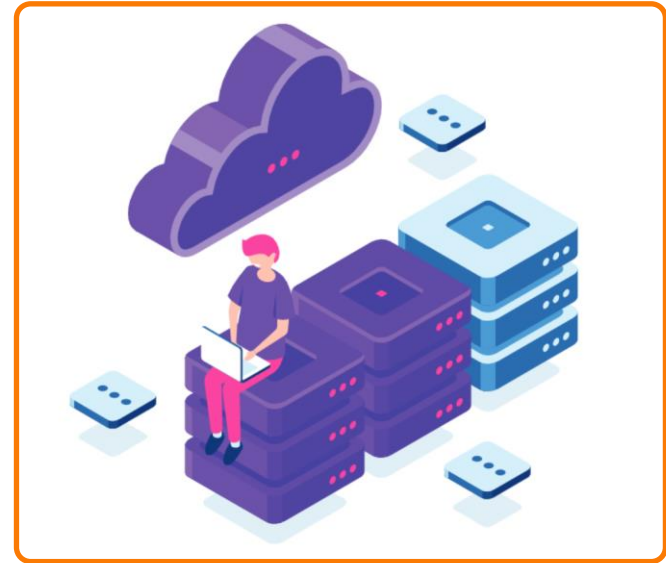
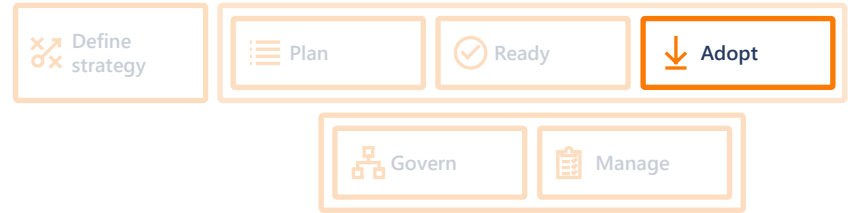
# ADOPT

## Azure Development

Migration doesn't just mean moving existing apps to cloud as-is, the consideration application re-development is a vital factor of the cloud migration process.

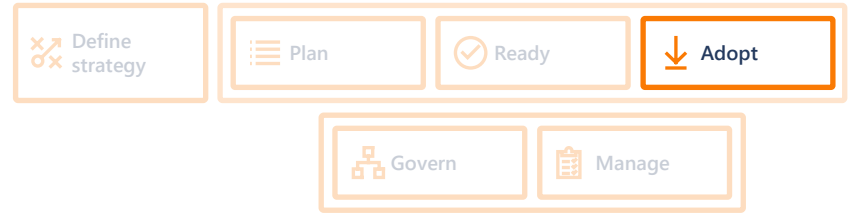
## Re-development & Innovation

- The Azure platform offers numerous development services
- Cluster Reply offers proven architectural approaches and defined methodologies
- We offer an end to end capability to optimise cloud adoption
- Supporting and guiding a customer's development team to form a DevOps centric approach to delivery
- We provide advice on the best data migration approach for all aspects of the solution



# ↓ ADOPT

## Azure Development



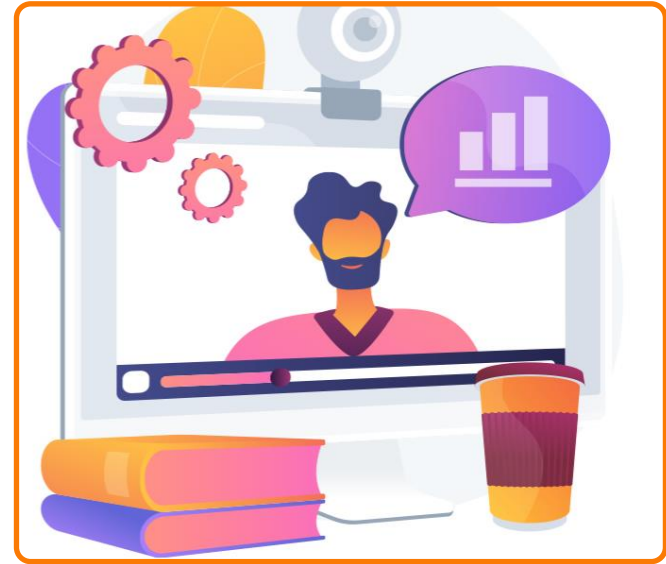
## DevOps

- Cluster Reply's team empower our customers developers to produce high quality software that solves real business challenges, which can be automatically tested and deployed into a secure environment for users to access
- Developers and Operations will work seamlessly together driving the solution forward
- DevOps will provide a culture change to software delivery for the better

## Governance

- With a move to cloud comes a need for greater Governance.
- Governance of:
  - Data
  - Azure Costs
  - Security and Access

Cluster Reply offers help and guidance to support customers in all these area and help in the formation of a Governance centre of excellence.



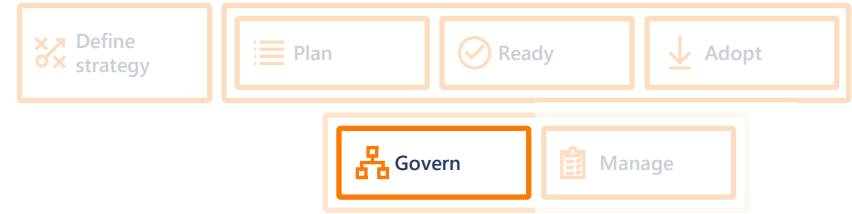
# GOVERN

The Reply governance forums would work with specific Terms of Reference to provide clear delineation of roles and responsibilities.

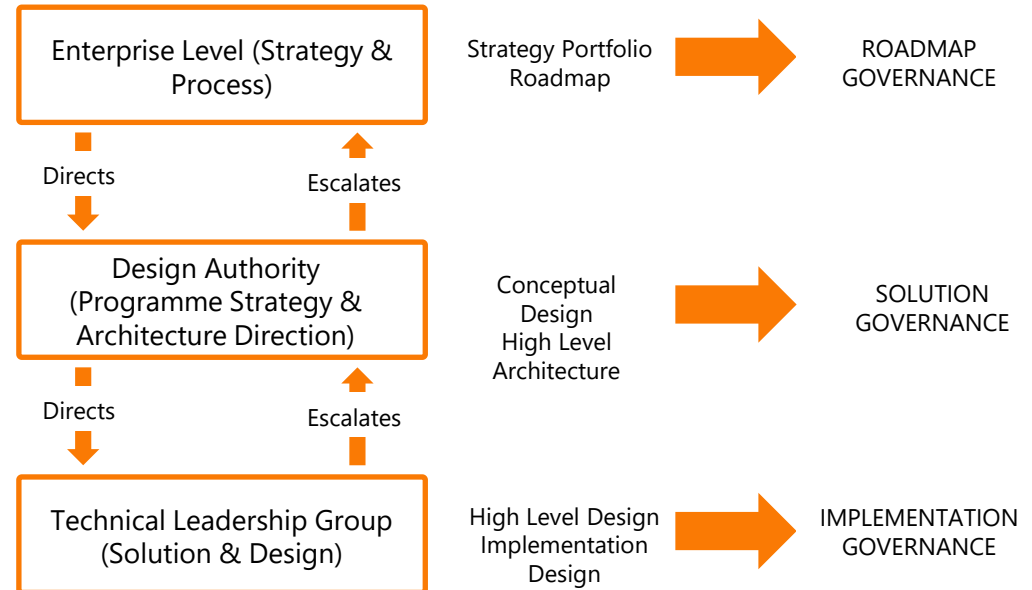
The ownership of each of the forums reside within the Architecture function but the setup of the forums have representations from the programme business and IT stakeholders.

Cluster Reply are responsible for notifying a customer of any changes in features or capabilities for Microsoft Azure Cloud services employed via the Technical Design Authority at an Architecture Governance Board.

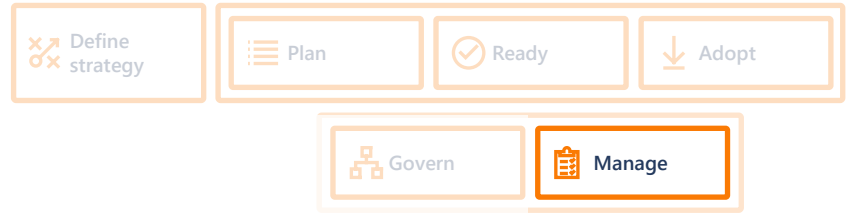
We articulate the impact of the change and potential mitigation if the impact is detrimental to the SLAs or KPIs in place for any given business application, service, platform or environment.



## REPLY'S 3-TIER GOVERNANCE STRUCTURE



# MANAGE



Gold  
Microsoft Partner  
Azure Expert MSP  




Cluster Reply's Managed Services and support operations experts proactively monitor and manage our customers environments.

You need a service that you can rely on, with the confidence that it is being managed and supported by a team of Microsoft technology experts backed by Microsoft Premier Support.

- Operations Service & software is optimised at all times
- UK based helpdesk, providing 24/7 issue resolution

Cluster Reply's Azure Managed Service & Support operation delivers an ITIL-based methodology with a focus on value to meet the individual needs of our customers, enabling you to focus on your core business objectives.

#### REDUCE OPERATIONAL COST

- Highly experienced support & operations team with 24x7 access to expert technical resources across the Microsoft technology platform
- UK-based response engineers available 24x7
- Microsoft Premier Support as standard
- ITIL aligned service, with a focus on value and meeting the individual needs of our customers

SUPPORT MODEL TAILORED TO YOUR NEEDS

#### EXPERIENCE & EXPERTISE

- Reduced overhead, removing the requirement to staff your own 24x7 support function
- Flexible packages, providing you with the level of support that meets your individual business requirements
- Proactive problem management with continual service improvement planning

ADOPT THE RIGHT SOLUTION FOR YOUR BUSINESS

#### ACCESSIBLE & RELIABLE

- Incident logging by email, telephone or web
- Service levels for response time, restoration of service & resolution of incident
- Microsoft Tier 1 Cloud Solutions Provider (CSP)
- Business continuity planning & testing

CLARITY OF BENEFITS AND SAVINGS

"Cluster Reply are a trusted Partner and Advisor who have taken the time to understand our business and become part of our team"  
- David Heams, Motors.co.uk

- 24 x 7 Support and Operational Management for Microsoft Azure systems
- Service Desk support from 09:00 to 17:00, Monday to Friday (excluding English Public Holidays)
- Out of Hours support for P1 Major Incidents (00:00- 23.59, 7 days per week)
- Microsoft Premier Support
- Service Management ownership across the supported environments including:
  - Service Desk
  - Environment Management
  - Incident Management
  - Change Management
  - Configuration Management
  - Access Management



## SCENARIO

- Meeting demand of a growing online customer base
- Continuous development of new product offerings
- Optimising customer satisfaction to maintain a competitive edge

With Motors.co.uk adopting a digital transformation strategy, it was vital to engage the right partner to support them with the Architecture design and implementation of an IaaS solution.

## SOLUTION

- Azure Architecture and Governance
- Security
- 24x7 Managed Service
- Microsoft Azure Licensing via CSP

Reply designed a migration for Motors.co.uk to effectively consume Azure cloud based services and through the ongoing partnership Cluster Reply now provides Motors.co.uk with a suite of services.

## REPLY VALUE

“Reply have helped make what could be very complex solutions and decisions, much easier. What would have been tricky and time consuming, now takes minutes not weeks”

“Reply are a trusted Partner and Advisor who have taken the time to understand our business and become part of our team”

Motors.co.uk

# THANK YOU

[www.reply.com](http://www.reply.com)



# THIS IS THE MAIN GRADIENT COVER

Name, Surname | Job Title

# Automotive

## The integration dilemma, to stay on premises, explore hybrid integration or fully embrace the cloud...

During a period of increasing demand and ongoing development, Motors.co.uk.co.uk wanted to ensure that providing their customers with continuously better services remained a key priority. As they developed new product and market offerings in conjunction with their customers' needs, the ability to remain agile, efficient and scale digital solutions with ease became essential.

However, with their current on-premises data centre was impacting time to market and scale due to capacity limitations and the duration for increasing capacity for growing services.

With customer service and growth being the priority, Motors.co.uk.co.uk took the decision to migrate to a cloud platform to achieve the flexibility and scalability needed to service customers and increase market offerings.

Cluster Reply, Azure Expert Managed Service Provider (MSP), used their extensive experience and expertise to scope a migration roadmap in order for Motors.co.uk to effectively consume Azure cloud based services. Through our ongoing partnership Cluster Reply provides Motors.co.uk.co.uk with a suite of services; Azure Architecture and Governance, Security, 24x7 Managed Service and Microsoft Azure Licensing via CSP

**Cost Reduction:** Migration to the Cloud reduced costs by 30% overnight.

**Scalability:** Provided the customer with an infrastructure better tuned for more flexible and reliable deployments

**Agility :** The migration was so smooth the sites went live on Azure without any of the website owners noticing any change whatsoever.

# COLOUR PALETTE

## HUES SETUP

WHITE BACKGROUND	BLACK TEXT	AMBER YELLOW Accent 6		
DARK GREEN	TIGER ORANGE	TIGER ORANGE Accent 2	DEEP ORANGE Accent 3	
DEEP SURFER TURQUOISE Hyperlink	DEEP WATER GREEN Followed Hyperlink	LIGHT AMARANTO Accent 4	CYCLAMEN PURPLE Accent 4	DEEP ROSE Accent 3



# TEXT STYLES

## MAIN DIRECTIONS

### TITLE ON THE COVER SLIDE

is left aligned and uses WHITE font ARIAL BLACK 60pt capitalized.

### SUBTITLE ON THE COVER SLIDE

is left aligned and uses WHITE font ARIAL 18pt.

### TITLE ON THE CONTENT SLIDE

is in a top centered position and uses BLACK font ARIAL BLACK 32pt capitalized.

### SUBTITLE ON THE CONTENT SLIDE

is centered immediately below the title and uses BLACK font ARIAL BLACK 16pt capitalized.

### BASIC TEXT

is left aligned and uses BLACK font ARIAL 18pt, as standard, that can be reduced down to 14pt, according to content needs.

**TEXTUAL EVIDENCE** is given by TIGER ORANGE font capitalized or by BLACK font ARIAL

**BULLETS** are squared and use TIGER ORANGE at 130% of text size.

