Xencia Technologies Services Overview

Unleash the Power of Cloud

www.xencia.com   **contactus@xencia.com**

XENCIA CLOUD COMPETENCY

160+
Cloud Customers

150+
Applications migrated to Cloud

100%
Zero defect cloud migrations

300+
Projects Delivered

25+
Azure Certified Consultants

We leverage our competency so that you can focus on your core competence

Microsoft Partner
Microsoft

Gold Application Development
Gold Collaboration and Content
Gold Cloud Platform
Gold Datacenter
Gold Cloud Productivity
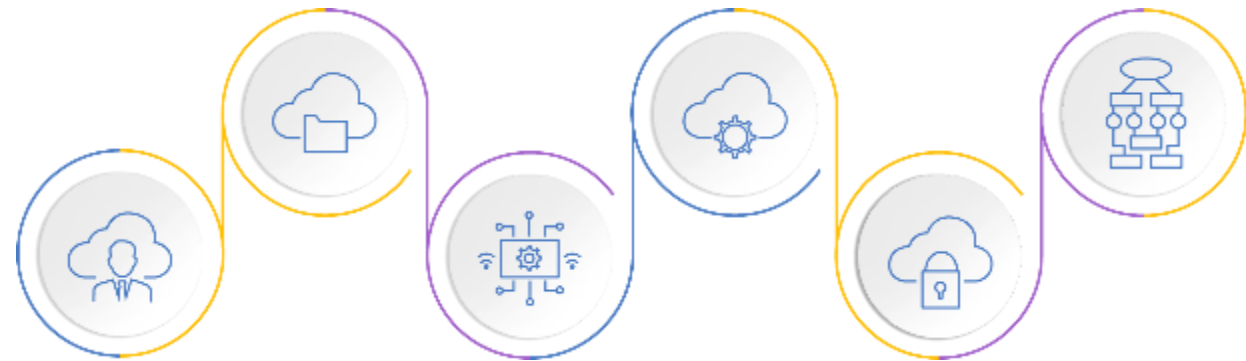
XENCIA OFFERINGS

CLOUD MIGRATION

Workload and application migration to cloud leveraging solution accelerators

CLOUD OPERATIONS

24x7 automated Cloud Operations for higher availability and optimal costs

MODERN DIGITAL WORKPLACE

O365 deployment and administration, SharePoint solutions and Business Workflow solutions

CLOUD ADVISORY

Consulting services for cloud readiness, strategy, roadmap and business case development

APPLICATION MODERNISATION

PaaS migration, serverless computing, containerisation, DevOps and scaling

CLOUD SECURITY

Services for comprehensive cloud application and infrastructure security

Data and AI

Data Modernization
Data Visualization
AI Services

XENCIA AZURE SERVICES

Infrastructure as a service (IaaS)
Enterprise Workloads

Datacentre Migration

Auto Scaling

Deployment Automation

Backup, Archival and DR
DR Models

Storage Solutions

Backup Solutions

Archival Solutions

App services (PaaS)
Architectural Guidance

DevOps Optimization

CI/CD

App Re-engineering

Serverless
Microservices

Kubernetes

Containerisation (Docker)

Event Hubs, Logic Apps, Azure Functions

Azure Migration
Portfolio Assessment

Migration Roadmap

Pilot & Production Migration

Accelerated Migration

AWS TO AZURE
Configure and Provision VMs

VMs and App Migration to Azure

Application Re-engineering
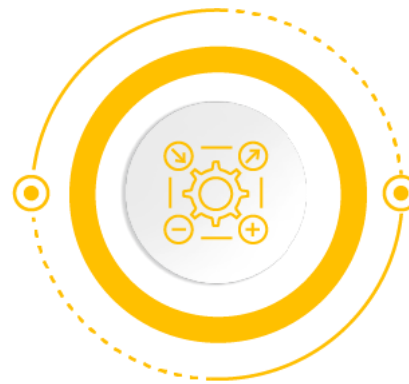
Workarounds in Azure

CLOUD MIGRATION

FASTER, CHEAPER & FLEXIBLE MIGRATION TO CLOUD

What we offer?

- App & Infra Assessment
- Build Cloud Foundational Services
- Workload Migration
- Multi-Cloud Apps Migration to Cloud
- Flexible pricing model

How we make it possible

- WAM (Workload & Application Migration) Framework
- Cloud Migration Expertise
- Proven Experience with over **150+ Applications migrated to Cloud**
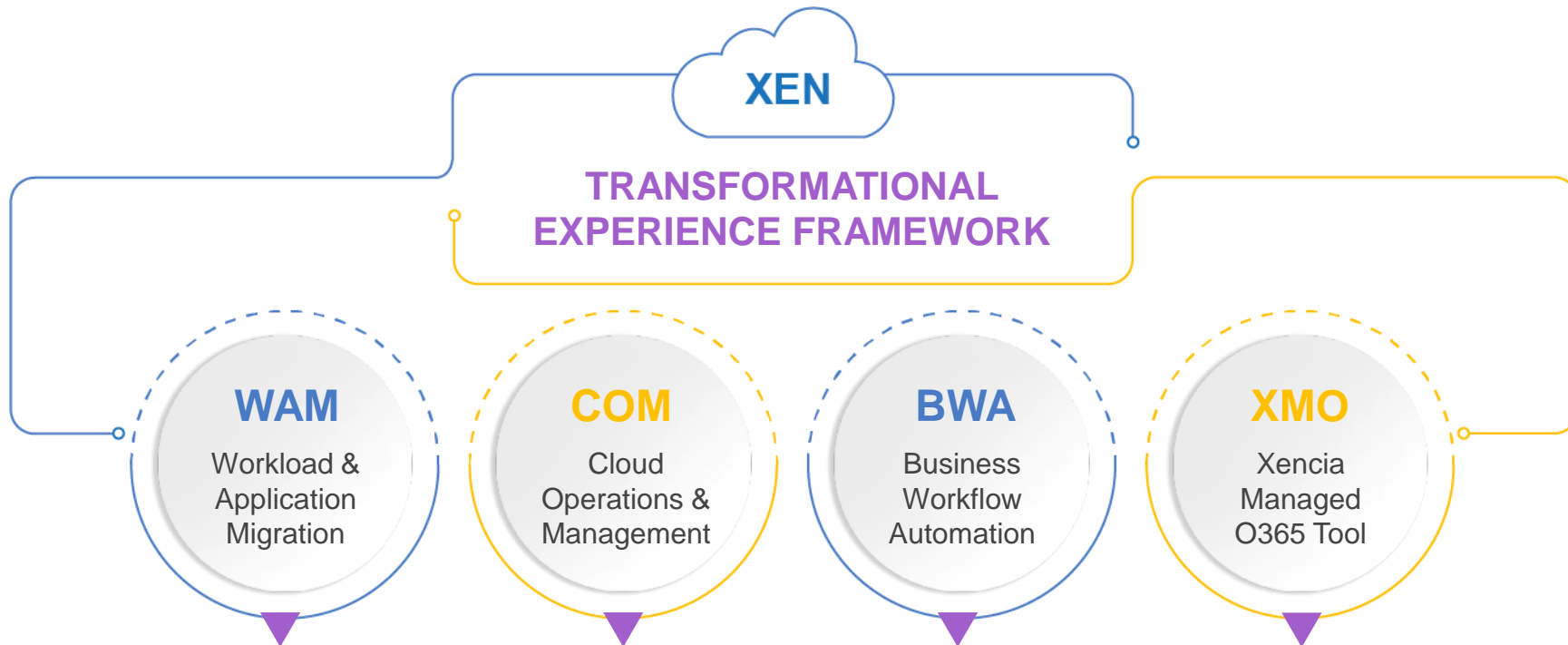
Value that we deliver

- **70%** faster speed of migration
- **30%** lower cost of migration
- **Zero** Defect migration with **100%** success
- Committed Milestone based delivery with no budget or time overruns

XEN FRAMEWORK

Combination of our capabilities, accelerators, tools and IPs

XENCIA WAM ACCELERATOR
Cloud Migration Framework

Strategy

Cloud Workshop

Business Outcomes

Cloud Readiness

Cloud Business Case

Goals & Success Criteria

Discover

Environment Discovery

Asset Inventory & Software Licenses

Application & Server Dependency Mapping

Usage Reports

Assess

4Rs (Re-host, Refactor, Re-architect, Rebuild) Assessment

Security, Performance, Availability and BC/DR Assessment

Utilization History

Propose

Migration Approach, timelines, Risks and Recommended Tools

TCO: Estimated Monthly Run Costs

Org. Alignment

Azure Landing Zone

Migrate

Cloud Subscriptions

Cloud Governance

Cloud Environment Setup

Data Migration

Pilot Testing

Cut Over Plan

Migrate Delta

Go Live

Optimize

Enable Cloud Tools to Manage Costs

Monitor Assets for Availability & Usage

Start-stop Non-prod Workloads

RI for Steady State

Migration Tools
Cloud Migration Framework

Competency and expertise in multiple migration tools and technologies across cloud technologies to ensure error-free and efficient cloud migrations at lower cost

ASSESS

- Unify Cloud
- Movere
- Azure Migrate
- Database Migration Assistant

MIGRATE

- Azure Site Recovery
- Veeam Backup
- Azure Database Migration Service
- Azure Databox

OPTIMIZE

- Azure Security Center
- Azure Advisor
- Cloudyn

XENCIA COM ACCELERATOR
Cloud Operations Management Framework

Define

Detailed Scope of Work including non incident scope like Backup/DR, Level of security to be implemented and monitored

Baseline monitor, alert parameters

Baseline thresholds

Define Support SLA

Monitor & Alert

Azure Assets

Network

Security

App Logs

Support & Remediate

Setup up the Support ticketing system

Provide 24/7 Managed support services

Optimize the support workloads over a period of time

Create a support Knowledge base over a period of time

Cost Management

Budget vs Spend

Bill Analytics

Spend Optimization

Cloud Operation Tools

Competency and expertise in multiple migration tools and technologies across cloud technologies to ensure error-free and efficient cloud migrations at lower cost

Monitor & Alert

- Azure Monitor
- Application Insights
- Log Analytics
- Site 24/7

Security

- Azure Policies
- Application Gateway
- Network Watcher
- Disk Encryption
- Security Center
- Sentinel

OPTIMIZE

- Azure Advisor
- Cloudyn
- Automated Start/Stop

XENCIA COM ACCELERATOR
Cloud Operations Management Framework Tools


Cost Controller

Cost Management Dashboards

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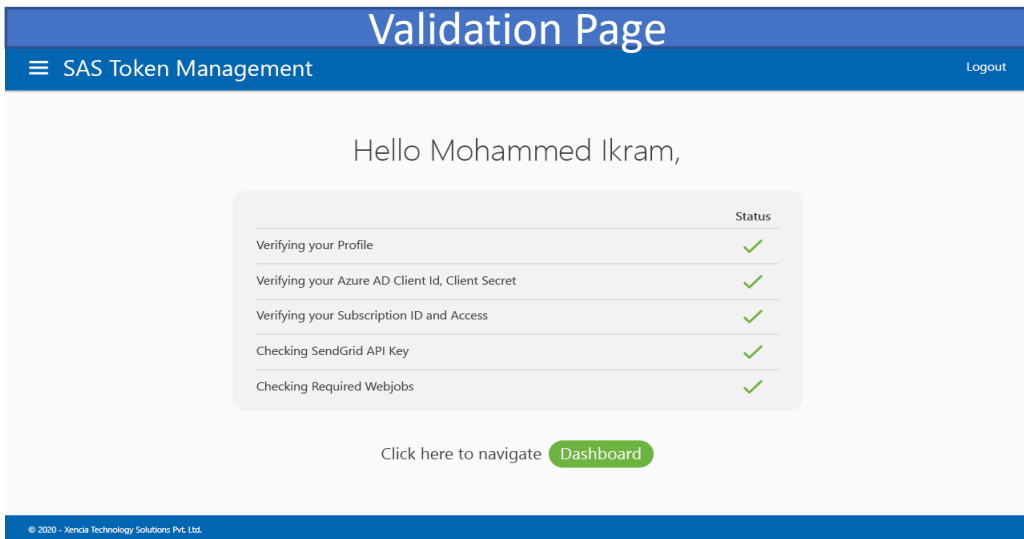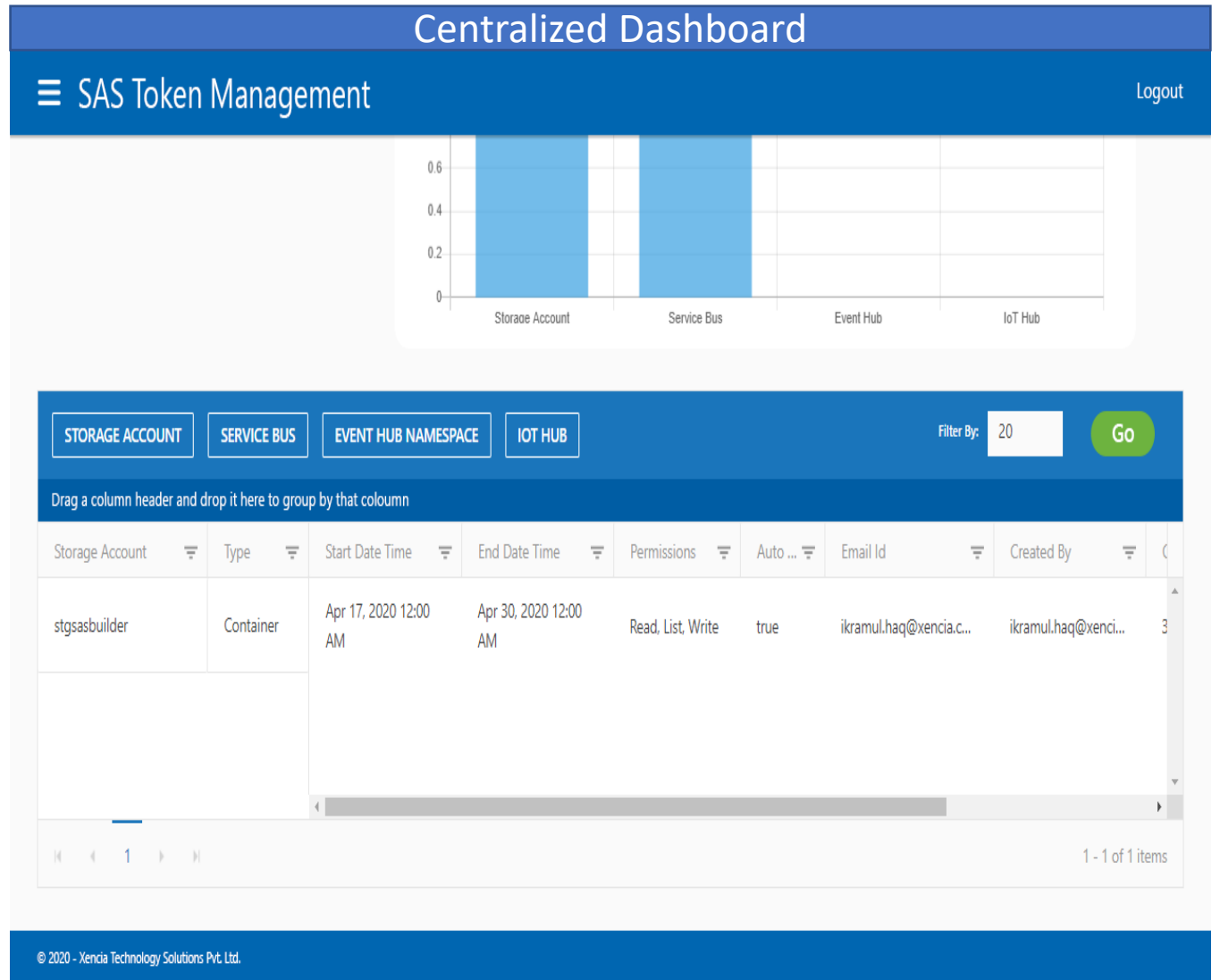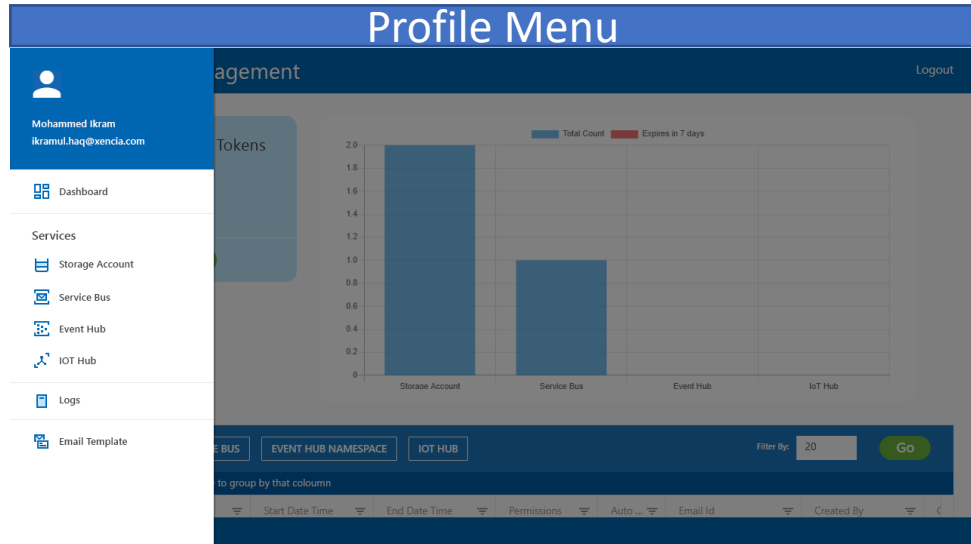## COM Framework Tools - SAS Token Manager

Challenge : Managing the SAS Tokens is one of the biggest challenges for customers. Many customers face the challenges of getting reminders on time for SAS Token expiry and forget to renew them

Solution : SAS Token Manager Tool that provides the users to generate SAS token for few selected Azure Services such as Storage Account, Azure Key Vault and Event Hub etc. It also allows user to renew or revoke the existing SAS tokens. It provides audit logs and history. It also has a good access control module built in
User can only access resources which is allowed by their organization.
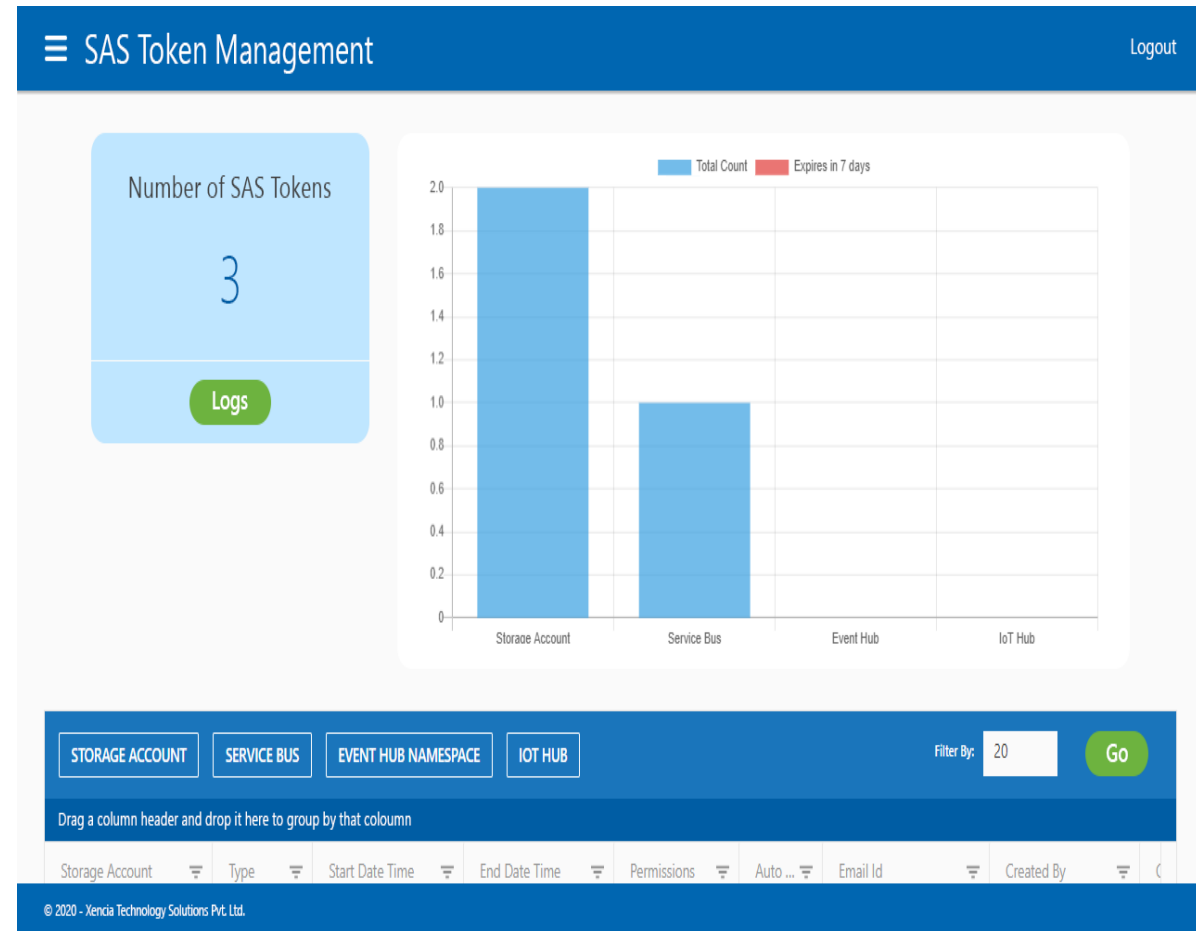
XENCIA COM ACCELERATOR
COM Framework Tools – SAS Token Manager

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COM Framework Tools – Manage O365

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Challenges

Organization distributed by Many Groups or Locations

- Difficulty in managing users and licenses for different groups, locations, countries outside of Head Quarter Office

- Global Admins have no idea about isolated remote location users or their licaense needs
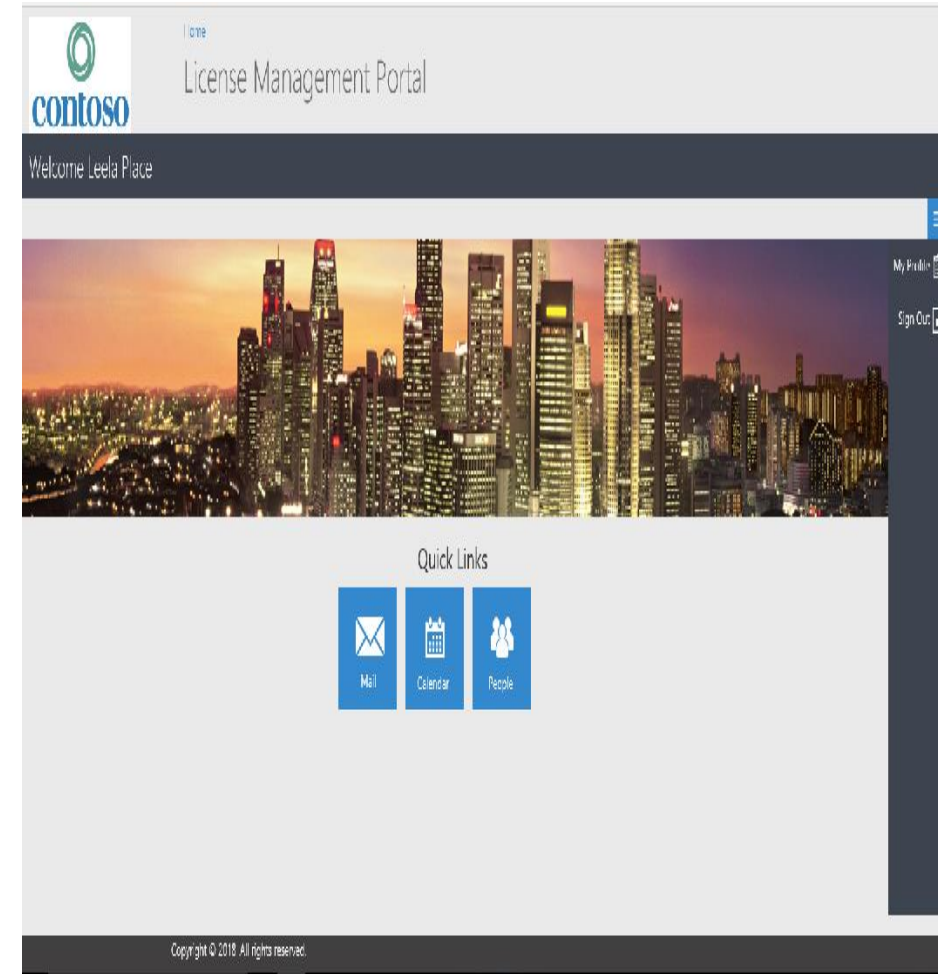
Audit Logs for Compliance & Accountability

- All your changes done for Office 365 License changes are logged and recorded

- Periodical changes and license utilization can be analyzed out of historical log records

- Costs can be controlled by studying utilization by Units

No Compromise of Office 365 Administration Access

- Office 365 Admin access is reserved for Global IT in HQ

- Delegate only the user and license management access

Solution Manage O365

Manage-O365 is a tool that will allow to delegate the user management and license management to your localized administrators. You can define your segregation by Business Unit, Country, Location or any unit that you would want to subdivide administration. Once the Units are defined, you can allot prefixed subscription licenses from your Office 365 pool and assign a responsible local administrator for the unit. The tool will ensure the local administrator can only use the allotted licenses and edit users falling within the localized region.

COM FRAMEWORK
SERVICE DELIVERY MODEL

Customer

Service Level 1

First response to customer with ticket classification

Analysis & Resolution

Resolved

Resolution Confirmation and user notification

Resolution Acceptable

Ticket Closed

Is the Resolution Ok?

Send Confirmation

Service Level 2

Escalation to L2

Analysis & Resolution

Resolved

Microsoft

Escalation to Microsoft

Analysis & Resolution

COM FRAMEWORK SUPPORT PLAN

Plan	Managed Services Basic	Managed Services Advanced	Managed Services Premium
		Basic+	Advanced+
What you get	First point of contact for all your Azure cloud issues or queries	Server Monitoring (CPU, RAM, Storage)	Guidance for Troubleshooting & Remediation for all incidents
	Ad-hoc support for any azure related issues	Network Monitoring (Bandwidth, Port)	SLA based Cloud infrastructure availability
	Provisioning of new workloads on Azure	Weekly & Monthly Health Report	Optimisation of Cloud infrastructure for Availability, Performance, Security & Cost
	Cloud application architecture consulting to build scalable apps	Custom threshold-based Alerts & Notification	RCA for critical incidents
	Cloud Assessment & consulting to validate your existing workloads for cost optimization	SLA based Microsoft Advance Support for Critical incidents	Architecture consulting for new workloads
	Detailed Monthly Dashboard billing report for better understanding of the spend details	Azure Access Management	OS Patch & Backup Management
		Anti virus & Anti Malware management	Backup & DR management
			Security Assessment
Support mode	Email, Phone	Email, Help desk, Phone	Email, Help desk, Phone
Support coverage	8 x 5	24 x 7	24 x 7

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SAF Framework (Xencia Security Framework)

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Identify
- Security Assessment Questionnaire
- Discussions with the customer

Detect
- Monitoring Tools
- Automated Alerts
- Single view dashboard

Recover
- Address root cause for the new alert
- Automate remediation for the same

Protect
- Security Assessment and Identify Controls
- Security Assessment Report with Recommendations
- Customer consent for scope of Implementation

Respond
- Automated Remediation
- Analyze and remediate

MICROSOFT 365 + AZURE SECURITY

CARE Solution - Managed SOC built on Azure Sentinel's advanced AI & ML

SAF Framework - Value Proposition

- Security Assessment and Recommendations

- CARE Solution is a SoC-as-a-Service

- Managed service offering – Threat detection, investigation and response service from our or your tenant Microsoft Sentinel Console

- Threat experts monitor customer digital estate 24x7 for alerts, investigating on incidents, creating and improving automated remediation services

- 250+ automation models and workflows already available

- Single visualization tool threat detection, investigation and response

Unique value Prop	Customization	Common Concerns
• Design, deploy and maintain playbooks	• Integrating and onboarding logs	• Too many tool, too many alerts, and lack of skilled resources
• Design and develop executive dashboards to instill confidence	• Build business operation specific dashboards	• Limited expertise in SOAR
• Continuous improvement to help better ROI over time	• Deploying automated alerts and rules	

OUR KEY Azure Migration Customers

QUESS DELIVERING GROWTH

PHOTON

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alp consulting
Happy people. Better productivity.

SUN TELEMATICS
Technology That Drives Your Fleet

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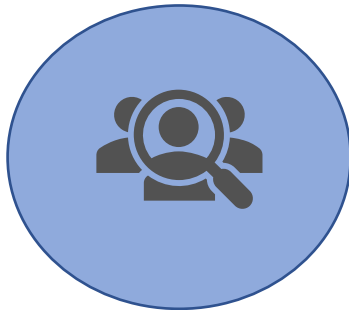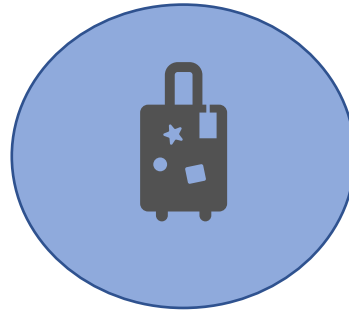
Customers
60

Large
Migrations
10

Compete
Migrations
20

SUCCESS STORY
CLOUD MIGRATION (Datacenter Migration)

CLIENT PROFILE

Client is a full-service digital agency developing and implementing new customer experiences throughout the world. They works with 40% of the Fortune 100 as their digital agency of choice. One of the largest and fastest-growing global agencies, Customer supports over 750 million digital touchpoints every day. Customer has the largest pool of experienced digital engineers with over 4,300 across offices in the US, UK, Canada, India, France, Sweden, China, and Indonesia.
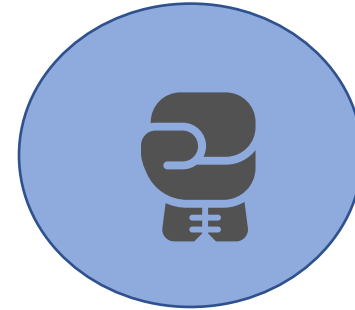
BUSINESS REQUIREMENT

Customer had been using Third Party Data Centre (Reliance DC) to host their platform. They was looking for a cost-effective solution with features like highly scalable, highly available, modernization of workloads like database services and high-speed network bandwidth between on-premises and data centre.

- Auto scalable on-demand infrastructure
- Elimination of stickiness with current environment and make the solution cloud agnostic
- Save cost by committing the server utilization for a specific period
- Complete backup which is not part of the existing environment
- Advanced security for protecting the infrastructure in an efficient way
- Advanced metrics and alerting systems
- Adhere to Data Centre standards for compliance reasons

- Centralized Infrastructure Administration

SOLUTION

- Customer wanted a Lift and Shift migration initially as they wanted to move out of the DC quickly and stabilize in the new Azure Environment
- A 2-day workshop was conducted to understand the customer's Infra Architecture, security requirements and collected their asset, network and connectivity details
- Express Route needed to be implemented and the entire process was explained to the customer and what needs to be done by their ISP
- A POC was executed for a sample production workload that were mostly on opensource workloads
- An entire migration strategy and plan with Azure architecture was provided after the workshop and POC
- **Cost savings: 25%**
- **Optimization: 120+ servers consolidated to 90+ servers**
- **No. of tickets raised to MS for the implementation: Zero**
- **90+ servers migrated with less than 30 minutes downtime for each server**

SUCCESS STORY
CLOUD MIGRATION (Datacenter Migration)

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CLIENT PROFILE

Client is India's leading business services provider serving over 1,700+ clients worldwide. As part of one of their businesses providing solution to Government organisation to track real-time Bus service, the customer has opted Microsoft Azure as Platform to provide highly reliable and scalable platform.

BUSINESS REQUIREMENT

Customer had hosted their customer's business critical applications with a third-party DC (TATA). TCL could not meet their requirement as application involves complex solution such as real-time tracking of Bus service and were looking for a highly scalable, cost effective solution that meets following requirement.

- Infrastructure to provide high flexibility and scalability in terms of compute and storage requirements
- Data Centre and Disaster Recovery site shall meet all criteria as specified under the MeitY empanelment
- The architecture and solution should provide near zero downtime as it involves real-time tracking Bus services
- Environment should be fully secured from any security vulnerabilities
- Infrastructure should be cost effective
- Seamless migration of workloads with minimum downtime to Azure

SOLUTION

- Migration workloads from TCL to Azure VM with minimal downtime
- Recommended architecture for business continuity
- Virtual Machine Backup
- High Availability of Applications and Databases servers
- Disaster Recovery (DR)
- Provided Security Recommendations that includes but not limited to
- Hardening of Operating System (OS) to protect vulnerabilities
- Defined Internal traffic & port mapping for application and database transaction
- Implemented Security Center
- Recommended Azure Data Factory to calculate Estimated Time of Arrival (ETA) of busses
- **Meets Government compliance requirement**
- **Highly Scalable, Flexible and Reliable solution**
- **Cost-effective solution when compared to the competition**

SUCCESS STORY

CLOUD MIGRATION (Datacenter Migration and AWS Cloud)

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CLIENT PROFILE

Customer is the most revered and respected daily in the country, boasts of an extensive network of correspondents and covers news that is reliable and relevant. Its unparalleled reach and dominance make them the No. 1 group in South India. The customer is part of this group and is a Vernacular print media.

BUSINESS REQUIREMENT

Client infrastructure was hosted in an on premise and AWS environment where they did not have a high availability model for their application and databases.

Their business-critical applications were deployed on premise with a Single Point failure model. They wanted to have a Highly Available System in place to ensure business continuity.

- Near 100% availability of the platform
- Infrastructure which can auto scale based on the demand.
- Environment must be fully secured

SOLUTION

- VM based Solution for Front end with Auto Fail Over
- SQL MI PAAS for the high availability
- MYSQL PAAS for customer facing web portal
- CDN for content caching
- Proposed better security with NSG, Azure application Gateway and Azure Security Center
- POC was executed to check the performance for SQL MI PAAS and MYSQL PAAS
- WVD for high end virtual machines for content editors and designers
- Complete Migration Plan was submitted and executed successfully
- **Highly scalable and reliable solution with a guaranteed uptime of close to 100%**
- **Cost effective solution compared to competition savings to the tune of 40%**

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CLIENT PROFILE

- Customer is the largest predictive supply chain visibility platform used by multiple fortune 500 companies like Cargill Inc, Unilever PLC, Kraft Heinz Co etc. Customer has a realtime tracking platform with a network of more than 4 million GPS/ELD devices

BUSINESS REQUIREMENT

Client was using AWS to host their platform. . They had trouble making the switch from AWS for so long, because their applications had stickiness with AWS, making matters more complex. The customer needed the following things from us:

- Intelligent Infrastructure which can auto scale based on the demand.

- Remove stickiness with current environment and make the platform cloud agnostic

- Zero downtime for any platform updates or new feature releases.

- Upgrading the platform to latest technology to enhance security and performance.

- Near 100% availability of the platform

- Zero downtime migration from AWS.

SOLUTION

- PostgreSQL, Elastic Search and RedisCache were migrated from AWS to Azure in VM model to make the product cloud agnostic
- Automated deployment using EBS extension in AWS was converted using Azure VMSS with extension script
- AWS customized Linux OS version was mapped using Azure automation scripts
- Blue-Green deployment in Azure for CI-CD pipeline and Zero downtime deployments
- We worked on making PostgreSQL Highly Available on Azure by developing a PostgreSQL VM Cluster with auto failover and backup
- Migration data from AWS PostgreSQL to Azure VM with **zero or no downtime**
- **Cloud agnostic platform, which is auto scaling, highly available and secure**
- **Sizable cost reduction compared to competition platform**

Thank You

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