Managed Public Cloud - Azure

Trust your Cloud with Operational Excellence from an Azure Expert MSP

Creative tech for Better Change

Freedom to focus on what brings value to you.

- Having access to an Accredited Managed Service Provider Expert ensures your Cloud is in the best hands.
- We set you free to focus on growing your business with proven Cloud IaaS and PaaS management model.

devoteam

Why Managed Public Cloud?

Time for Business

Getting Managed Cloud means more time for business development and growth and keeping focus on what provides value.

Cloud Experts

Managed platform by Devoteam trained and certified expert's, 24x7x365, managing and monitoring your Cloud platform.

Secure & Compliant

Devoteam maintain operational excellence across your Cloud platform, building upon global framework such as ISO 27001, CIS and NIST.

Reduce Overhead

Reduce the load on internal resources and minimize the need for specialized knowledge staff.

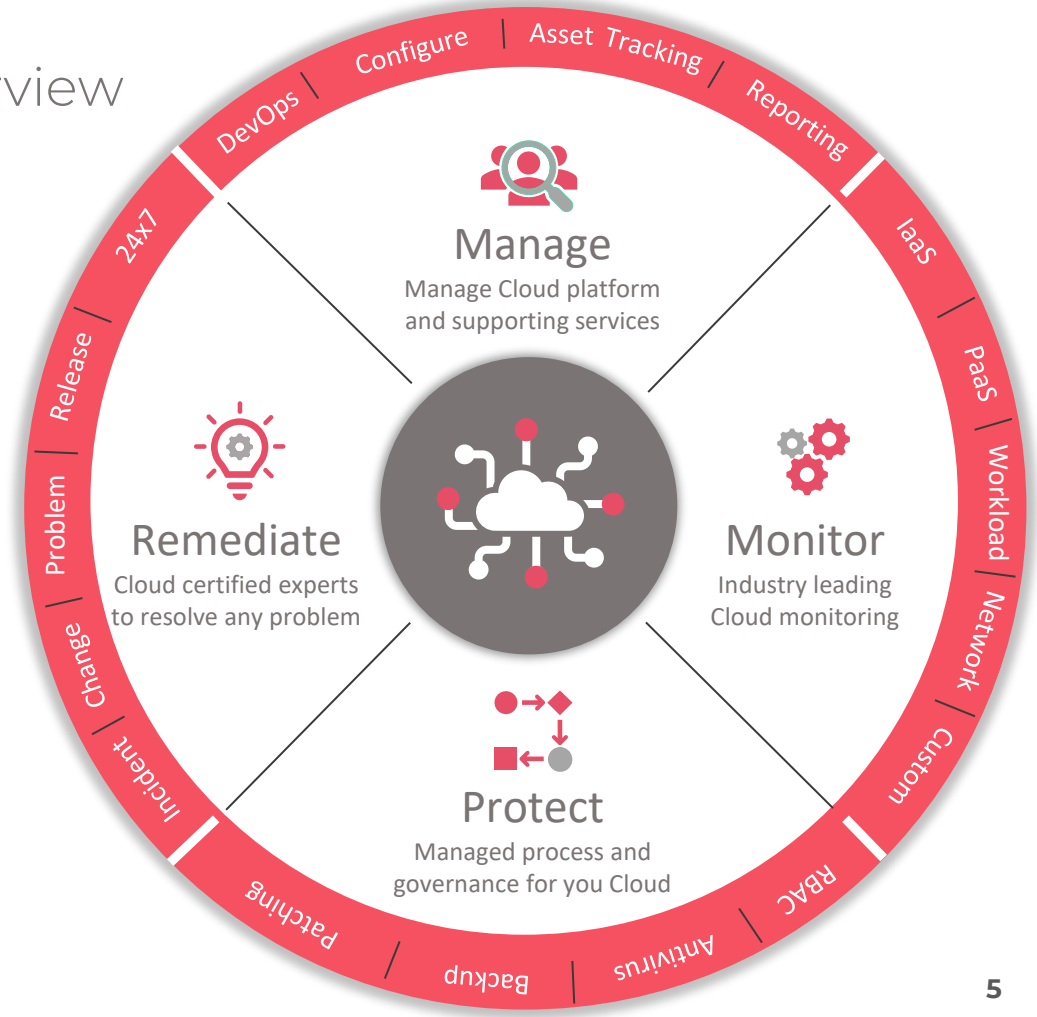
Managed Public Cloud Overview

Key Features

- Best in class monitoring, logging and auditing of your Cloud environment.
- Secure access to your Cloud platform from Lighthouse and Bastion services.
- 24x7 management of incidents and problems and changes on platform.
- Automated security patching of Windows and Linux servers.
- Code driven self-service for developers and business users.

Add-on Services

- Advanced Operations (SRE+SDM)
- Managed Disaster Recovery
- Managed Database (DBA)
- Application Migration Assistance
- Architecture Guidance



Managed Public Cloud Plans

SKU Foundation

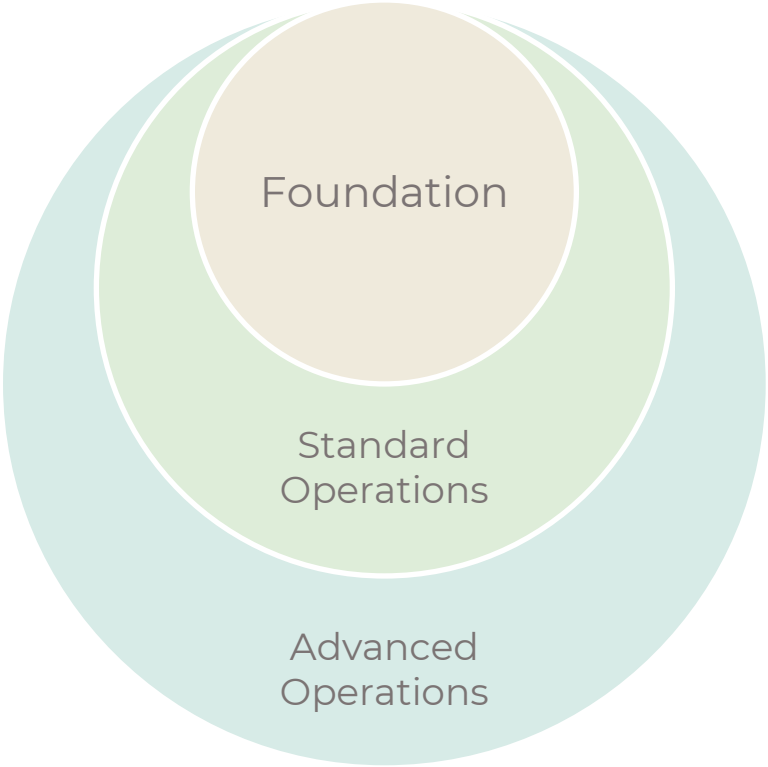
- 24x7 Cloud Platform Support
- Escalation to Azure, AWS and GCP teams
- Microsoft Premier Support
- Tooling included: Cloud Management Platform
- Scope: Subscription

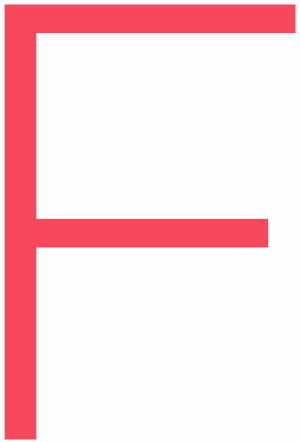
SKU Managed Cloud Operations

- 24x7 Cloud Platform Management & Operations
- Monitoring, Event and Alert Response
- Patching, Backup, Antivirus
- Operations Handbook execution
- Scope: Subscription

SKU Managed Cloud Advanced Operations

- Designated or Dedicated Cloud engineer and SDM
- Proactive Cloud Environment Recommendations
- Custom Monitoring and Operations Handbook
- Guidance for Optimal and Custom configuration
- Scope: Tenant





Foundation

For customers who requires access to central billing, ad-hoc operational support backed by Microsoft Premier Agreement and a managed portal experience.

Managed Public Cloud Foundation

Cloud Management Portal

The customer will have access to DEVOTEAM Cloud Management Portal (CMP) which provides detailed billing information overview of associated Azure subscriptions. Additionally, the portal can provide recommendations on cost optimizations and fundamental security adjustments.

Customer Portal

Accessing the DEVOTEAM Customer Portal (CCP) will provide the customer access to information relevant for the partnership between DEVOTEAM and the customer across elements such as, Wiki pages, Operational Handbooks, Service Management Reporting and more.

ITSM portal

Creation of dedicated access to DEVOTEAM ITSM Portal (CIP) provides customer will a self-service-based solution for them to track Incidents, problems, and changes in real time. Additionally, it is one of the ways where customers with Managed Public Cloud Foundation can request assistance.

CallCenter

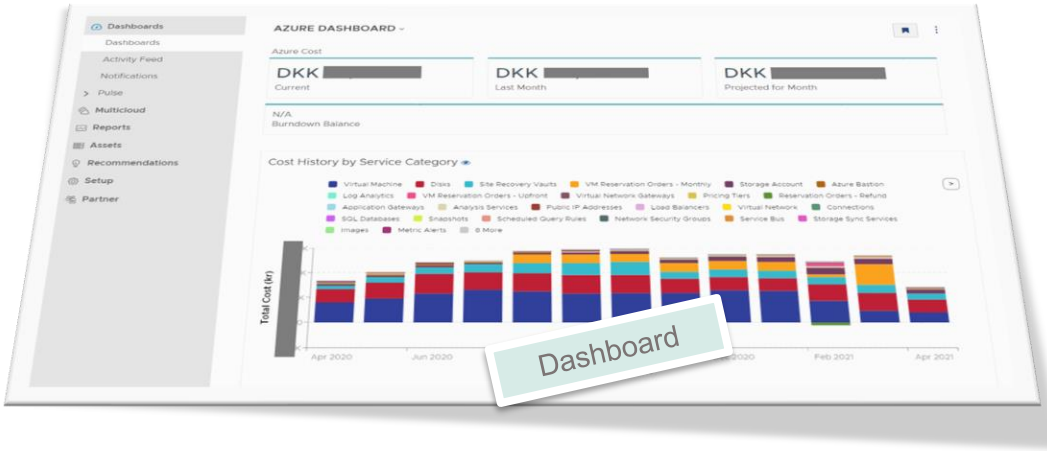
Gaining access to the various portals allows customers with Managed Public Cloud Foundation to self-service most of their interactions. Additionally, it is included that customer can contact DEVOTEAM Operational services via the following means: ITSM Portal, Support Mail, Support Phone.

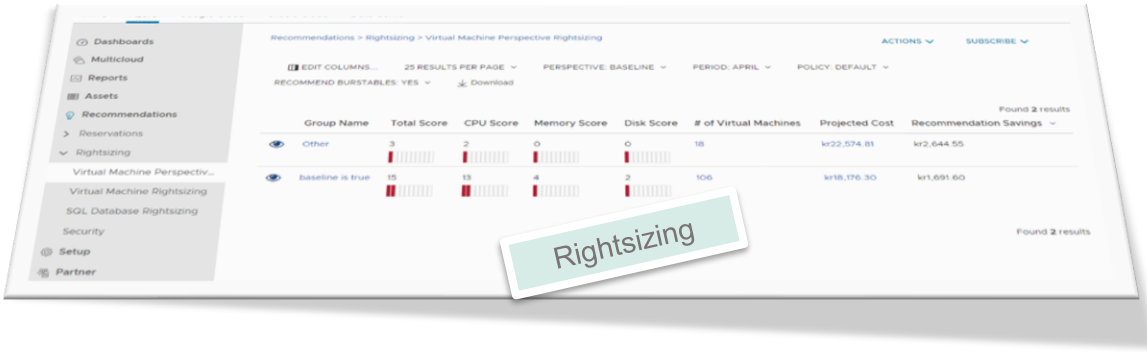
Cloud Management Portal

Simplify financial management
Report spend by cost center, drive financial accountability against budgets and find ways to lower your Cloud spend

Streamline operations
Create custom policies that automate daily Cloud operations, speed decision making, and reduce risk

Strengthen security & compliance
Report on vulnerabilities, proactively monitor, detect and remediate risks in real-time



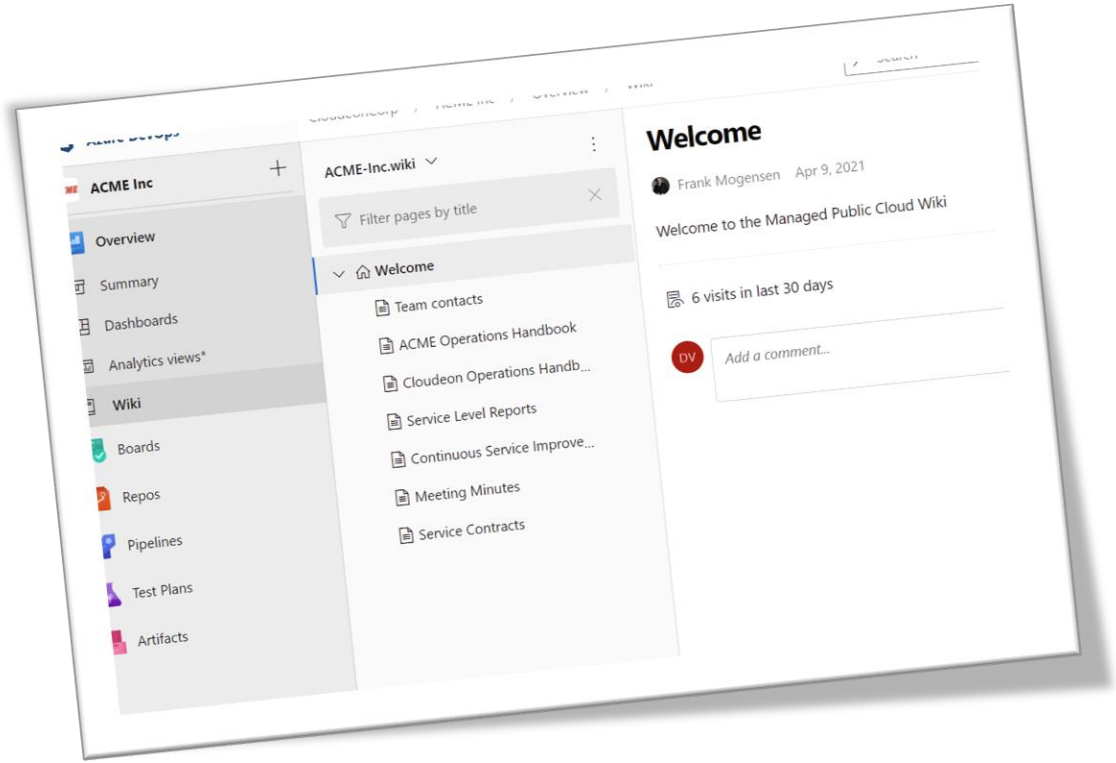


Customer Portal

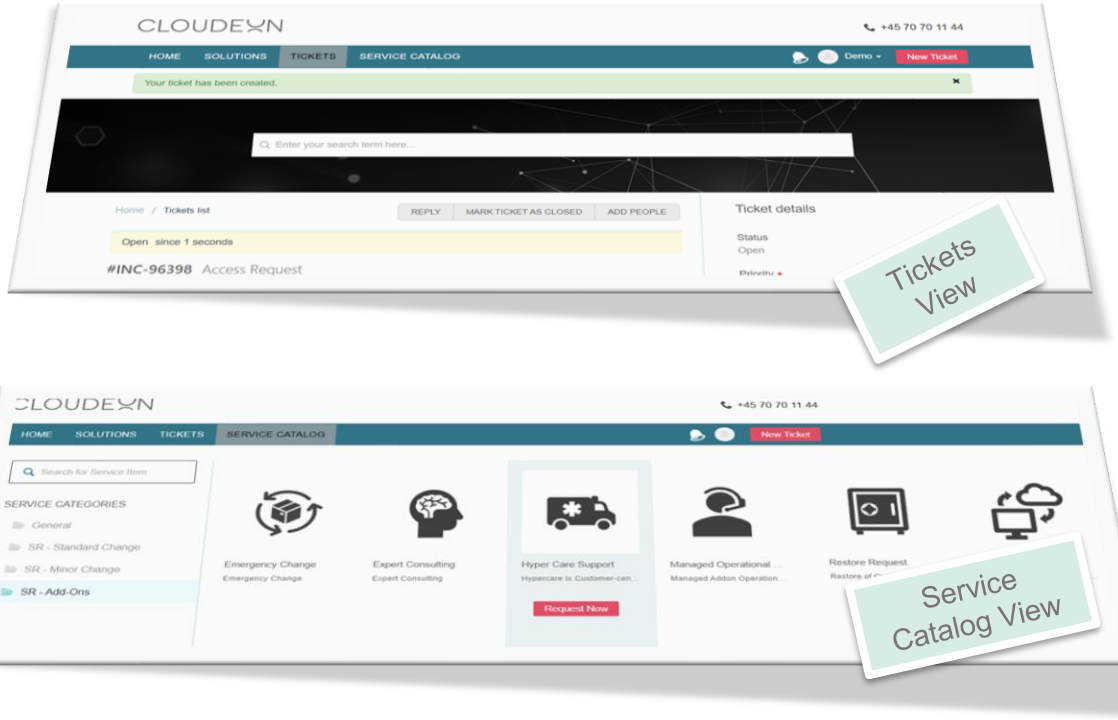
Collaboration Tool

The Customer Portal is used for collaboration between Devoteam and customers. It contains Key Elements:

- Devoteam Operations Handbook (Devoteam practices)
- Devoteam Operations Handbook (Customer practices)
- Service Level Reporting (Monthly reports)
- Cloud Improvement Suggestions
- Meeting Minutes from SDM Meetings
- Current Contract Copy of Agreed Services



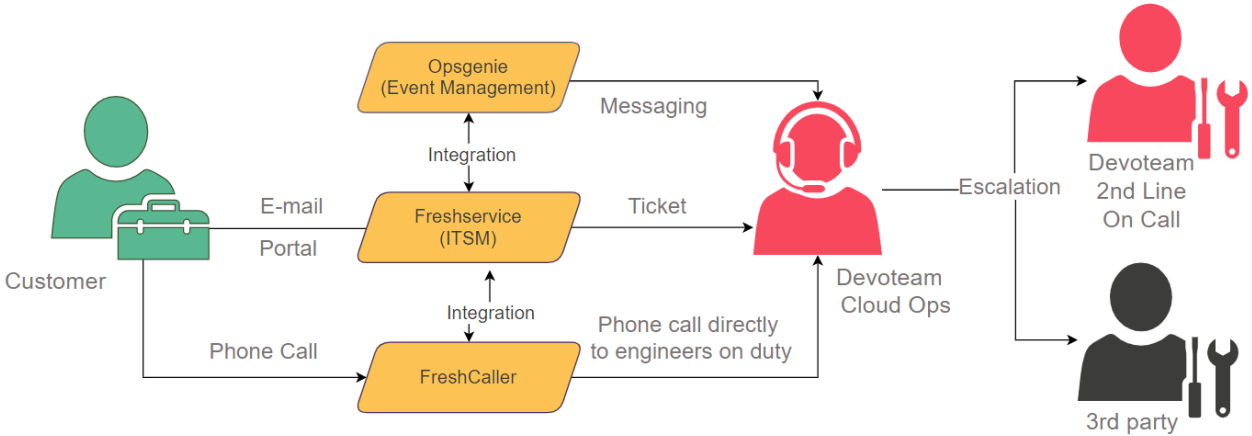
ITSM portal



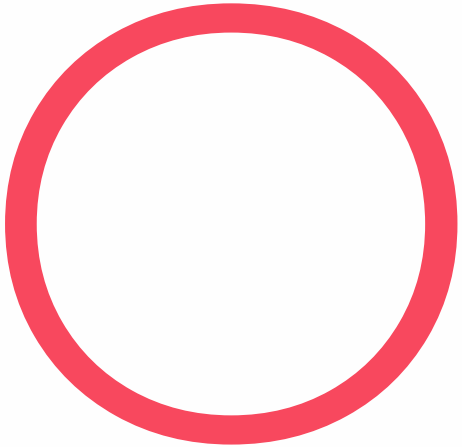
Single portal for all services

- Let users raise tickets using self-service portal, including Incidents , Change and Service Requests
- Keeps ticket information per user
- Visible ticket information flow
- Service Catalogue

CallCenter



Managed Public Cloud for Microsoft Azure provides specialized resources to deliver ongoing service and support for customer. Devoteam provides with Azure-certified skilled Support Engineers (24X7X365), Cloud Solutions architects who are ready to deliver always-on support and expertise to your business.



Operations

Proactive service, includes foundation. Devoteam and ITIL processes, standard operations procedures, Cloud Platform (automation) to manage, report and protect client environments.

Devoteam and ITIL processes

Integrated and continuously updated processes for you Cloud platform.

Incident Management

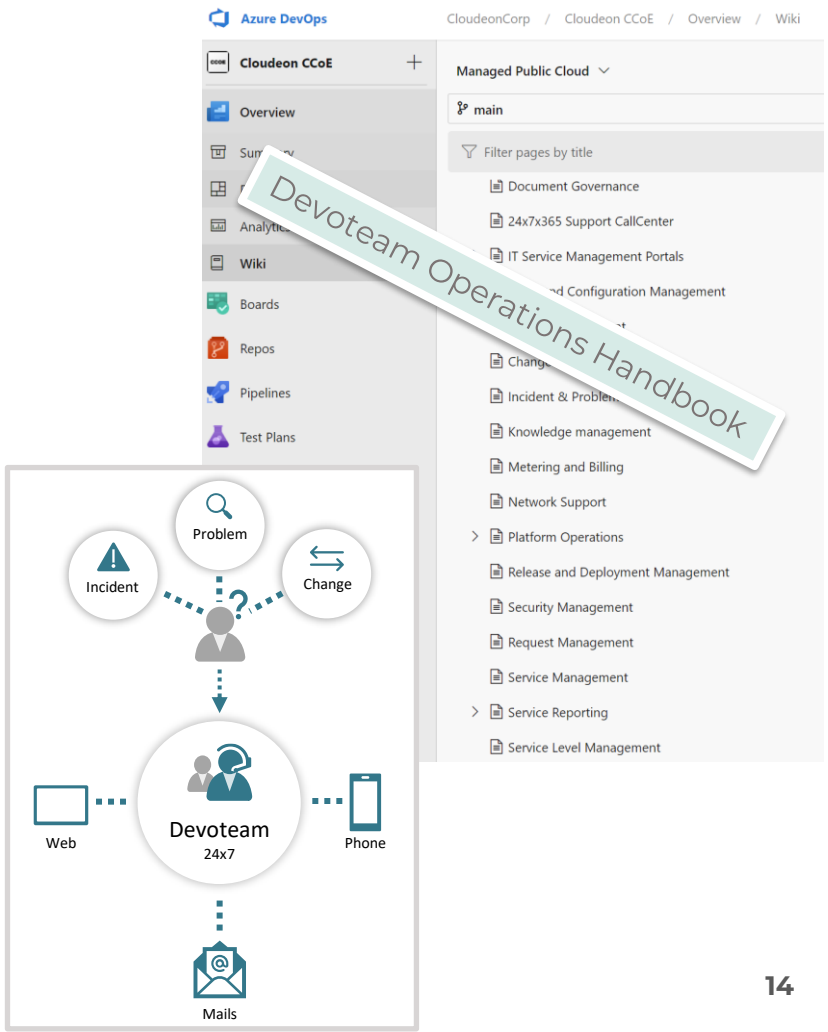
Reactive process to help with service interruptions across your Cloud platform and its services. Includes escalation paths to customer, Microsoft or third party.
Reportable via phone, email, web or from events from the monitoring platform.

Problem Management

Investigation of recurring incidents as detected throughout the lifecycle of your managed platform, to identify underlaying issues and conduct remediation of problem.

Change Management

Access to certified Devoteam engineers to support in configuration changes to your managed Cloud platform and services.
Execution of planned changes to your Cloud platform and support to your organization with pre-agreed change windows and plans.

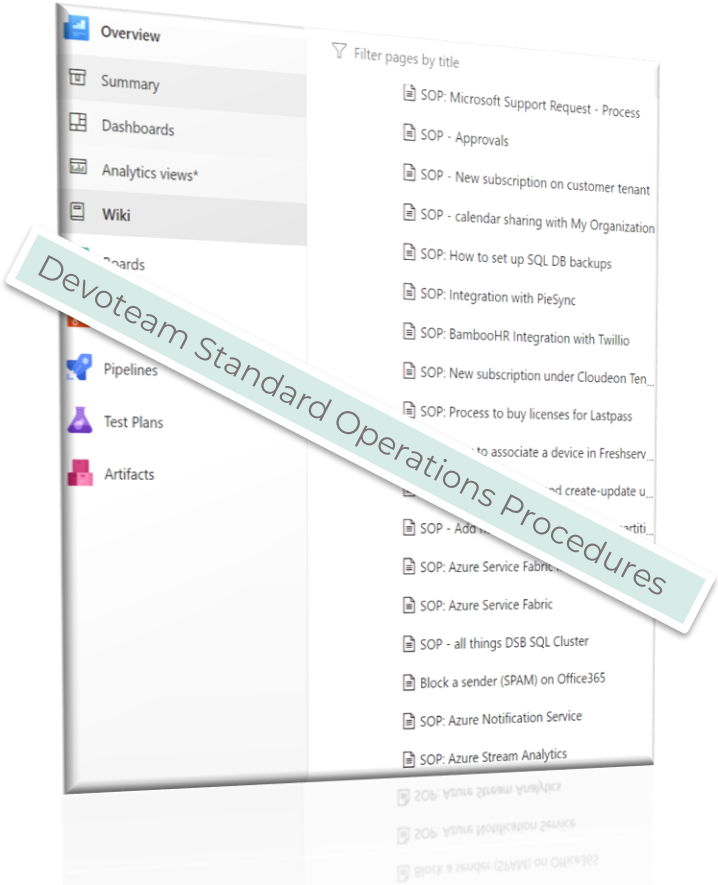


Standard Operations Procedures and Automation

A standard operating procedure (SOP) is a set of step-by-step instructions compiled by an organization to help carry out routine operations.

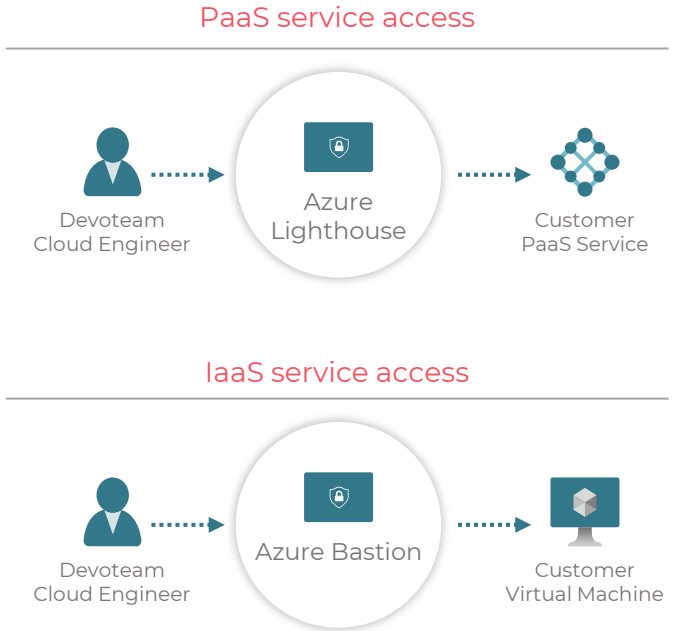
SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations.

Repetitive SOPs are a requirement for automation, whether it is scripting or as a platform component or dedicated solutions.



Managed Access

Secured and managed access to your IaaS and PaaS services



Lighthouse

Leveraging modern access control plane ensuring access for Devoteam operational engineers is configured with Azure Lighthouse. This model ensures that access to Cloud-based resources in conducted though a managed and controlled interface towards your Cloud platform and the services on it.

Azure Lighthouse will allow Devoteam Cloud Engineers to access PaaS services in your Cloud securely, in a managed and audited way.

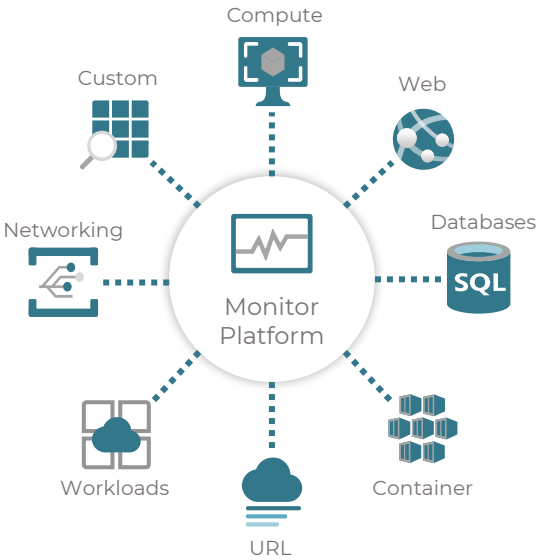
Bastion

When accessing virtual machines Devoteam Cloud Engineers will use the Azure Bastion service to securely access IaaS based services in your Cloud platform.

This ensures that access to your IaaS workloads are done under a controlled and audited format, backed by Microsoft security through the Azure Portal system and authentication build into this.

Monitoring

Cloud native, Cloud scaled and always-on monitoring for you Cloud platform



Monitoring

Expanding on Cloud-native monitoring platform Devoteam provides extensive capabilities across services within the Cloud platform. Enabling monitoring of event, performance and proactive response from deployed Cloud services.

Additional custom monitoring for log analytics, networking devices and workload specific events and/or trigger can be defined in your Handbook, allowing for deep, customized monitoring for your entire digital estate and services.

Automation

Building upon the automation used by Devoteam throughout your Cloud environment, a series of tags is established signifying monitoring objectives across your services. These tags are used to automate, define and adjust the monitoring of your services in accordance with business requirements.

Changes to the tagging can be conducted by Devoteam on requests or directly from your developers/business units as needs change throughout the lifetime of the application.

Remediation

Ensuring your business can use the services that are most important to them

Sources

Insights from the Monitoring platform along with Cloud service health, third party integration and general IaaS and PaaS events are all consolidated and enriched with Devoteam expert knowledge to ensure that service interruptions are quickly identified and corrected.

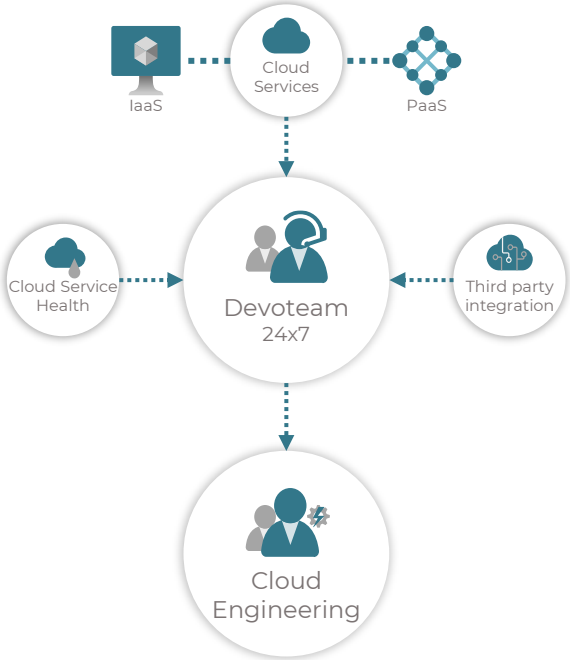
Supported Services

With an ever-evolving list of services in the public Cloud we continuously strive to deliver expert knowledge and guidance across all services. The complete list of services and our expertise to support your business on them are in the service description.

Service Levels

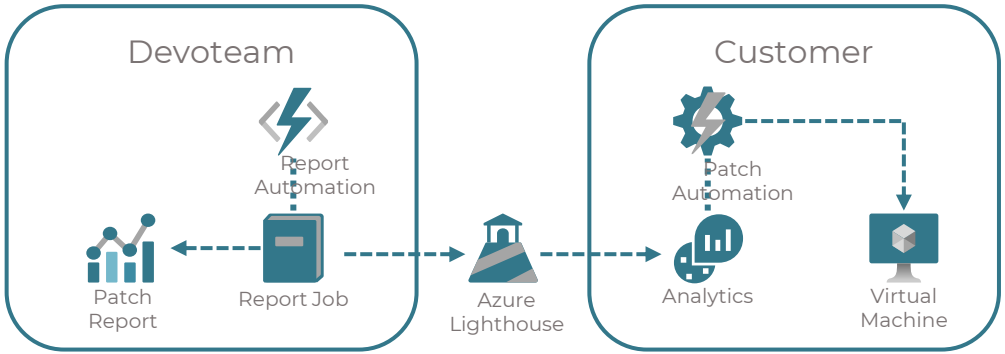
We deliver error correction 24x7x365, we never sleep so your business can.

Detailed service levels, reporting on them and expected resolution times are detailed in the service description.



Patch Management

Cloud ready, fully automated and integration to your business requirements



Operating Systems

Maintaining up-to-date system is critical to ensuring the correct level of security and compliance for your servers. Devoteam will monitor, manage and report upon patch levels and conduct a ring-based patch cycle to your digital estate for all supported Windows and Linux based virtual machines.

Automation

Leveraging automation pre-defined tagging policies, ensures that Devoteam can effectively and automatically patch your entire estate, even when virtual machines are added and removed dynamically by your development teams.

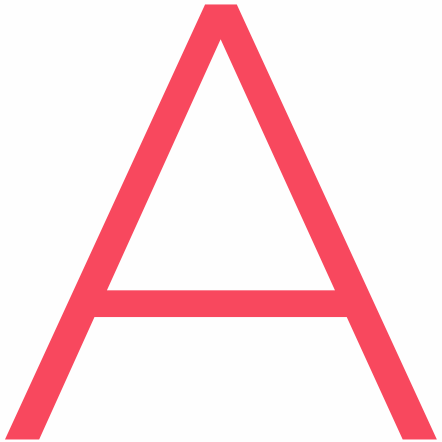
Service Level Reporting

Service Reviews are available upon request for Manage & Operate customers and provide an opportunity for regular governance sessions of your environment's performance, and to review operational information such as the status of backups, patching and antivirus. The review may include items such as:

- Support tickets
- Monitoring alerts
- Upcoming change or maintenance events
- Product roadmap updates
- Microsoft Azure announcements
- Financial Status

Service level reporting

- Service Desk Calls
- Incident Management
- Service Request Management
- Problem Management
- Change Management
- IT Security Management
- IT Continuity Management



Advanced Operations

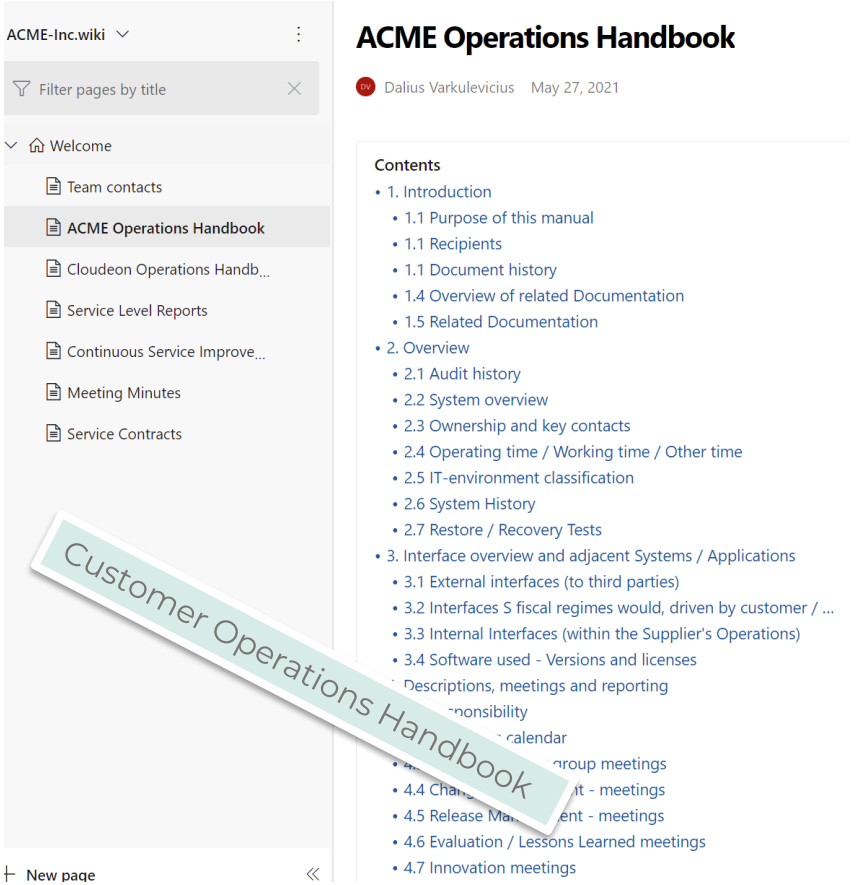
The service is designed to support and help grow advanced organizations who require advanced Cloud configuration across custom monitoring, workload customization, advanced Handbook procedures and much more.

Customer Operations Handbook

Customization of Customer operations Handbook

Build unique procedures to solve problem, service challenges or remediations such as:

- Create custom monitoring for customer business services and applications
- Creation and maintenance of infrastructure scripts for pre and post configurations.
- Custom pre and post deployment scripts required for your business



Advanced Operations Service Management

Designated Expert Cloud Engineer

The designated Cloud expert engineer will perform tasks on request from the customer across a broad range of topics from, custom monitors to presenting Azure training to your business. The Expert Cloud Engineer will know your Cloud platform, its services and understands your business, all to provide the best possible guidance and expertise to solve the problem that matter to your business.
Additionally, the Expert Cloud Engineer can participate in build a PoC/MVP to help the business test a new idea or IT in testing new technology.

Designated Service Delivery Manager

The designated Service Delivery Manager will conduct monthly sessions with the customer to review service delivery report and be responsible for the Continuous Service Improvement process for the customers Cloud environment.
The Service Delivery Manager can help the customer across a wide range of challenges and facilitate meetings with vendors, arrange inspirational sessions with Cloud vendor on specific technologies or other elements to help drive the customer Cloud adoption and service improvements.

Service cycle

The Managed Public Cloud Advanced Operations services is an add-on to the customers' existing Managed Public Cloud Operations service agreement, and the agreement comes with yearly assignments of pre-assigned hours for both the Expert Cloud Engineer and Service Delivery Manager.
Both profiles have 60 hours allocation as part of the Managed Public Cloud Advanced Operations service agreement, additional hours can be added if your active hours are used.

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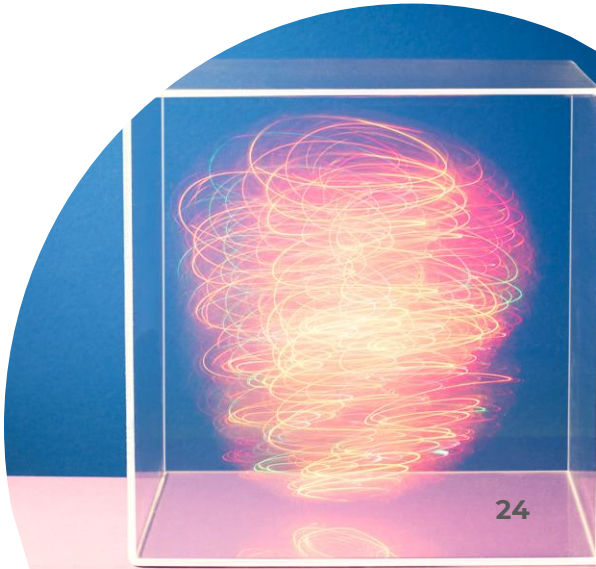
Cloud Platform

Devoteam Cloud platform designed to manage customer platforms as one standard and at scale, with separation and security by design.



Automation and Tooling

Terraform Is Used (Primarily) For Building Cloud Infrastructure

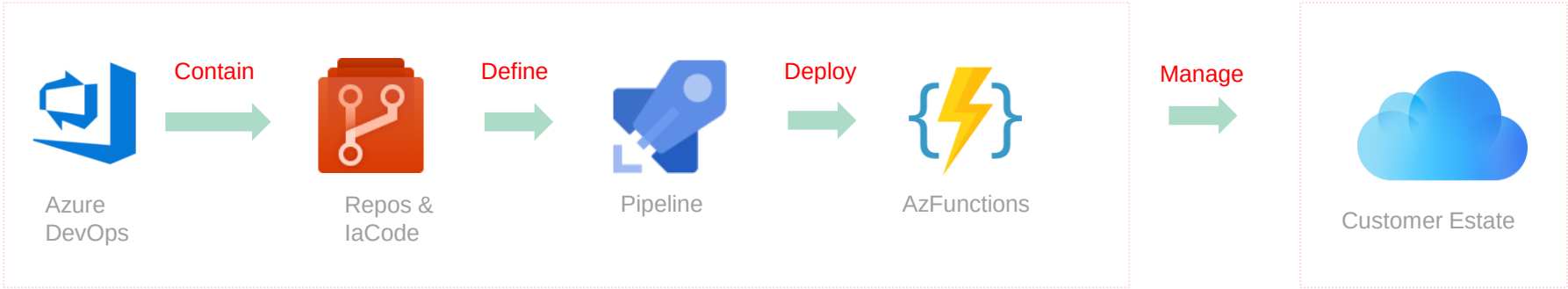
- The same approach across all supported Cloud vendors
- State file support
- Allows for infrastructure to be maintained from a single source of truth code base

PowerShell, AZ CLI For Other Azure Related Configurations

- Native Microsoft tooling providing good support for Microsoft APIs

Azure DevOps For Repositories and CI/CD

- Enables automated code deployments and allows for further integration with software development teams
- Is used for configuring the customer's environment with functions, runbooks and policies
- Enables workflow integration and code-driven management even in environments created manually



Lifecycle

Cloud journey

- Workshop Topics
- Service Onboarding
- Delivery Timelines

Managed Public Cloud Workshop Topics

Kickoff

Kickoff workshop
- Define High Level Scope
- Plan next workshops (attendees, dates)
- Roles: Decision Makers

Estate

Adoption workshop
- Azure DevOps, Bootstrapping
- Jumpstart for greenfield
- Management Group and Subscription (LZ) Structure
- Roles: Architects or Senior Engineers

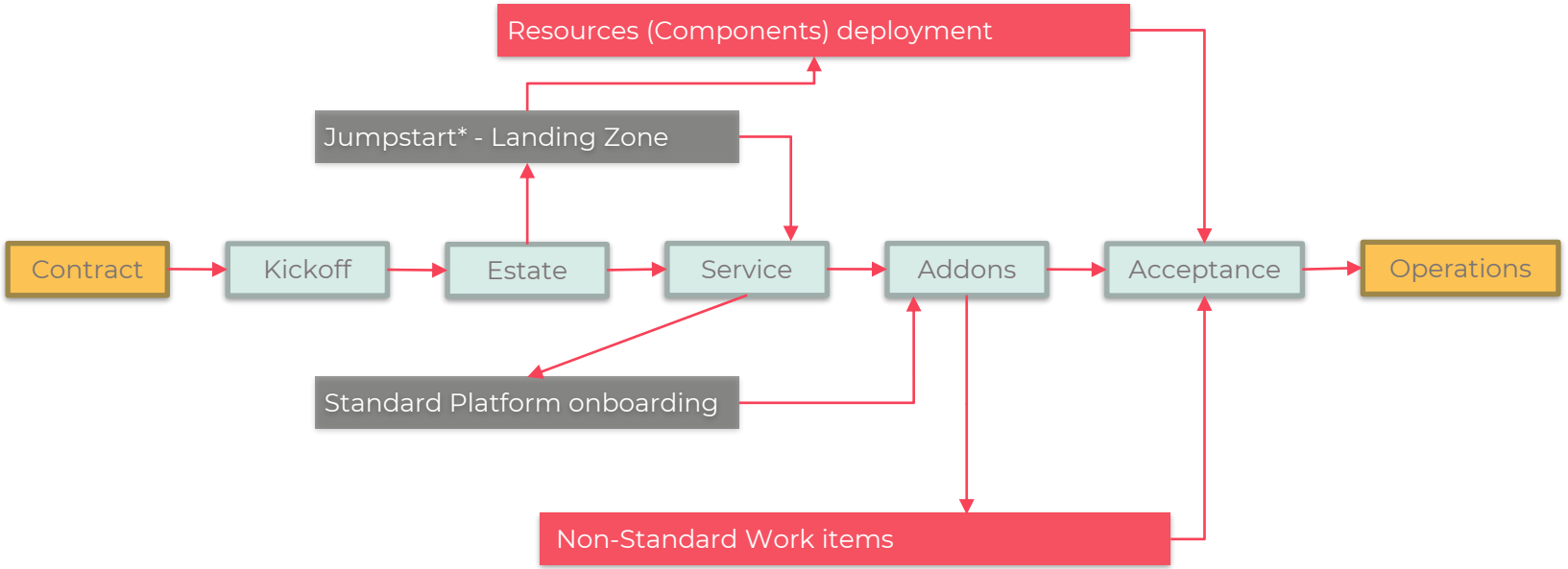
Service

Service workshop (Standard Handbook)
- Standard components On/Off
- Standard components settings
- Roles: Architects or Senior Engineers

Addons

Customer Handbook workshop (Custom Handbook)
- Non-Standard Components (as Change Request)
- Resources Deployments
- Roles: Project/Delivery Managers, Architects or Senior Engineers

Managed Public Cloud Workshop Topics



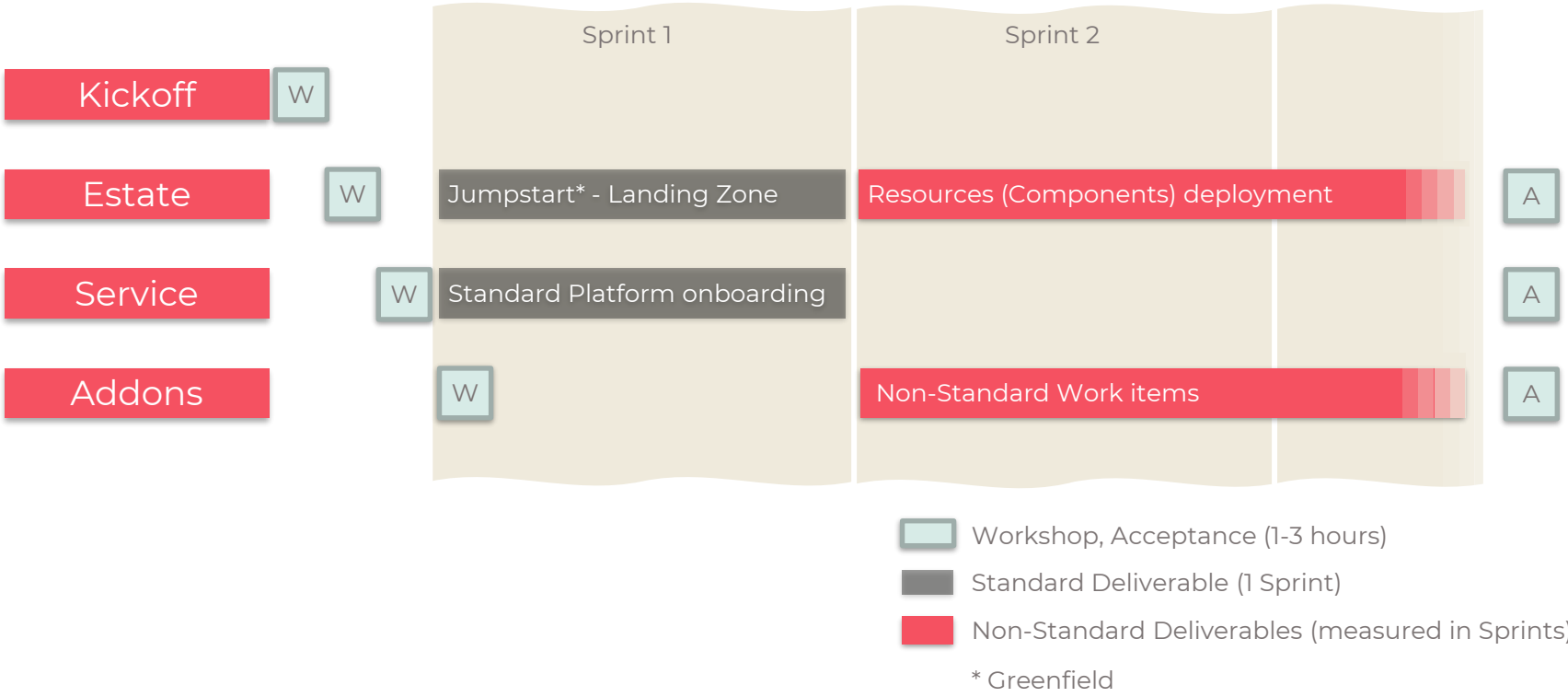
Workshop, Acceptance (1-3 hours)

Standard Deliverable (1 Sprint)

Non-Standard Deliverables (measured in Sprints)

* Greenfield

Managed Public Cloud Delivery timeline



Thank You

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