



Securing Your Microsoft Azure Cloud Future

Enabling your brilliance

www.6dg.co.uk | brilliance@6dg.co.uk

Microsoft
Partner



Gold Cloud Productivity
Gold Datacenter
Gold Cloud Platform
Gold Data Analytics

Welcome

Wherever you are on your Microsoft Azure cloud journey, Six Degrees will lead your transformation to drive competitive advantage for your organisation. With a unique Azure-aligned, UK onshore Cyber Security Operations Centre (CSOC) to safeguard you from the latest cyber threats, Six Degrees is best placed to secure your Microsoft Azure cloud future.

Our Six Degrees process will help you...



**Capture &
Consult**



**Transform &
Harden**



**Manage &
Optimise**



**Defend &
Recover**

In this document you will find:

1. The challenges today

The pace of digital disruption is accelerating across all components of the value chain. Securing your Microsoft Azure Cloud future needs to be at the core of your transformation.

As organisations become more experienced with Cloud the **top challenges shift to:**

84%
Governance



84%
Cost



81%
Security



As the threat landscape and compliance regulations continuously evolve, security needs to be a proactive practice, with an in-depth defence strategy in place.



Data Security



Compute Security

Windows Azure

Platform Security



Network Security



Six Degrees Managed
Cyber Security
Operation Centre



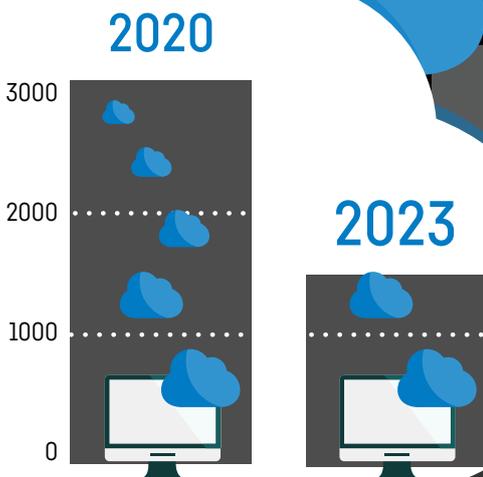
Identity & Access
Control



Perimeter Security

1. The challenges today (cont...)

By 2023 the number of cloud service provider (CSP)-certified companies delivering cloud managed services will shrink to fewer than 1500 vendors globally, having peaked at about 3000 in 2020.



A Trusted Partner Investing in Your Future

Wherever you are on your Microsoft Azure cloud journey, we focus on creating a secure platform for your digital transition with our unique Azure-aligned UK Cyber Security Operations Centre.

Organisational Alignment

- 1 Structure Type
- 2 Cloud Capabilities
- 3 Establish Teams
- 4 RACI Matrix
- 5 Skills & Training

Aligned to People, Responsibility and Goals.



Cloud Management

- 1 Inventory & Visibility
- 2 Operational Compliance
- 3 Protect & Recover
- 4 Platform Operations
- 5 Workload Operations

Aligned to Criticality, Impact and Commitment.



Corporate Governance

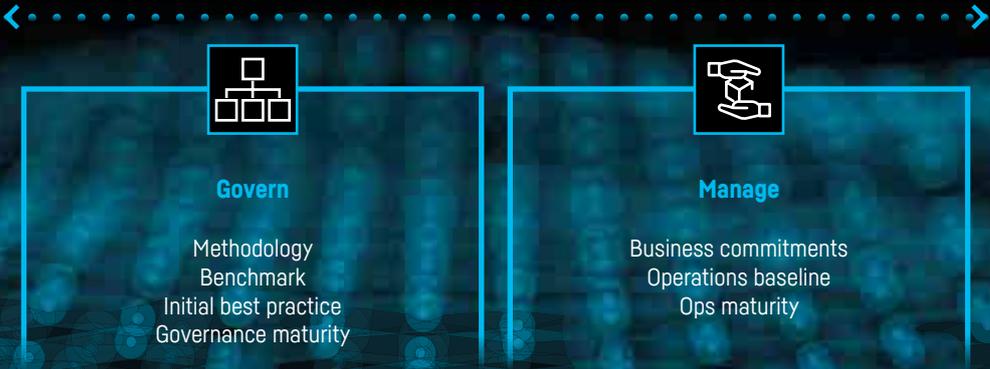
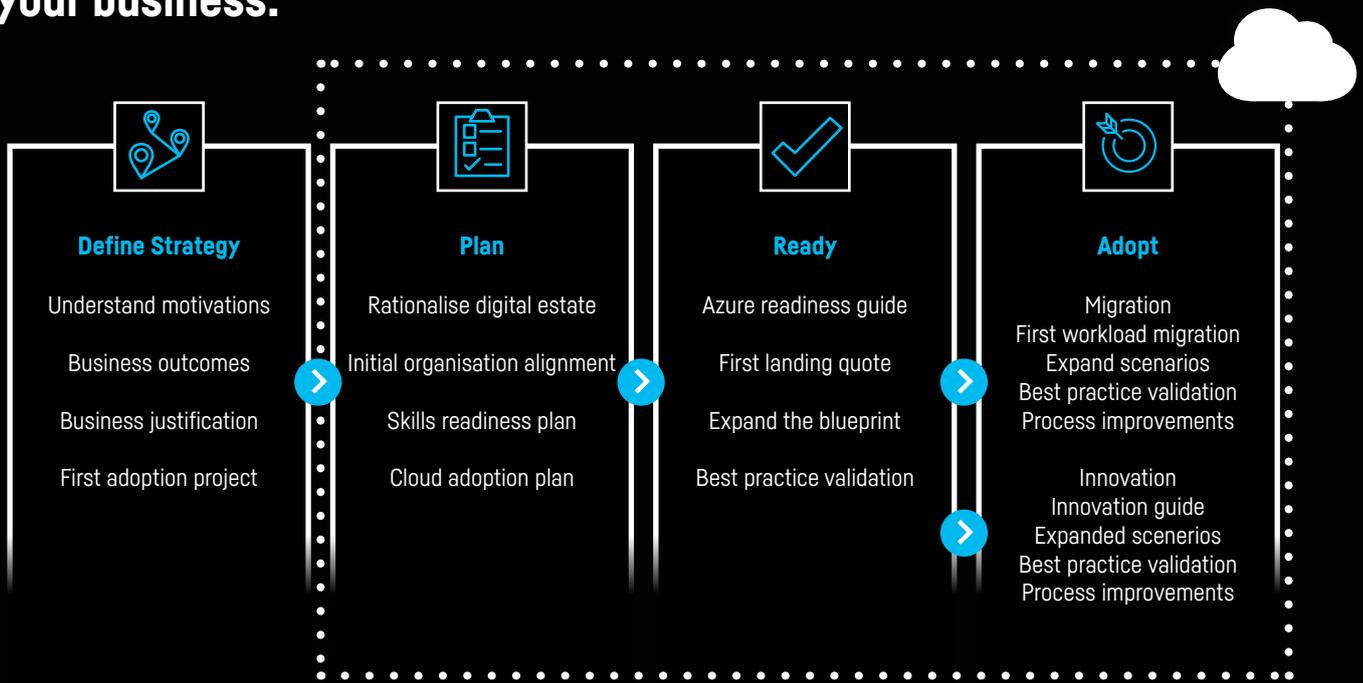
- 1 Cost Management
- 2 Security Baseline
- 3 Resource Consistency
- 4 Identity Baseline
- 5 Deployment Acceleration

Aligned to Business Risk, Policy & Compliance, and Process.



Microsoft Cloud Adoption Framework for Azure

Using Microsoft Cloud Adoption Framework to ensure you get performance, optimisation and security appropriate for your business.



2. An insight into our 4 key propositions

Our Six Degrees process will help you...



Capture and Consult

Analyse your workloads and define your cloud strategy, creating a cloud migration plan that will help you achieve optimal performance, cost and security.

Understand your cloud adoption drivers and establish your infrastructure baseline by leveraging our insight, experience and cutting-edge analytics tools.

Six Degrees helps businesses define their cloud strategies with not only technology but also governance, people and processes in mind. This way, we enable them to achieve their digital agendas faster and with better business results.

Any business that has a cloud strategy needs to understand how best to execute it. Effective transformation requires an accurate, quantitative inventory of the existing IT estate that maps infrastructure, applications and their respective dependencies. However, transforming a business to run on cloud usually comes with qualitative constraints: skills and staffing; migration and architecture; spend model and management; and, perhaps most significantly, complexity and security.

The cornerstone of Capture and Consult for our clients is a well-defined strategy that supports their cloud adoption plan with a factual assessment, ensuring their workloads are ready to move to the most appropriate cloud platform.

Scope

Our Capture and Consult workshops and tool-based assessments will enable your business to establish:

- What your business' cloud adoption drivers are
- How your workload cloud transitions will be prioritised
- What your current inventory and utilisation is, and how it will be optimised in the cloud
- Where your cloud workloads will be placed, and why
- How success will be measured, and what governance will be implemented
- Who will manage the environment, and what roles respective parties will play



Transform and Harden

Transition your cloud-ready workloads utilising Six Degrees and Microsoft best practices, ensuring your cloud adoption minimises risk and enhances security throughout.

Boost efficiency and promote centralisation with our cloud migration lifecycle.

Cloud is redefining the way we do business. But to harness the full potential of cloud, businesses need to achieve not just a technical migration but also a significant cultural shift.

Six Degrees' deep cross-industry and cross-platform experience enables us to help businesses achieve greater return on their technology investments. We develop and implement innovative IT initiatives that deliver business value, maximising competitive advantage whilst maintaining optimal levels of security.

Migration is a process-heavy activity, and we continuously evaluate new industry standards and tools to ease the process and ensure minimal downtime. We are highly focused on validating migration prerequisites and scenarios to help clients make the big step towards migrating their workloads, before expanding on the scenarios to identify scope for modifications and overall improvements. Our continual validations and audits against best practices ensure proper implementation and maturity throughout the entire migration process.

Scope

Our Transform and Harden services enable clients to gain a clear understanding of their migration options, plans and risk mitigation activities:

- What is the best migration path?
- What is the most suitable architecture for my business?
- Will my migrated applications work as expected in the cloud?
- How do I estimate, track and control my costs in the cloud?
- How do I avoid or minimise downtime within my budget?
- How do I track ROI in terms of security, compliance, cost and performance?
- How do I prepare my team to embrace responsibility and accountability in the cloud?



Manage and Optimise

Maintain round-the-clock governance and alerting to maximise uptime whilst keeping your workloads running efficiently and cost-effectively.

Embrace the cloud and implement a modern, actionable operating model.

Embracing the cloud brings significant benefits, but also requires substantial investment throughout what is often a multi-year journey. The fact is, it's difficult for most companies to build their own cloud technology stack, and it's even harder to maintain it.

Six Degrees complements your IT team, enhancing your cloud infrastructure management capabilities with cutting-edge monitoring, standardisation and automation. This enables you to reduce IT overheads and scale IT processes as needed, all whilst securing your cloud.

Governance is built into our model to ensure consistency of adoption efforts and a well-managed cross-cloud environment. Our continuous operational monitoring system keeps your performance optimised and disruptions at a minimum.

One of the key capabilities we deliver is management of your cloud spend. We enable businesses to save money through targeted optimisation and resource reservations, helping you run a lean cloud.

Scope

Our Manage and Optimise methodology covers the following areas of discipline:

- Which minimum security baseline should be adopted
- How change management needs to be addressed within an agile operating model
- Which new KPIs should be adopted to measure and reward your IT team
- What new board reports should be produced to track ROI
- Which cloud capabilities are managed by the cross-functional partnership
- What governance should be in place, and what should be achieved over time



Defend and Recover

Leverage our unique Microsoft Azure-aligned Cyber Security Operations Centre, staffed by experienced security professionals who continuously protect your workloads from data breach.

Achieve comprehensive digital resiliency, backed up by a 24x7 Cyber Security Operations Centre.

Six Degrees helps businesses protect critical digital assets in the cloud. In doing so, businesses can minimise downtime and stay ahead of developing threats across the entire cybersecurity spectrum.

In an increasingly digitised world, not all systems and data are created equal. This means that protecting everything equally is not an option. We enable businesses to tier their data and systems according to criticality, allowing them to apply optimal protection against attacks. We start with the business value chain to focus on how information can be compromised, and we prioritise in-depth threat analysis for high impact information 24x7 at our Cyber Security Operations Centre.

Scope

Our Defend and Recover service disciplines cover:

- The appropriate minimum security baseline to apply across the data tiers, in line with business risks
- Which toolchain needs to be implemented to support security and recovery
- How tiered data will be protected according to disaster versus defence, in relation to response objectives
- How security and resiliency maturity will evolve throughout the phases of cloud adoption
- What defence and recovery value versus cost trade-offs are available for decision makers



Capture and Consult

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- Where your cloud workloads will be placed, and why
- How success will be measured, and what governance will be implemented
- Who will manage the environment, and what roles respective parties will play
- Which minimum security baseline should be adopted

Key Activities

Workshops

- Agree drivers for cloud adoption and desired outcomes
- Understand existing governance and constraints
- Evaluate business priorities and initiatives
- Evaluate in-house cloud maturity and skills
- Organisational review and third party partnership
- Understand current IT operating model
- Re-establish cloud priorities for migration based on assessment
- Verify application compatibility and refactoring in the cloud

Tool-Based

- Overview of current IT landscape and legacy risks
- Tailored assessment of cloud readiness based on cloud drivers
- Agree on obtaining detailed cloud assessment data
- Deploy and configure software appliance to ensure data collection is successful for all in-scope
- Monitor and collect data for up to 30 days
- Preview results to make adjustments before final data cut
- Final presentation with recommendations and potential risks

Features and Benefits

- 1 A clear rationale behind your cloud strategy
- 2 A detailed understanding of your current landscape and future cloud plans
- 3 An initial view of your potential workloads ready and refactored for migration
- 4 A view of Azure economics before transition and funding options available
- 5 Accelerate transformation based on facts
- 6 Security at the core of planning to minimise risks
SC cleared staff for highly regulated environments



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Key Activities

Cloud Migration Prerequisite

- Landing zone ready to accept workloads
- All necessary defence protocols are in place
- Proof of concept to help remove misconceptions

Initial Cloud Workload Migration

- First workload migration to capture value and early wins whilst building business confidence with tools and adoption
- Test and gradually increase traffic to visualise performance and user benefit

Extended Cloud Migration

- Phased approach to include more scope over time
- Modifications to architecture to create sophistication and scaling

Cloud Best Practices

- To secure systems and validate security standards
- Modifications in line with the latest best practices to ensure high deployment standards throughout

Cloud Productivity and Automation

- Integrate auto scaling to meet transaction demand
- Enable auto shutdown for non-critical resources to reduce cost and wastage and help build an ethical IT organisation biased towards energy conservation
- Implement resource reservations to significantly save costs from day one

Features and Benefits

- 1 A clear migration plan, including cost options with prerequisites and risk mitigations
- 2 In-depth collaboration with application teams to validate technical readiness and workarounds for migration
- 3 Perform actual migration and validation
- 4 Lock down all critical resources to ensure they meet security standards
- 5 Tag and monitor resources to avoid performance degradation and unauthorised events
- 6 Build dashboards to track and audit costs, security best practices, compliance and performance
- 7 Build dashboards to track and audit cost, security best practices, compliance and performance
- 8 Conform and remain compliant with regulations and data sovereignty requirements prior to go-live
- 9 Clear handover documentation with high-level and low-level designs



Manage and Optimise

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Six Degrees complements your IT team, enhancing your cloud infrastructure management capabilities with cutting-edge monitoring, standardisation and automation. This enables you to reduce IT overheads and scale IT processes as needed, all whilst securing your cloud.

Governance is built into our model to ensure consistency of adoption efforts and a well-managed cross-cloud environment. Our continuous operational monitoring system keeps your performance optimised and disruptions at a minimum.

One of the key capabilities we deliver is management of your cloud spend. We enable businesses to save money through targeted optimisation and resource reservations, helping you run a lean cloud. Meanwhile, in the background we consistently strive to achieve and maintain your security and compliance requirements.

Scope

Our Manage and Optimise methodology covers the following areas of discipline:

- How change management needs to be addressed within an agile operating model
- Which new KPIs should be adopted to measure and reward your IT team
- What new board reports should be produced to track ROI
- Which cloud capabilities are managed by the cross-functional partnership
- What governance should be in place, and what should be achieved over time

Key Activities

- Implement minimum security baseline and recommendations for areas that can be improved
- Cost management accountability and breakdown with built-in spend warning system
- Enforce resource configuration consistency during on-boarding and management
- Robust baseline role-based identity and access management
- Rapid deployment with centralised and standardised on-boarding templates
- Establish teams and RACI matrix to provide various cloud capabilities
- Implement platform, asset and workload monitoring telemetries to meet SLA commitments and gather data-driven metrics for optimisation

Features and Benefits

- 1 Transparency and accountability into historical and forecasted cloud spend breakdown
- 2 Built-in optimisation recommendation reviews to get best pricing and discounts, and reduce resource wastage
- 3 Modern data-driven monitoring platform to measure how the cloud is performing and secure your business
- 4 Regular reviews to ensure compliance requirements are achieved and maintained



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- Which toolchain needs to be implemented to support security and recovery
- How tiered data will be protected according to disaster versus defence, in relation to response objectives
- How security and resiliency maturity will evolve throughout the phases of cloud adoption
- What defence and recovery value versus cost trade-offs are available for decision makers

Key Activities

- Initial core business risk assessment and planning towards cloud security tolerance
- Deployment planning to perform a security review, ensuring all access and data security policy requirements are met
- Deployment testing in cooperation with corporate security teams to validate security policy compliance
- Quarterly review and reporting of security and recovery audit data and incident reports to identify required changes with evolving policy and risk
- Annual tests to certify data and system recoverability and defence posture readiness

Features and Benefits

- 1 24x7 Cyber Security Operations Centre that analyses, detects and quarantines evolving threats to keep your business running securely
- 2 Recommendation, implementation and tracking of increased security and data protection maturity over time, in alignment with business priorities
- 3 End-to-end recovery processes, including a detailed account of prioritised assets that require multiple runbook executions and tuning to achieve optimum resiliency controls
- 4 Rigorous security and disaster best practice reviews to shape remediation initiatives

3. Product sheets

We offer workshops and assessments to understand your business goals, priorities and infrastructure.

PRODUCT OVERVIEW

Hybrid Cloud Adoption Strategy Workshop

Our half day workshops are designed to help you understand your business priorities and uncover the factors that will influence your hybrid cloud adoption strategy.



Why do I need a Hybrid Cloud Adoption Strategy?

Cloud-based transformation projects have high expectations and visibility, but too many initiatives fall short due to a lack of alignment between IT and the wider business.

Organisations that embark on cloud computing initiatives without a clear strategy struggle to realise the full benefits. We can help.

Why should I book a 1/2 day workshop?

The key purpose of these sessions is for us to help you pave the way for a successful cloud journey by facilitating cross-team collaboration and decision-making.

Each workshop can be delivered on your premises and will be led by one of our cloud strategists.

Scope

Our Hybrid Cloud Adoption Strategy Workshop will provide you with:

- A common view of cloud concepts, benefits and adoption fears.
- A clear understanding of Cloud governance requirements.
- An alignment of Cloud IT requirements to your strategic business objectives.
- Best practice in respect to data centres, IT infrastructure, applications and service.
- An understanding of cloud solutions relevant to your business.
- Priority candidates for cloud migration and the associated benefits of expediting.

How it works

1. Contact your account manager to schedule.
2. Complete our preparation questionnaire.
3. Provide us with an inventory of IT systems and logical/physical systems in use.
4. Six Degrees confirm suitability, date and send you an agenda.

Key Outputs

Following a workshop you will benefit from:

- A solid and comprehensive understanding of the current cloud landscape.
- A clear rationale for your cloud strategy.
- An initial view on your potential workloads ready for our cloud assessment.
- A cloud maturity evaluation to show your progress as you advance through your cloud journey.



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PRODUCT OVERVIEW

Cloud Assessments

Our Cloud Assessments are designed to help you understand your infrastructure and potential cloud adoption workloads while collaboratively identifying how they slot in with your overarching business goals.



Quantitative and Qualitative Analysis

Any business that has a cloud strategy needs to unravel how to execute it. Effective transformation requires an accurate inventory of IT that maps infrastructure, applications and their dependencies.

A Six Degrees' Cloud Assessment can dually help your business. First, it helps you understand the quantitative state of your current and, perhaps, unknown infrastructure in addition to indicating what might be suitable to move to the cloud. Then, we identify qualitative detail indicating how to optimise that transition, maintaining cost-efficiency and increasing the productivity of your business.

Why a Cloud Assessment?

By analysing your systems and interdependencies, we guide your business to successfully progress along your cloud journey. Our cloud specialists present the results to you, identifying wastage, security risk and any potential gaps. A proposal is aligned to your priorities, based on factual discussions with stakeholders. All are done to build a better business model for you.

Scope

Our Cloud Assessment provides you with:

- A view across your physical or virtual Windows and Linux Servers.
- Raw data collection for up to 30 days to capture month-end activity.
- Multi-cloud cost analysis, pricing options and recommendations.
- Consultative-led workshop mapping inventory data to operational and business logic to build a meaningful proposal.

Key Phases in our Assessment:

1. Kick-off and agreement of business priorities
2. Prerequisite completion and tool deployment
3. Data collection and monitoring
4. Data analysis and consultative workshop
5. Result review and proposal presentation

Features and Benefits

- Multi-Cloud economics before transition
- Accelerate transformation based on facts
- Smarter use of IT resources
- Minimise IT security risks and downtime
- Investment/Divestment decision on result
- SQ cleared staff for highly regulated environment



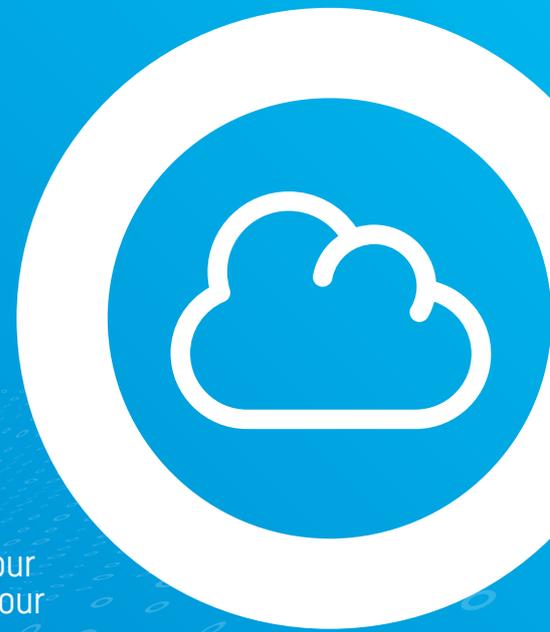
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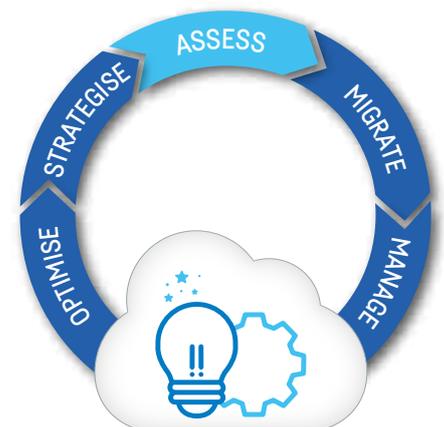
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4. Customer case studies and testimonials

See what our customers have to say about us.

CUSTOMER STORY

AvantiGas streamlining business operations across Europe



The consumerisation of business means that for many of us, our expectations around service and delivery have changed. Precision delivery procedures are increasingly seen as a benchmark across B2B markets too. Applying these processes on a global scale is a huge undertaking that requires significant investment in an organisation's entire IT infrastructure – from billing and stock control to the website and the whole Enterprise Resource Planning (ERP).

To achieve this level of service delivery, AvantiGas, the UK arm of an international supplier of liquefied petroleum gases (LPG), worked with Six Degrees in implementing a multi-cloud platform. This platform delivers security, hosting, and voice and data services to streamline delivery operations in the UK and is being rolled out across Europe. By consolidating its IT infrastructure, this leading energy supplier has achieved a reduction in IT operation costs while enabling it to deliver faster, more consistent and higher quality services across the UK and Europe.

Background

AvantiGas provides a range of energy products and service solutions including off-grid LPG Bulk Gas, LPG Bottles, Aerosol Propellant, Biomass Renewables and more recently an on-grid Mains Gas division for business customers. AvantiGas is part of the UGI Corporation - a holding company that through its subsidiaries distributes, stores, transports and markets energy products and related services internationally.

As a top energy supplier, AvantiGas' core aim is to provide a consistent, professional and safe service to all of its business and residential customers via its network of distribution centres – two inland gas terminals and a UK-based emergency centre that delivers 24/7 maintenance, service and aftercare support. The UGI group is comprised of approximately 3,000 employees serving 580,000 customers, manages 39 million cylinders via 48,000 distribution locations and is continuously expanding through acquisitions. With bulk sales included, UGI International

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"After seeing the work Six Degrees was doing in the UK, we decided we wanted to use the same partner across the other 15 European countries to create a hybrid methodology across Six Degrees' UK data centres and European Azure data centres through the Microsoft platform."

Steve Jones
Head of IT

Leading University

Six Degrees delivers cloud assessment support that enables a leading university to achieve cost savings and enhance its disaster recovery provisions.



CHALLENGE

Like many organisations, the university depends on high levels of IT system uptime and availability. With an expanding student population and a growing campus, the university relies on IT systems to support the entirety of its operations, from research and education through to critical middle and back office functions.

The university currently replicates its live IT systems to a secondary data centre that is around one mile from the primary data centre. Recognising that moving to a more geographically diverse secondary data centre will improve its resiliency posture, the IT Infrastructure Project Manager has been tasked with consolidating and transforming the university's backup and disaster recovery provisions.

In order to ensure that the university's new secondary data centre infrastructure is appropriately designed and scaled, the university first needed to carry out a cloud assessment in order to gain a clear picture of capacity requirements and baseline costs.

ABOUT

About Six Degrees

Six Degrees is a cloud-led managed service provider. It works as a collaborative technology partner to businesses making a digital transition.

Always placing clients at the heart of its strategy, Six Degrees' associate teams combine technical expertise and deep sector-specific knowledge to innovate, craft and manage the right solutions to power their businesses.

The breadth and strength of Six Degrees' technology is its foundation. Solutions range from data and application performance management through to colocation and unified communications, all with private, public or hybrid cloud at its core.

Six Degrees works collaboratively and builds long-term partnerships through exceptional services that match its clients' needs. It continually innovates the right solutions to enable clients' brilliance.

SOLUTION

The university approached a number of companies to support the organisation with its cloud assessment. Six Degrees was selected as the university was impressed with our approach, our flexibility and the scope of our initial findings.

Six Degrees proceeded to perform a cloud assessment on the university's primary infrastructure, which hosts around 400 servers made up of physical and virtual VMware and Microsoft Hyper-V server instances.

By utilising advanced assessment tools, Six Degrees has delivered a comprehensive report that will allow the university to develop a business case for consolidating and transforming its backup and disaster recovery provisions.

OUTCOME

Six Degrees has delivered a report that enables the university to scale its planned backup and disaster recovery provisions appropriately, based on actual usage and not simply server sizes. This will save the university a significant amount of money, strengthening the business case that the IT Infrastructure Project Manager will present to the board.

But it's not only the backup and disaster recovery project that the cloud assessment has supported; findings from the assessment have helped the university create an action plan that will further enhance the security and performance of its IT infrastructure. During the cloud assessment process, Six Degrees identified a number of areas in which best practice measures could be implemented in order to strengthen the university's security posture.

In addition to this, Six Degrees identified areas where right-sizing allocated server resources would result in improved performance. We also carried out an application mapping exercise that provided invaluable support to the university, saving the internal IT team many hours by helping them avoid the need for manual checks.

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Enable your brilliance



AvantiGas streamlining business operations across Europe



CLOUD



CONNECTIVITY



SECURITY &
COMPLIANCE



MANAGED
SERVICES

The consumerisation of business means that for many of us, our expectations around service and delivery have changed. Precision delivery procedures are increasingly seen as a benchmark across B2B markets too. Applying these processes on a global scale is a huge undertaking that requires significant investment in an organisation’s entire IT infrastructure – from billing and stock control to the website and the whole Enterprise Resource Planning (ERP).

To achieve this level of service delivery, AvantiGas, the UK arm of an international supplier of liquefied petroleum gases (LPG), worked with Six Degrees on implementing a multi-cloud platform. This platform delivers security, hosting, and voice and data services to streamline delivery operations in the UK and is being rolled out across Europe. By consolidating its IT infrastructure, this leading energy supplier has achieved a reduction in IT operation costs while enabling it to deliver faster, more consistent and higher quality services across the UK and Europe.

Background

AvantiGas provides a range of energy products and service solutions including off-grid LPG Bulk Gas, LPG Bottles, Aerosol Propellant, Biomass Renewables and more recently, an on-grid Mains Gas division for business customers. AvantiGas is part of the UGI Corporation - a holding company that through its subsidiaries distributes, stores, transports and markets energy products and related services internationally.

As a top energy supplier, AvantiGas’ core aim is to provide a consistent, professional and safe service to all of its business and residential customers via its network of distribution centres – two inland gas terminals and a UK-based emergency centre that delivers 24/7 maintenance, service and aftercare support. The UGI group is comprised of approximately 3,000 employees serving 580,000 customers, manages 19 million cylinders via 68,000 distribution locations and is continuously expanding through acquisitions. With bulk sales included, UGI International

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Steve Jones
Head of IT

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sold approximately 930 million gallons of LPG throughout Europe in fiscal year 2017. All services, support care and products are underpinned by the company's IT infrastructure, making it crucial that IT systems remain available 24/7, without compromise.



Challenge

AvantiGas initially began its journey with Six Degrees through a complex re-deployment of critical business applications across its UK ERP system, JD Edwards, from a private cloud. Six Degrees had worked closely with the AvantiGas team in the UK to create a solution that was flexible and had a consistently high quality of service, fixed pricing, and which helped to drive AvantiGas' UK growth and objectives. Feedback from the AvantiGas UK HQ soon reached Steve Jones, Head of IT at UGI International North, who saw an opportunity to create a shared platform with common standard policies and uniform service levels by expanding Six Degrees' role across 15 European countries.

As a continuously growing company with ambitious goals, AvantiGas required a pan-European cloud infrastructure partner to transform its business operations and, critically, ensure that the technology in place integrated seamlessly – there is no room for error.

Steve Jones explains: "After seeing the work Six Degrees was doing in the UK, we decided we wanted to use the same partner across the other 15 European countries to create a hybrid methodology across Six Degrees' UK data centres and European Azure data centres through the Microsoft platform. The UK deployment had essentially worked as the proof of concept – at this point Six Degrees had our trust that it could align its resources to our current, intermediate and future plans. Six Degrees felt like a good fit and after an intensive pricing exercise it was a no-brainer – they were the technology partner we needed and wanted."

AvantiGas was looking for a true technology partner to provide advice and support to guide them through a complex IT landscape and create bespoke solutions suited to its requirements. As an acquisitive company, being able to speed up the integration process was key to enabling a quicker return on investment – a driving factor for the business's digital transformation. The scale and geographical diversity of the solution meant this would be a challenging solution deployment with a long onboarding process.

Solution

The multi-cloud solution Six Degrees devised consists of four main components: managed workspace, managed hosting, voice and data, and security across Six Degrees' data centres and the Microsoft Azure platform. Within these four components, Six Degrees supplies and manages disaster recovery and backup, voice over IP, licensing, communications, migration services and interconnections between Azure and Six Degrees data centre platforms. The solution is designed to enable AvantiGas to focus on its core competencies of distributing, storing and transporting products and services rather than managing the IT.

An integral part of the solution is the Six Degrees helpdesk. AvantiGas does not have any large IT teams in the EU, instead relying on the Six Degrees helpdesk to support the whole environment, monitor it and ensure the backup and connectivity remains constant. As well as maintaining this constant support, Six Degrees implemented a monthly helpdesk meeting for AvantiGas as a way of keeping in touch and running over any existing support tickets to ensure everything remains on track and on time.

Steve Jones said: "The helpdesk support Six Degrees offers is a cut above other IT service providers. Any IT provider can deliver the technology and go through the onboarding process – that is about planning and organisation. In the end, the distinction comes down to people – it makes all the difference to my staff to know that when they have a problem, there is a familiar voice on the end of the phone who understands the related challenges and anxieties and is going to work hard to fix it quickly – Six Degrees is the concierge of IT."

3,000

employees

580,000

customers

19 million

cylinders

68,000

distribution locations

15

European countries



AvantiGas is a 24/7 operation so it was vital that the business would not notice or experience any interruptions throughout the onboarding phase. To achieve this, Six Degrees took the same approach that proved successful for the UK transition, whereby the new environment is built in tandem with the old. With an onboarding phase spanning the UK and 15 European countries, managing this risk was crucial. Six Degrees was totally focused on removing any issues that could possibly occur and built the risk-management into the migration strategy.

Steve commented: “The success of the UK implementation created a confidence in Six Degrees – we knew that they understood the objectives AvantiGas is working to achieve and there was a great methodology between the two businesses which could be built upon”.

Outcome

As the onboarding process continues across Europe, AvantiGas and Six Degrees are successfully consolidating all IT operations and infrastructures. Building a unified platform base from where AvantiGas’ common technologies can operate has created, and continues to create, efficiencies across the business. Streamlining operations is a big step in enabling the business to achieve its goal of delivering faster, more consistent and higher quality services to its customers.

Steve said: “We operate in a highly competitive market and to remain on top we needed to speed up our delivery across Europe while reducing operation costs. This meant streamlining the delivery of 93 million bottles of gas across Europe. To achieve this goal it was essential to harmonise our IT solutions across the company to a common, unified platform. We had such great feedback from the UK team on the service that Six Degrees was providing that I travelled to their office to review how the solution was helping to drive growth and meet objectives in that region. From there it was clear that this was a solution that should be implemented across Europe.”

Six Degrees services provide AvantiGas with multiple benefits including:

- Consolidated IT infrastructure that is high performing, consistent and reliable
- Data that is properly stored, managed and protected in Six Degrees data centres and Microsoft Azure platform
- A common platform with common technology standards and policies
- Unified service levels to customers across Europe
- A predictable pricing model

Steve again highlights: “Six Degrees continues to go above and beyond our service-level agreement. From the very beginning, our discussions with Six Degrees were all based around predictability, cost transparency and quality of service, and Six Degrees has delivered on every aspect of these.”

The future

Six Degrees has successfully on-boarded in the UK and continues to work and support the rollout across a further 15 European countries.

“We are a large company and Six Degrees has managed and worked together with incumbent suppliers providing us with standardised, consistent delivery. We now have a well-organised IT infrastructure that facilitates efficient operations across our geographically diverse corporation and will be able to support any future endeavours. We are very pleased with the services that Six Degrees has provided – from the start they have been honest, understanding, transparent and have delivered on their promises. It is refreshing to work with a provider that delivers on a true partnership model. We will be happy to continue our work together moving forward,” Steve concluded.

OUR SOLUTIONS



CONNECTIVITY



SECURITY & COMPLIANCE



CLOUD



UNIFIED COMMS & VOICE



MOBILITY



MANAGED SERVICES

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About Six Degrees

Six Degrees is a leading managed service provider, specialising in the retail, legal, manufacturing, finance and public sectors. In Six Degrees, businesses undertaking a digital transition will find a collaborative technology partner to help achieve their best business potential, with solutions ranging from data and application performance management to colocation and unified communications. All of Six Degrees’ offerings are deployed on hybrid public and private cloud platforms, and supported by its own data centres, data network and voice-switching infrastructure. The core focus is on providing exceptional service matched to clients’ exacting needs. For more information:

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THE CLIENT

Steve Jones
Head of IT

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Leading University

Six Degrees delivers cloud assessment support that enables a leading university to achieve cost savings and enhance its disaster recovery provisions.



CHALLENGE

Like many organisations, the university depends on high levels of IT system uptime and availability. With an expanding student population and a growing campus, the university relies on IT systems to support the entirety of its operations, from research and education through to critical middle and back office functions.

The university currently replicates its live IT systems to a secondary data centre that is around one mile from the primary data centre. Recognising that moving to a more geographically diverse secondary data centre will improve its resiliency posture, the IT Infrastructure Project Manager has been tasked with consolidating and transforming the university's backup and disaster recovery provisions.

In order to ensure that the university's new secondary data centre infrastructure is appropriately designed and scaled, the university first needed to carry out a cloud assessment in order to gain a clear picture of capacity requirements and baseline costs.

SOLUTION

The university approached a number of companies to support the organisation with its cloud assessment. Six Degrees was selected as the university was impressed with our approach, our flexibility and the scope of our initial findings.

Six Degrees proceeded to perform a cloud assessment on the university's primary infrastructure, which hosts around 400 servers made up of physical and virtual VMware and Microsoft Hyper-V server instances.

By utilising advanced assessment tools, Six Degrees has delivered a comprehensive report that will allow the university to develop a business case for consolidating and transforming its backup and disaster recovery provisions.

OUTCOME

Six Degrees has delivered a report that enables the university to scale its planned backup and disaster recovery provisions appropriately, based on actual usage and not simply server sizes. This will save the university a significant amount of money, strengthening the business case that the IT Infrastructure Project Manager will present to the board.

But it's not only the backup and disaster recovery project that the cloud assessment has supported; findings from the assessment have helped the university create an action plan that will further enhance the security and performance of its IT infrastructure. During the cloud assessment process, Six Degrees identified a number of areas in which best practice measures could be implemented in order to strengthen the university's security posture.

In addition to this, Six Degrees identified areas where right-sizing allocated server resources would result in improved performance. We also carried out an application mapping exercise that provided invaluable support to the university, saving the internal IT team many hours by helping them avoid the need for manual checks.

About Six Degrees

Six Degrees is a cloud-led managed service provider. It works as a collaborative technology partner to businesses making a digital transition.

Always placing clients at the heart of its strategy, Six Degrees' passionate teams combine technical expertise and deep sector-specific knowledge to innovate, craft and manage the right solutions to power their businesses.

The breadth and strength of Six Degrees' technology is its foundation. Solutions range from data and application performance management through to colocation and unified communications, all with private, public, or hybrid cloud at its core.

Six Degrees works collaboratively and builds long-term partnerships through exceptional services that match its clients' needs. It continually innovates the right solutions to enable clients' brilliance.

ADVANTAGES & BENEFITS



Gain insights that support the development of a compelling business case

- Insights from the cloud assessment have allowed the university to create a compelling business case for the consolidation and transformation of its backup and disaster recovery provisions.



Identify security issues that can be addressed in a structured manner

- The cloud assessment highlighted a number of security issues, allowing the university to be proactive in taking mitigating actions and minimising risk to the organisation.



Undertake a right-sizing exercise that ensures appropriate resource allocation

- By conducting a raw data collection over 30 days, including month-end activity, the university could establish servers that were under and over-resourced and right-size them accordingly.



Evaluate workload migration impact based on infrastructure inter-dependency analysis

- Six Degrees delivered both quantitative and qualitative analysis that will help the university transition its backup and disaster recovery provisions in the most appropriate manner.



Establish solution requirements through a cloud workshop

- Six Degrees carried out a cloud workshop with the university, taking a consultative approach to identify further solution requirements that were not picked up using a tool-based assessment.

“The cloud assessment has been instrumental in helping the university build a compelling business case for enhancing and future-proofing its backup and disaster recovery provisions. Without the cloud assessment, we would have been less likely to scale correctly and could well have incurred significant unnecessary costs. We’ve also gained a number of useful, actionable insights that would have taken a great deal of manual time and labour for our internal IT team to arrive at. Throughout the project I have been impressed with Six Degrees’ approach, flexibility and level of communication.”

IT Infrastructure Project Manager, Leading University

Stable Foundations

Providing essential IT services to enable our customers to re-focus on their core business



Managed Workplace



Business Continuity



Cyber Security Detection & Defence



Core Infrastructure

The Agile Workspace

Equipping our customers with the tools to empower their employees to work efficiently anywhere



Modern Workplace



Unified Communications



Simplified Collaboration



Enterprise Mobility Management

Intelligent Growth

Utilising technology, intelligence and expertise to fully realise new growth opportunities for your business



Multi-Cloud Management



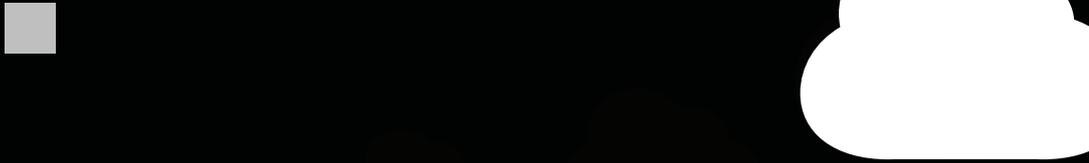
Business Insight & Analytics



Consultancy & Advisory



Cyber Security Assessment & Compliance



See what our customers have to say about us

“Our call centre has reported phishing scams and Six Degrees (CNS) has eliminated them all. This combination of call centre involvement and experienced technology consultants has proved highly effective in ensuring our Bank presents a robustly secure image to the world.”

Technical Manager
Leading High Street Bank

“We still get the level of control on our end that we need over our environment, so we don’t have to hand everything over, but we get the unrivalled expertise from the Six Degrees (CNS) SOC.”

IT Network & Cyber Security Manager
Leading Media Company

“The cloud assessment has been instrumental in helping us build a compelling business case for enhancing and future proofing our backup/DR provisions. Without this assessment, we would have incorrectly scaled incurred significant cost. We also gained useful actionable insights that would have taken lots of manual time with our internal IT team to arrive. I have been impressed with Six Degrees’ approach, flexibility and level of communications.”

IT Infrastructure Program Manager



5. Why choose Six Degrees for your Azure Cloud journey



Six Degrees combines expertise on workload modernisation and managing hybrid or multi-cloud complexity with a focused Azure practice team that possesses a high level of Azure certified skills. We utilise this expertise to work collaboratively with you throughout your cloud transformation journey.



Our independent security expert team is based in a purpose-built 24x7 onshore cutting-edge Cyber Security Operations Centre (CSOC). Based in a secret UK location, the CSOC continuously analyses the ever-changing threat landscape and proactively protects your workloads.



We are Azure experts but we remain cloud agnostic: we are committed to finding the best possible hosting solution for each of your workloads. We have developed significant skills in database integration and migration, and we foster key vendor partnerships to provide the best customer experience.



We use an accredited ExpressRoute partner, in addition to our own capabilities for interconnecting public and private clouds with our high-speed Managed WAN and custom next generation firewalls, to move your data safely and securely.



We have decades of experience migrating and managing production and business continuity services to ITIL standards with a full end-user Service Desk. We deliver integrated proactive and preventative managed services that maintain high availability and enable our clients to move their organisations forward.



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