

# Greater agility with an optimized cloud



2021 is about getting back to a success mindset and defining what it means to your organization

And success looks different for every organization

# Consumer buying behavior

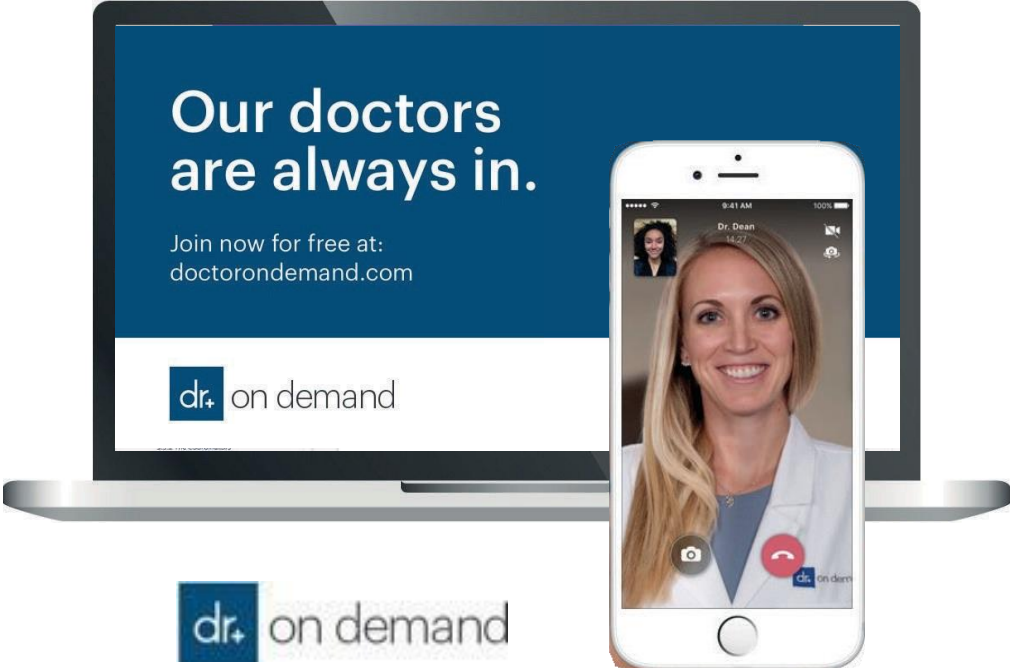


Malls closed... and ZARA lost nearly half a BILLION dollars...  
Incidentally, online purchases surged 95%



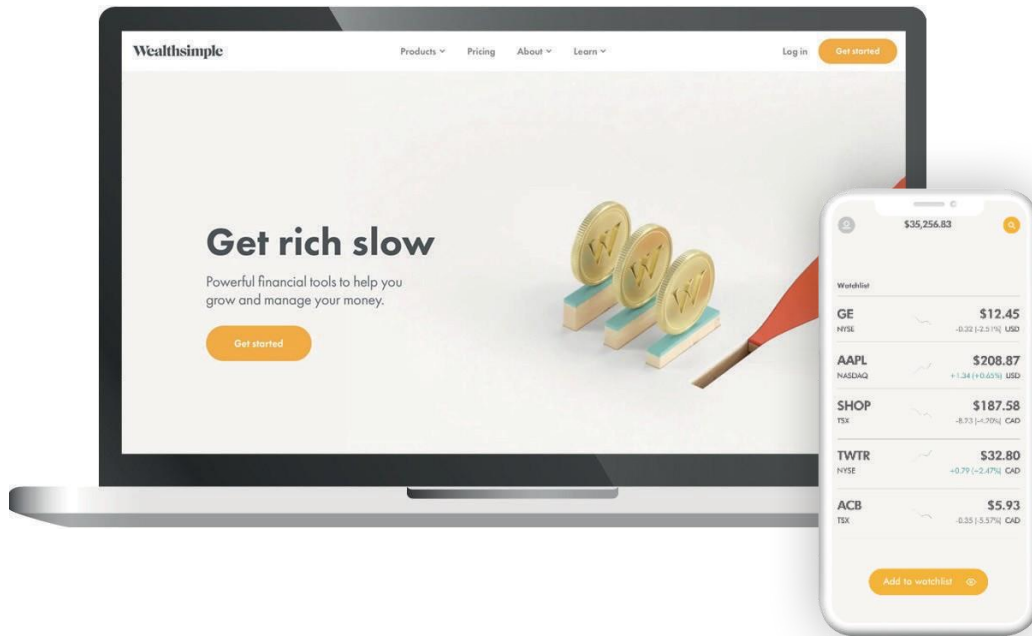
# Telemedicine company - doctor on demand

\$75 million to expand during the Covid-19 pandemic

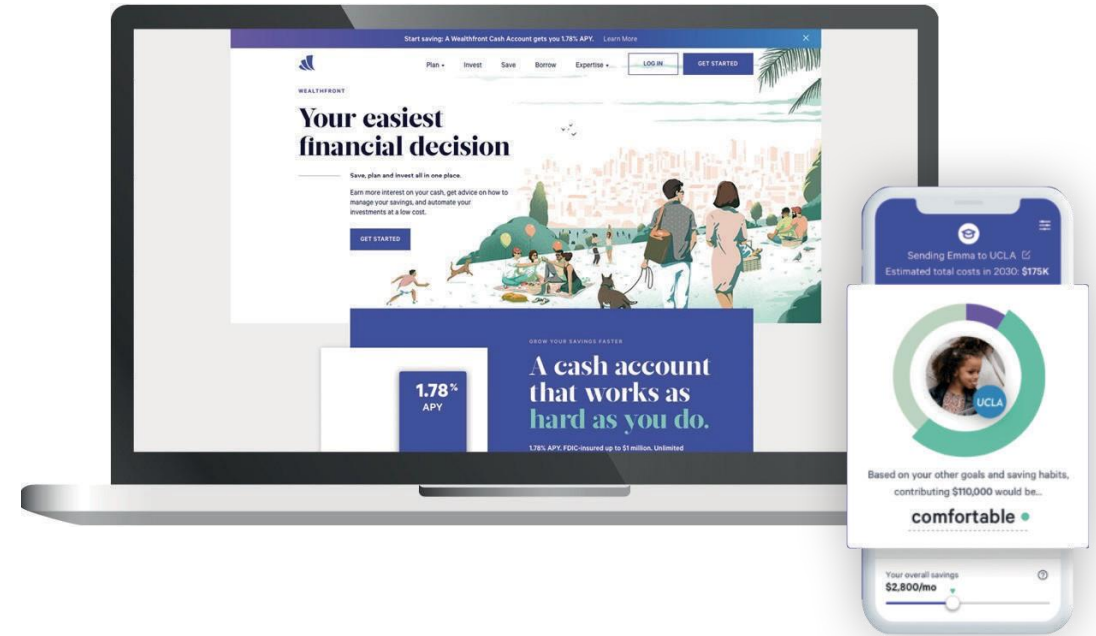


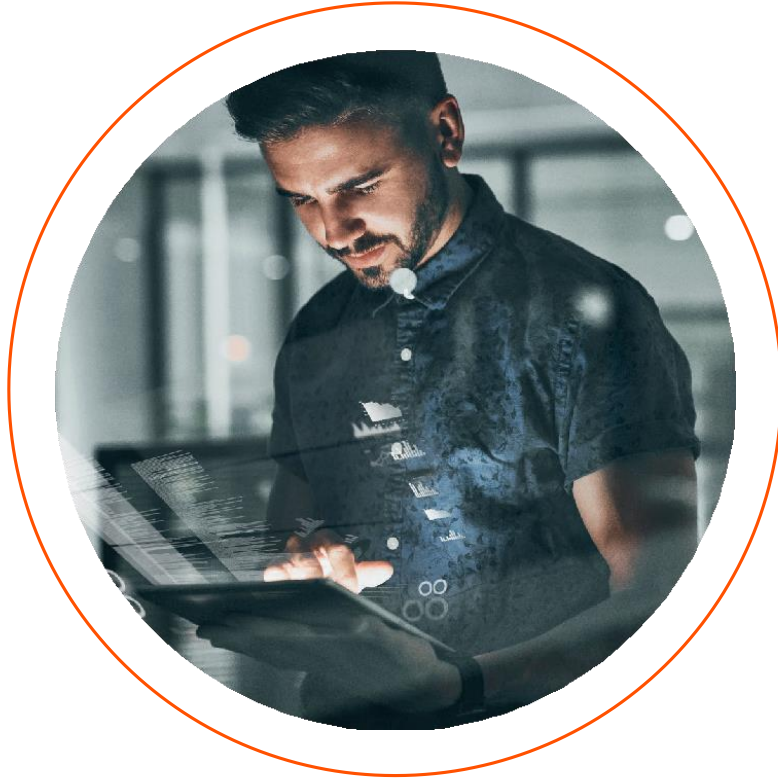
# Robo-advisors to become \$1.4T industry in 2020

## Wealthsimple



## wealthfront





**3.6X**

Industry leaders are using technology to drive innovation and grow their companies



**60%**

Increased Profits who execute Agile well

## Success

Get back to business, driving growth and profitability



### Transformation

Business driven technology transformation

#### Agility

Cloud powered IT

#### Engagement

Connected, secure,  
collaborative workplace

#### Efficiency

Reduce and manage technology costs

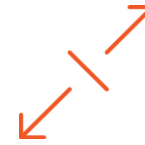
#### Cloud



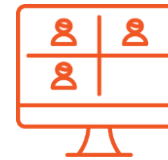
#### Workplace



## Organizations struggle to:



**Scale quickly & easily:** deploying IT services faster than ever before – from weeks to days



**Free up IT staff:** focusing less on infrastructure management and more on business outcome enablement



**Speed to market & adaptiveness:** using agile methodologies to stay ahead of customer needs



## Success

Get back to business, driving growth and profitability



## Transformation

Business driven technology transformation

### Agility

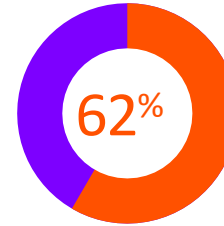
Cloud powered IT

- Lack of standards
- Limited IT resources
- Cloud misconfigurations
- Lack of control & limited insight

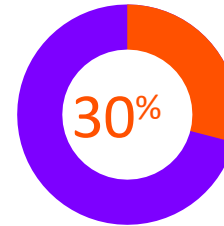
### Efficiency

Reduce and manage technology costs

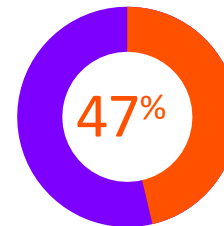
- Lack of Cost Visibility
- Controlling costs & Transparency



62% of IT leaders say complexity and too many options have hindered their cloud transformation planning. (Aptum's Cloud Impact Study)



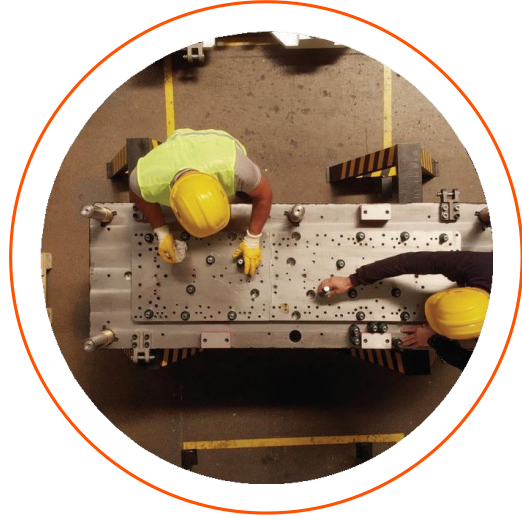
On average, 30% of cloud spending goes to waste. (Flexera)



47% of IT leaders say they've spend more than 50 hours resolving misconfiguration problems. (Propeller Insights 2020)



# Customer scenarios



## Limited cost visibility

- Leadership turnover = loss of knowledge of the cloud environment left with them
- With no consumption history, forecasting cloud budgets was impossible



## Inconsistent configurations

- Unique configuration that cannot be reproduced automatically
- Environment, administering and maintaining infrastructure requires the IT team to manage a lot of manual processes
- Left unattended, these errors lead to serious security exposure



## Refocus IT staff

- IT leader is looking for ways to bring greater agility
- IT team by reducing the amount of time their team spends on manual tasks
- More time taken up with routine administration, the less they have to spare for the projects

# If operational challenges are not addressed, organizations put their success in jeopardy:

Success

Get back to business, driving growth and profitability



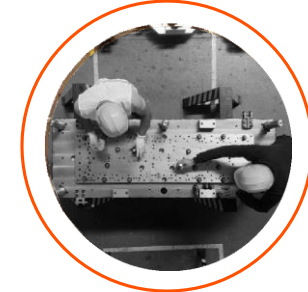
Distracted IT teams



Stalled progress, delays or failed projects Loss



of business stakeholder confidence



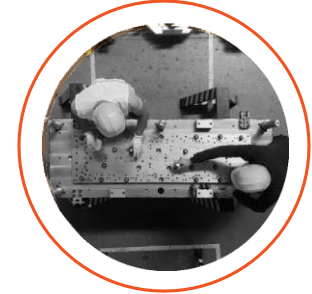
# What if?

## Success

Get back to business, driving growth and profitability



- ✓ Streamline cloud procurement
- ✓ Control cost, security and operational policies
- ✓ Automate deployments
- ✓ Gain real-time visibility to enable optimization



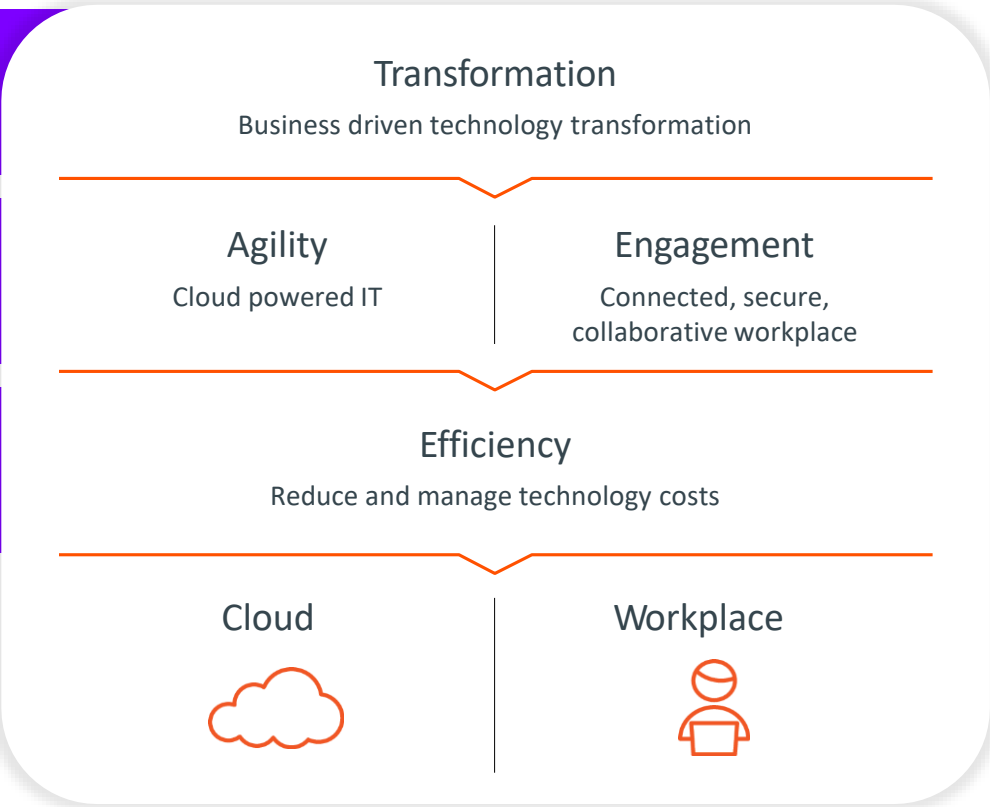
**Success**  
Get back to business, driving growth and profitability



**I**nnovate  
Your business

**O**ptimize  
Your technology

**R**educe  
Your spend



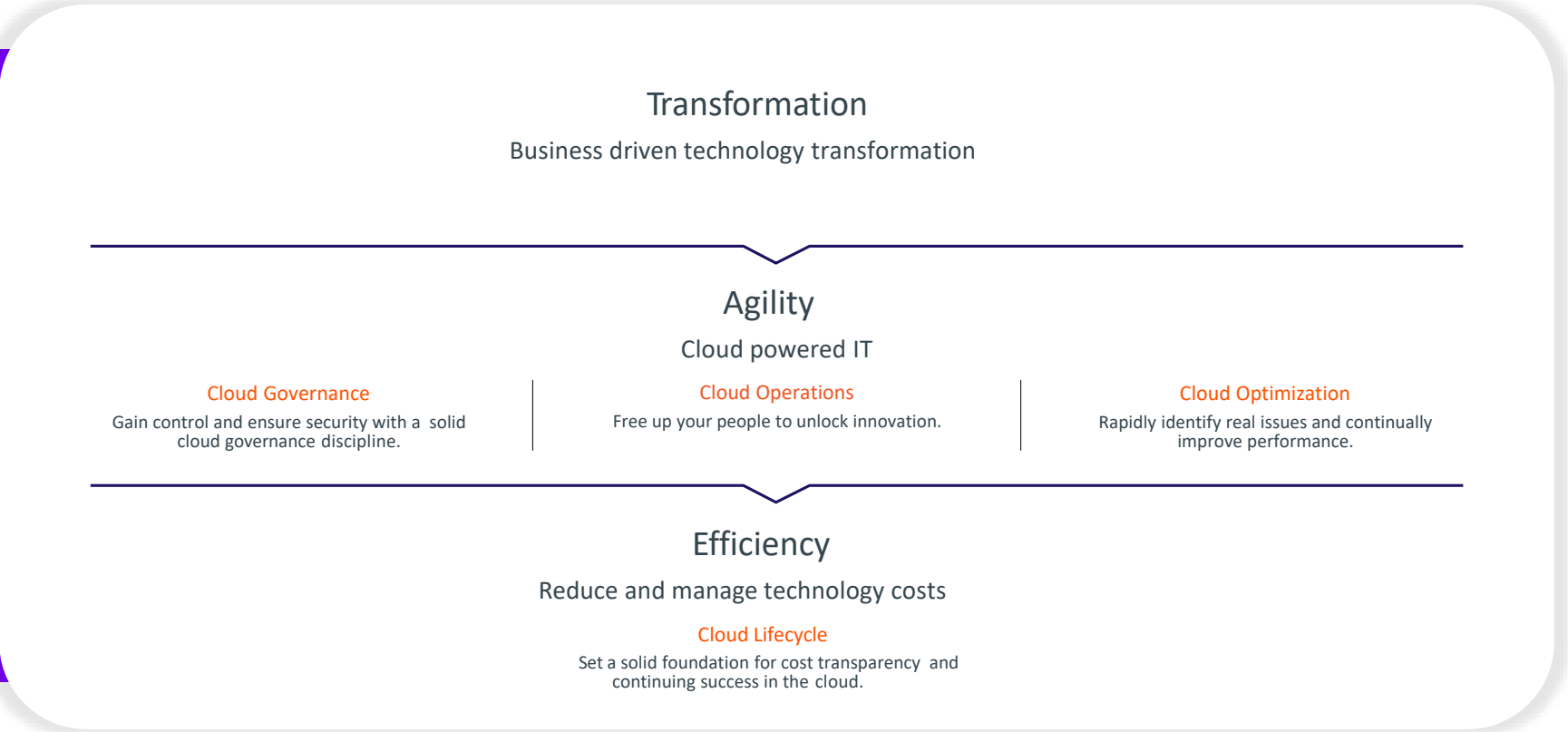
**Success**  
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Your spend



# The value of cloud management

## 24x7x365 Technical Support

With SLA's

## & Config Mentorship

Included  
with all Paid modules

24x7x365  
Technical  
Support  
With SLOs



## Cloud Governance

- Automate cost, security and operational policies
- Access a single pane of glass for cost management across one or more clouds
- Introduce a proactive cloud governance discipline



## Cloud Operations

- Ensure resource consistency through code, templates and automation
- Embrace automation and orchestration to save time and money
- Keep resources focused on high value projects over administrative tasks



## Cloud Optimization

- Rapidly identify real issues determining the root cause
- Improve Mean time to Resolution
- Maximize performance by taking action to optimize the environment



## Cloud Engineering

- AD-Hoc Prescheduled Engineering Services
- Access to Skilled Engineers
- Perform pre-scheduled procedures
- Assess and review

**Client  
Success  
Services**  
Included  
based on  
service  
modules  
purchased



## Cloud Lifecycle

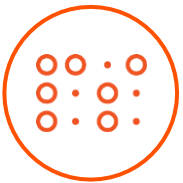
- Streamline the cloud procurement process through frictionless setup
- Avoid unnecessary costs and confusion with better insights on cloud spend.
- Get informed, personal cloud lifecycle support at every stage of your journey

# Cloud management

Take control of your multicloud strategy with a unified management experience through a suite of capabilities that streamline the use of cloud services in support of business transformation.

- ✓ Increase agility
- ✓ Control costs
- ✓ Streamline procurement
- ✓ Mitigate security risks
- ✓ Free up your people to unlock innovation

Service modules designed to achieve greater agility with an optimized cloud:



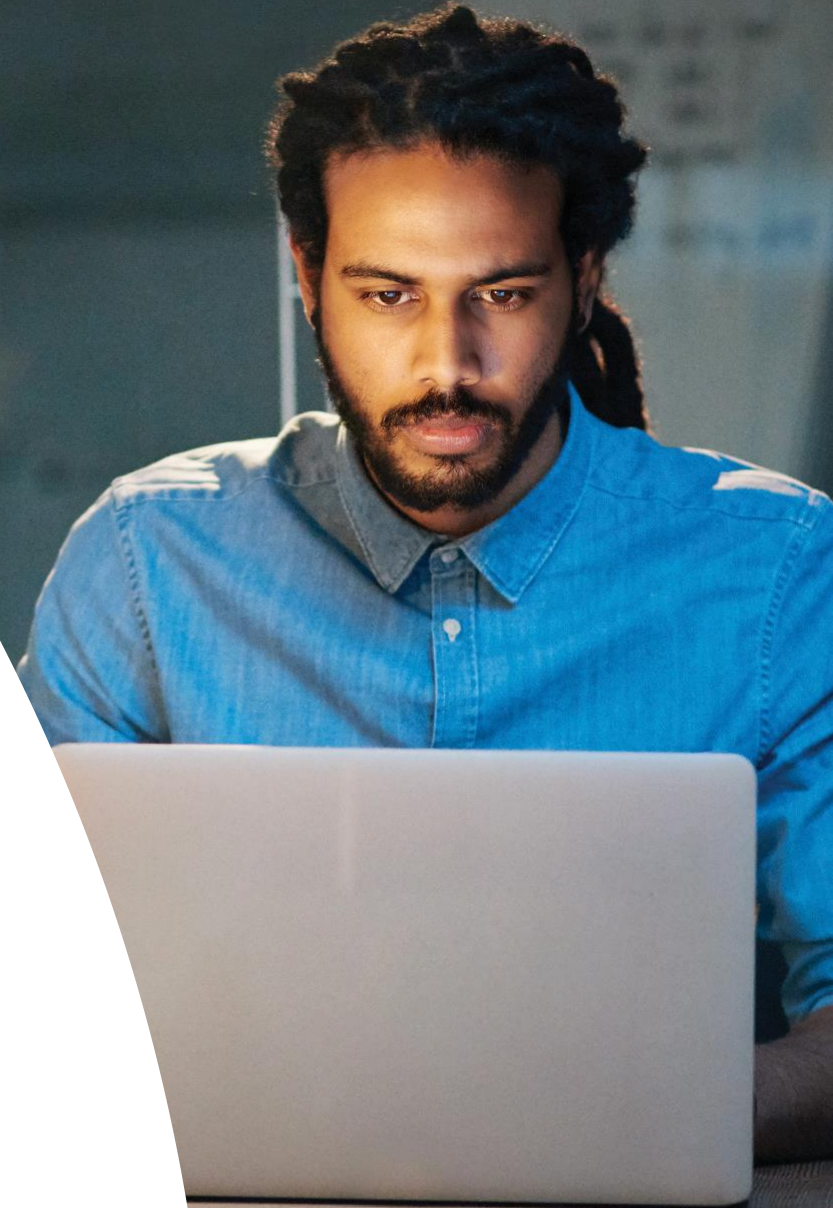
Agile



Consistent



Integrated







### Cloud Governance

- Multicloud Cost Management Dashboard and Tooling
- Policy Setup, Deployment, and Management
  - Cost Management
  - Operational Controls
  - Security Controls
  - Policy violation alerting
  - Violation reaction automation
- Access to Policy Library
- Identity & Access Governance
- Best Practice Assessments
- Success Mentorship



### Cloud Operations

- Access to Self Service Multicloud Management Platform (CMP)
  - Cloud Template Deployment
  - Orchestration Services
- Service Request Fulfillment
  - Cloud Template Creation
  - Deploy Cloud Infrastructure Services
- Cloud Native Backup and Snapshot Management
- VM OS Patching



### Cloud Optimization

- Multicloud Infrastructure Monitoring
  - Up/Down Monitoring
  - Performance Threshold Monitoring
  - Platform Service SLA Monitoring
- Event Management
  - Triage, Escalation and Alerting
- Performance Optimization
  - Performance reporting
  - Optimization Recommendations
- Application Monitoring (optional)

**Client Success Services**  
Included based on service modules purchased

24x7x365  
**Technical Support & Config Mentorship**  
With SLA's  
Included with all Paid modules

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24x7x365  
**Technical Support**  
With SLOs

- ### Cloud Lifecycle
- Cloud Platform Subscription with Onboarding
  - 24x7x365 (SLO only) Technical Support
  - Billing Concierge Services
  - Cloud Native Spend Reporting Enablement
  - Cloud Platform Roadmap Reviews

# Customer success story: Food Service Logistics



## Challenge

- No cost control in place
- Lack of knowledge on cost management best practices
- Skills gap on how to optimize costs



## Solution

- Quarterly cloud review: past cost review vs. forecast spend
- Recommendation for Reserved Instances
- Personal one on one meeting to implement the cost recommendations



## Results

- Immediate savings of \$60K in a year
- Gained knowledge on cloud cost management

# Why Softchoice for Cloud Management?



**700+**

Customers Supported,  
Globally



**(4.6 stars)**

Overall satisfaction rating



**200+**

technical Community  
resources



**40+**

ITIL Certified Delivery



**86%**

priority events resolved in  
less than 24 hours



**6000+**

critical alarms  
analyzed per  
month