Cloud management:
promoting the self-reliance model

Seidor Banna and Seidor Banna Analytics

The cloud market continues the path of unstoppable growth. According to the latest IDC FutureScape 2021 report from IDC Research Spain, 64% of our companies expect to maintain or increase spending on IaaS in 2021, above the 58% european average.

Overall, and projected through 2024, we will continue with sustained annual growth of around 20.7%, with the two-year compound annual growth rate (CARG) exceeding 31.7% in IaaS, or over 25.2% for PaaS.

In this context of commitment to the cloud, many customers prefer self-service when it comes to managing their investments. They want to maintain full control, and not rely on external suppliers to manage contracts, licensing, billing... and even to channel support. Let us not forget that, in the latter scenario and as a rule, any incident requires a well-defined protocol from the opening to the closing of the case, which will facilitate the follow-up and whose result is the acceleration in the resolution deadlines.

But with the proliferation of cloud services, in the end the day-to-day management can be complicated when we find ourselves in the need to access different portals to solve any need. Ideally, you should have a single access point that gathers and simplifies.

For that reason, in Seidor and as a Cloud Solution Provider (CSP), we have been offering our Seidor Banna self-service portal for years, a complete platform in which our customers not only achieve with all transparency the best control and provisioning of cloud services, but also add financial advantages and a totally centralized management. And all this without having to go specifically to the management portals of each manufacturer.

What's more, in our Seidor Banna platform it is also possible to hire our services based precisely on Microsoft technologies, such as Power BI projects, training, managed services, security solutions, assessments / consulting, etc. Additionally, for the simple fact of contracting our services as a CSP, Seidor Banna is added an interesting tool called **Seidor Banna Analytics.** And it is on the latter that we are going to focus this document.

What is Seidor Banna Analytics?

In Seidor we continuously invest in the development of our own tools and platforms to improve the cloud knowledge of our customers, promoting a model of self-sufficiency. Although, as indicated above, Seidor Banna manages licensing, contracting services and a certain level of reporting, through Seidor Banna Analytics a higher level of knowledge is achieved through dashboards built specifically on Power BI.

The application connects directly to the Microsoft tenant using the different Power BI connectors and Azure, Azure Active Directory, and Microsoft 365 APIs designed by the manufacturer. And from there, the customer can already start optimizing uses and costs.

Why do we develop our own tools?

The IT management portals provided by Microsoft (Azure, Microsoft 365) for many users are complex to understand, and specific training is required to take advantage of them for decision-making. Not only strategic in the medium or long term, but decisions of an immediate nature. Microsoft's own monthly billing sometimes contains "surprises" when we discover that a certain service was still active, when in fact it was no longer needed.

Customers need to manage their cloud environments more accurately.

Unexpected cost overruns, resources that we do not know, analysis on the use or adoption of a certain technology put in value for users... An example can be Microsoft 365 (formerly Office 365), when it comes to analyzing Exchange/mail, Teams, Yammer, SharePoint, OneDrive... with detailed visibility of the last 30 days.

In the case of Teams, when analyzing the activity, we talk about assessing the use of chat, what channels are used to collaborate, to hold meetings, etc. If we stop in Exchange, we might like to know the activity rate when it comes to receiving and sending messages, accepting invitations, attending meetings... Find out if users continue to collaborate "old-fashioned" with a back-and-forth of attachments in messages, or rather editing documents collaboratively. Much more efficient, without a doubt.

Basically, the ideal would be to be able **to analyze at the level of the general KPIs of organization.** And of course, at the user or department level. For example, opt for a reassignment of licenses, thanks to the profiling we have of the users and their roles. And based on these decisions, push within the organization in the use of certain tools.

Executive profiles, when it comes to knowing and managing the cloud environment do not have material time to know everything that happens.

Evolutionary monitoring of safety.

Cyber threats stalk all business sectors. Nowadays it is essential to be well protected and know the security of the Office 365 Tenant, for example. Activate data loss prevention policies, limit the use of administrative roles, activate the ability to reset passwords, apply two-factor authentication policies, do not allow users access to unmanaged applications, apply IRM protection to documents (that confidential information does not leave my organization's environment), delete or block inactive accounts in the last 30 days...

All this valued by criticality ranges, by the impact it could have at the user level, the implementation costs, whether it is completed or not and the score I have in that specific section. That's precisely what the Seidor Banna Analytics dashboards, created by Seidor on Power BI, offer us.

Simple and free tool. That's right. To get the full potential out of Banna Analytics we don't need more than a Power BI Pro license, because the tool is totally free for our CSP customers. This allows them to make the most of their contracted services, through a single and simple user environment composed of different panels. And of course, it's offered at no deployment or development cost.
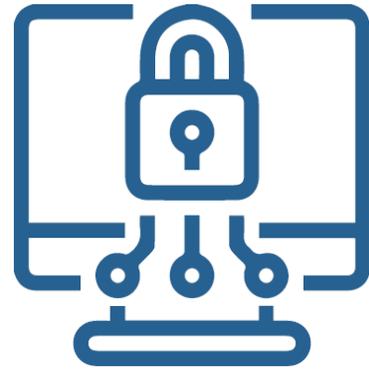
Never alone: permanent support from professionals

Behind Banna and Banna Analytics self-service our staff is always available. Specialists and consultants prepared to clothe clients before any strategic decision or need for support.

The 12 benefits of Banna Analytics

1. 360° Vision of Cloud services, with a total knowledge of the cloud environment.

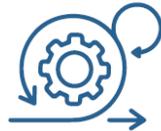**2. Daily data** update. Thus, having consolidated and updated information.

3. Actual costs versus Microsoft's monthly billing systems: daily actual consumption information.

4. Transparency. High level of granularity in the detail of information using **Pivot Charts.**

5. Actual costs versus Microsoft's monthly billing systems: daily actual.

6. Favors consumption and cost optimizations. Direct information with recommendations to perform service optimization actions.

7. It further simplifies consumption and cost **forecasts,** in order to make projections and forecasts for the future.

8. Autonomy and control. Ability to view the status of resources at any time. With an enormous filtering capacity, by typologies, projects, departments, locations and even by custom designed labels

9. Satisfaction with **controlled growth** in the cloud. Controlling resources builds confidence in cloud growth.

10. Agility in decision-making. Consolidated information provides fluidity in decision-making, having visibility into the most important KPIs at the business level. As a result, it generates actions that impact the business.

11. Direct and global visibility of **cloud security.** Know your level of cloud security in a single view. With detail of actions and details of improvement that can be developed to reach an optimal state. And, also an analysis of evolution over time.

12. Commissioning **at no cost** (only a Power Bi Pro license required)

Why Seidor

Seidor is a technology consultancy that offers a broad portfolio of solutions and services: consulting, application deployment, development, and maintenance and infrastructure and outsourcing services.

With a turnover of 468 million euros in the fiscal year 2020 and a workforce of more than 5,400

Highly qualified professionals, Seidor has direct presence in 38 countries of: Europe, Latin America, United States, Middle East and Africa, serving to more than 8,000 customers.

The consultancy is a partner of the main leaders technological; among which SAP, Microsoft, IBM stand out and Adobe.

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