NCS Cloud Managed Services

NCS Infrastructure Practices

Project Leadership
Lead and build capabilities in project, program and portfolio management. Lead implementation of Technology services (TS).

System & Database Admin
Leverage on systems, storage, virtualization, middleware and database technologies throughout the NCS infra lifecycle to manage systems and database.

Network
Manage network by leveraging traditional LAN/WAN and emerging network technologies (e.g. network automation, SDN at the enterprise, DC and Cloud).

Service Leadership
Lead service strategy, design, and delivery of service transition, operations and continual service improvements in ICT infrastructure mgt.

Cloud Ops
Lead design, transition, delivery and management of private, public and hybrid cloud.

End User Computing & Service Desk
Manage service desk and support end user computing devices, productivity software and business applications through digitalization and best practices.

Infrastructure Architecture & Service Mgt
Develop capabilities in IT service management, infrastructure architecture design, Automated-DevOps and infrastructure monitoring.

Data Centre & Business Continuity Planning
Manage data centre operations, business continuity planning and disaster recovery.
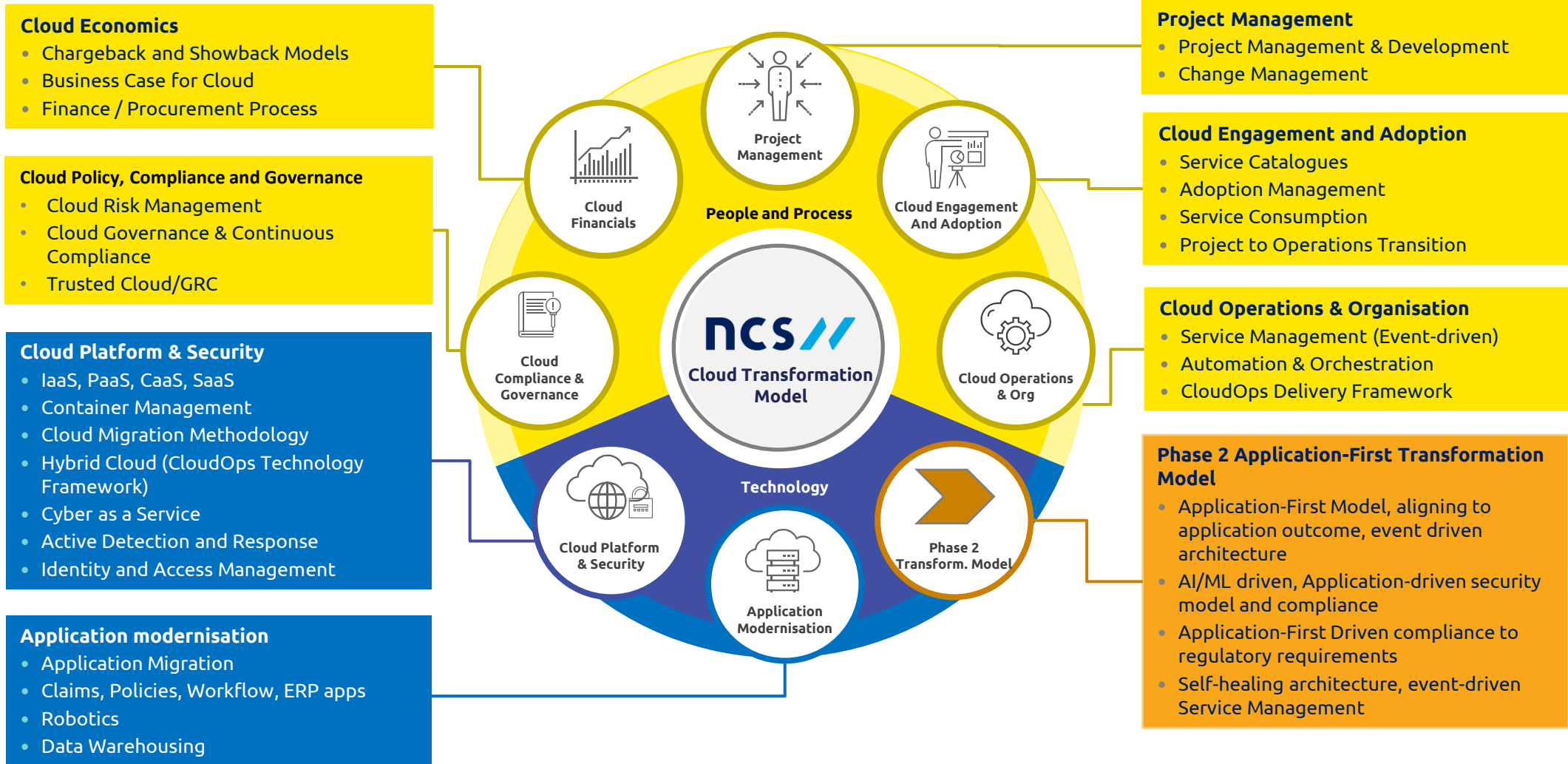
Software Defined Platform
Build network as a service, infra as a service, cloud as a service, etc so that to commercialise the selling into platforms to lower the costs. (Ent only)

NCS Cloud Transformation Model

Anchored around **People, Process and Technology**, the *Cloud Transformation Model* must have all-round coverage in the areas below. The new Transformation Model should provide the ability to **function and support the client** by focusing on configuration and management agility with **accelerated migration**, **provisioning**, security and connection through **automation**.

Cloud Economics
- Chargeback and Showback Models
- Business Case for Cloud
- Finance / Procurement Process

Cloud Policy, Compliance and Governance
- Cloud Risk Management
- Cloud Governance & Continuous Compliance
- Trusted Cloud/GRC

Cloud Platform & Security
- IaaS, PaaS, CaaS, SaaS
- Container Management
- Cloud Migration Methodology
- Hybrid Cloud (CloudOps Technology Framework)
- Cyber as a Service
- Active Detection and Response
- Identity and Access Management

Application modernisation
- Application Migration
- Claims, Policies, Workflow, ERP apps
- Robotics
- Data Warehousing

Project Management
- Project Management & Development
- Change Management

Cloud Engagement and Adoption
- Service Catalogues
- Adoption Management
- Service Consumption
- Project to Operations Transition

Cloud Operations & Organisation
- Service Management (Event-driven)
- Automation & Orchestration
- CloudOps Delivery Framework

Phase 2 Application-First Transformation Model
- Application-First Model, aligning to application outcome, event driven architecture
- AI/ML driven, Application-driven security model and compliance
- Application-First Driven compliance to regulatory requirements
- Self-healing architecture, event-driven Service Management

Cloud Financials

Project Management

Cloud Engagement And Adoption

People and Process

NCS//
Cloud Transformation Model

Cloud Compliance & Governance

Cloud Operations & Org

Technology

Cloud Platform & Security

Application Modernisation

Phase 2 Transform. Model

NCS Integrated Delivery Methodologies: We use a combination of methods that converge into an integrated delivery method and unify the services in the outer-most circle into a solution for the client
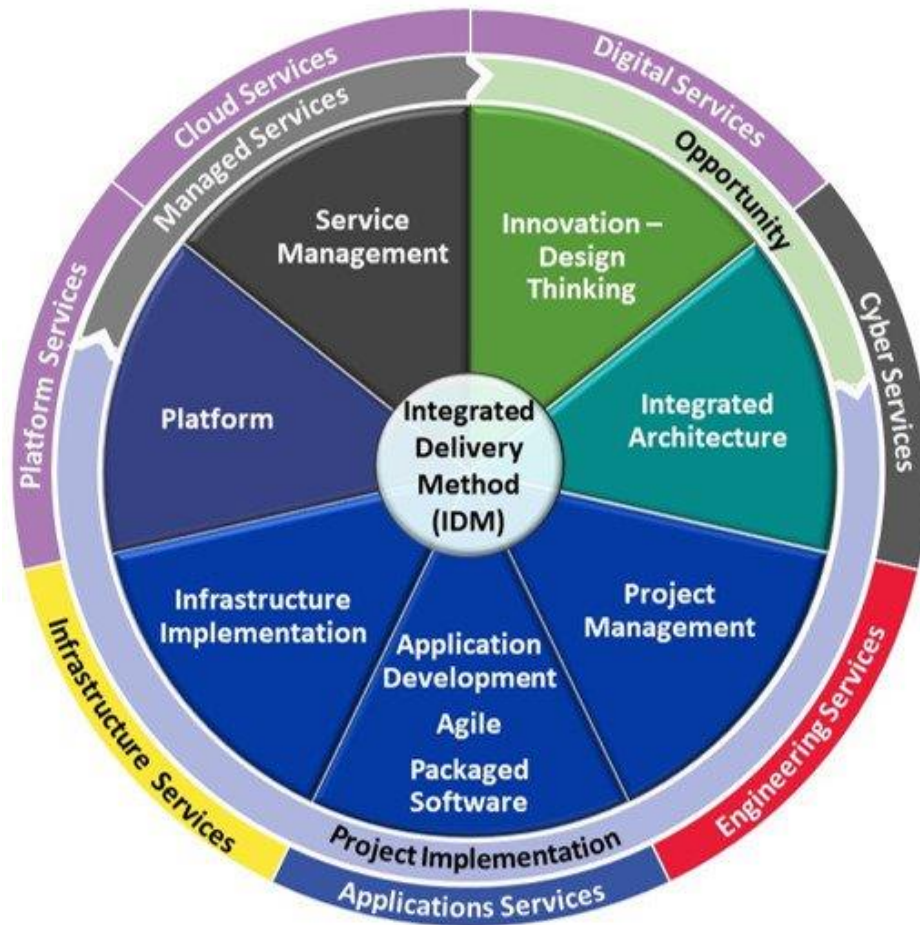
Our suite of delivery methods for delivering IT-enabled solutions in NCS.

- Provides a well-established, disciplined approach and a common set of practices.

- Consist NCS cumulative wisdom & sound practices acquired through many years of implementing Infocomm Technology solutions

- Incorporate industry best practices and international standards such as ITIL, PMBOK, IS09001, ISO27001, ISO20000 and ISO22301.

NCS is expanding rapidly in APAC region into Australia and India. We have established the NCS NEXT Cloud Centre of Excellence (CoE) in Melbourne, Australia and established our Cloud Delivery Centre in Singapore and India.

Singapore & Australia – Delivery of Cloud Managed Services serving Singapore Public Sector and Enterprise clients on Azure

India – Delivery of Cloud Managed Services offshore for Regional Enterprise Clients on Azure

Map labels: Pune, India · Singapore · Australia

Cloud Managed Services

Offering Overview

- NCS Managed Cloud Service provides organizations with design, implementation and optimization to the Cloud resources with day-to-day support, monitoring, maintenance, and performance management. As well as other maintenance and managed backup services for their pre-production, production and mission critical servers, Operating Systems and applications hosted in Microsoft Azure.

- Service Coverage

  - **Monitoring services:** Auto-Monitoring of events and alerts and respond to potential issues impacting performance

  - **Backup:** Manage Backup and Recovery align to client backup policy and data retention.

  - **Storage:** Cloud Block and Object Storage configuration and maintenance.

  - **Regular Security Patching:** Proactively monitor and manage for software updates, security patches, service releases and version upgrades.

  - **Operation Process and Procedure:** Maintain operational documentations.

Client's Pain Points

1. Lack of a holistic cloud managed services partner (MSP) that can provide new add-on technologies in cloud through innovation and agility
2. Lack of a cloud MSP competent in managing cloud resources with optimisation from automation and AI, monitoring actual consumption and providing commercial improvements back to client
3. Compliance and audit requirements that require a competent MSP to deliver the necessary controls
4. Lack of a cloud MSP that can deliver effective migration services to a fit-for-purpose cloud managed service, with a viable cloud operating model, including required security controls and management
5. Lack of a cloud MSP that can provide value in managing hybrid cloud native platforms across public and private cloud.

Elevator Pitch

1. Do you know how to start your cloud journey with a proper transition from your existing managed service?
2. How do you ensure that your MSP can provide the "right" type of innovation and services in your journey to cloud?
3. What has been your Cloud Managed Service been? Chaotic? Cumbersome and not outcome driven?
4. Is your digital transformation journey stalled by an MSP that does not play to your requirements and perform to your expectations?

Value Proposition

1. Established approach to run cloud managed services with proven methodologies, processes and experienced professionals
2. Optimised process through digital enablers and automation
3. Continuously enhancing people, process and technologies to align to our client's business requirements and ambitions
4. Continuously innovating to new cloud and digital services to remain tightly aligned with our clients and technologies available in the market
5. Trusted advisor for Hybrid Cloud Platforms & Managed Services
6. Define an actionable digital transformation roadmap with a proper operating model to suit business and IT changes.

Why NCS?

1. Azure VMs deployed and managed to date
2. Established Azure Certified & Experienced Professionals (total of 400+) in NCS
3. Established Cloud Migration Methodology & Services with Cloud Managed Services
4. 7 cities with Cloud Delivery presence
5. Microsoft Gold Partner
6. VMware Tanzu / Modern Apps Platform Solution Competency
7. Red Hat Premier Partner

Contact

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