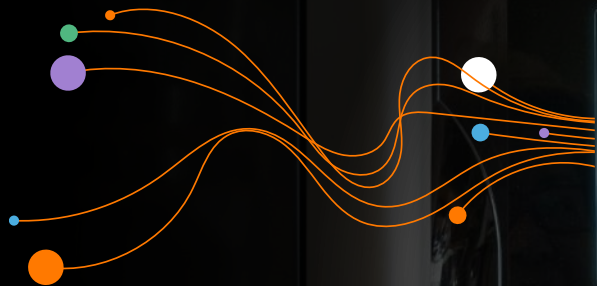


From Application Modernization & Cloud Adoption Framework to Managed Services on Azure



Business

Managed Applications

Our mission

To manage and optimize
infrastructure and mission-critical
applications in the Cloud

Bootstrap & support

our #knowledge #expertise
#experience #skills #tools
at the service of your
development teams



Always on & agile

#24x7 #SLAs #DevSecOps #iac
#git #co-management #security
#compliance #mission critical #recovery
that fits with your operations organization



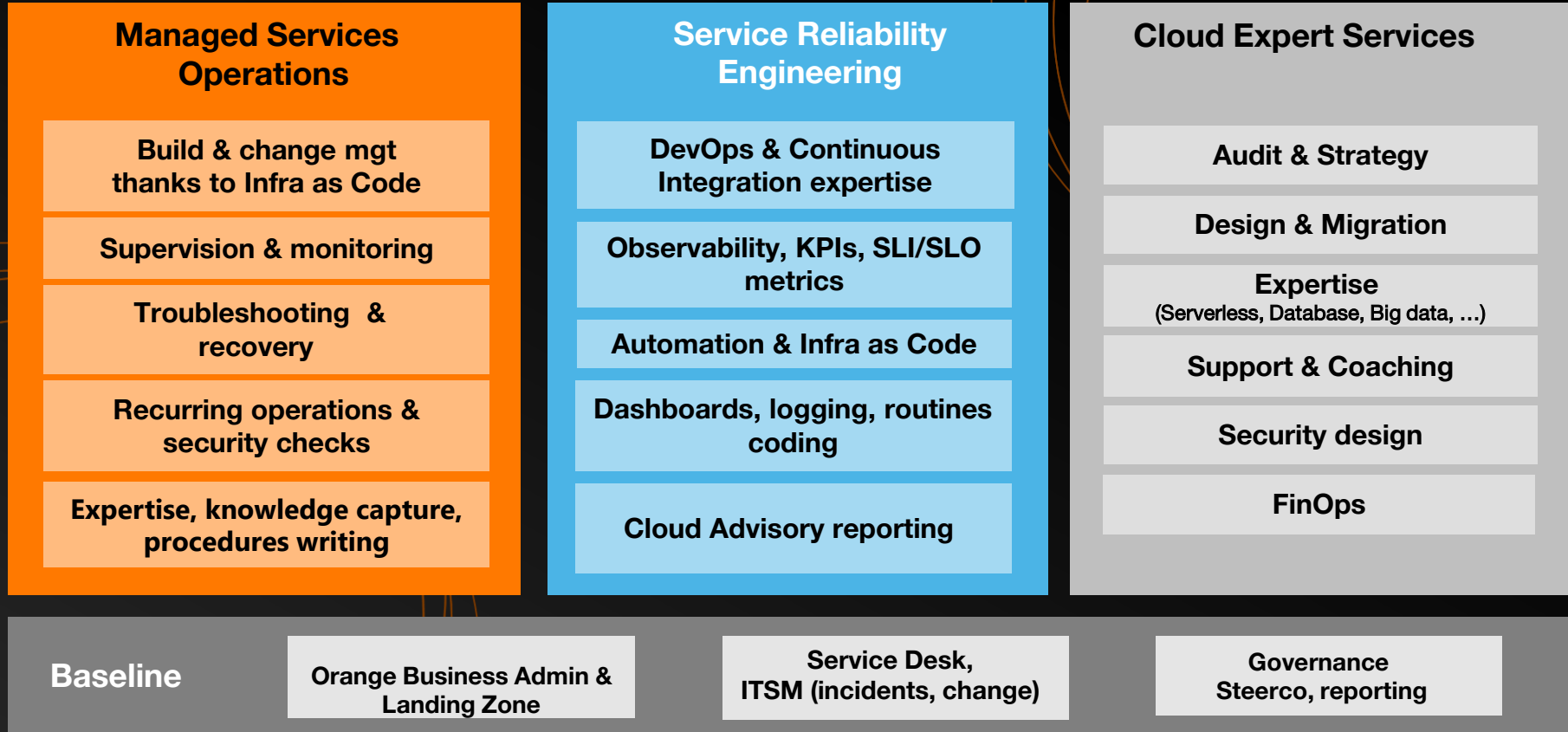
Governance

#control #anticipate #adapt
#learn #improve #automate
#finops #advisor #innovate
in accordance with your stakeholders



Cloud Managed Services

Key components of the service



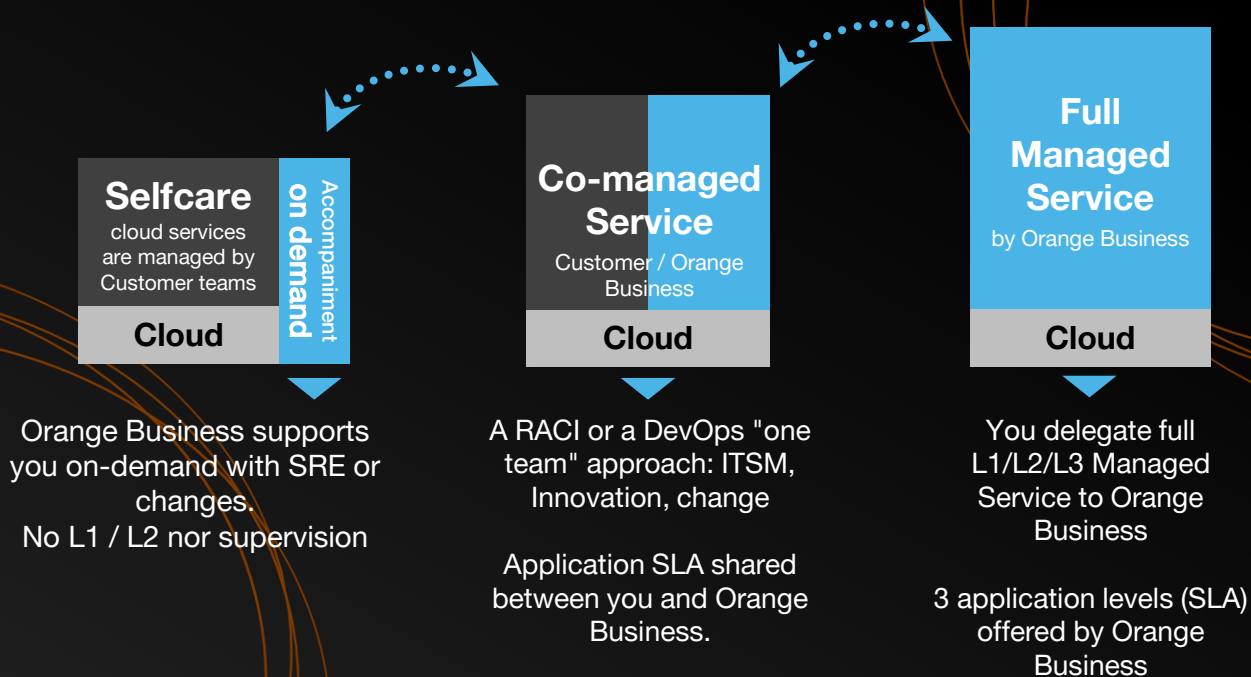
Managed Applications

Our approach

Let's share step by step how we would define the Managed Services that suits your needs and objectives

Cloud Managed Services

Flexibility of the model



Depending on your team request for autonomy, on the level of delegation you foresee, you identify the service type that suits your need.

Change management: our commitments

Change Time Guarantee (or GTC) means the Change Time on which Orange Business Services commits to for the changes described in the catalog (excluding production) and validated according to the level of support subscribed to

Depending on the criticality of the workload and of the environment, you will identify the Service Level that suits your need. Other custom SLA could be made available based on study and quote.

	Non production	Standard *	Premium *
Making a simple change		24h	8h
Achievement of a simple accelerated change		12h	4h
Achieving complex change	No SLA	72h	48h
Achieving accelerated complex change		36h	24h
Response to a request for a quotation for a non-standard change		5 BD	3 BD

Standard changes: during Business Hours / Business days
Days/Working Hours: 9am to 6pm CET
Accelerated changes: planned – available in BH and NBH

Incident management: our commitments

Recovery Time Guarantee (or RTG) means the Recovery Time to which Orange Business Services commits in the event of a Production Incident, depending on the level of support subscribed to.

	Non production 8x5	Standard	Premium	Range	
Priority of the incident	P 1	8h	4h	24/24 – 7/7	
	P 2	No SLA	24h	8h	24/24 – 7/7
	P 3	Range 8x5 WH*	48h	32h	WH*
	P 4		no commitment		WH*

* Days/Working Hours: 9am to 6pm CET

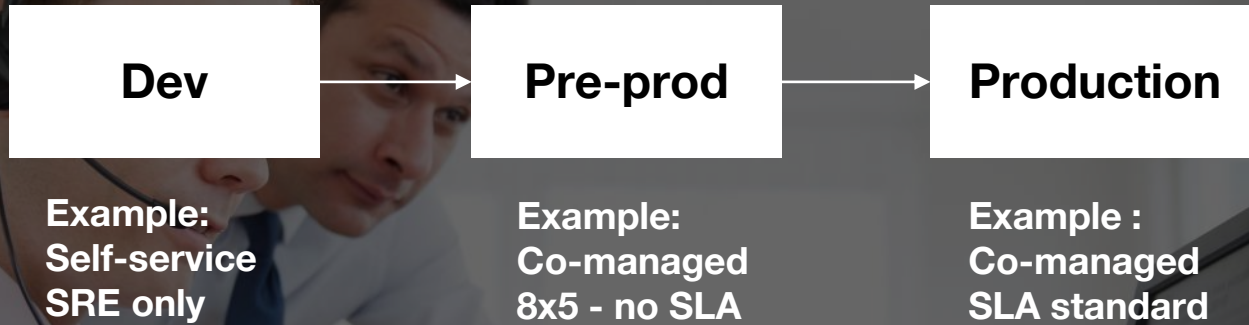
Priority 1: complete loss of Services or Incident having a critical impact on the Client's business.

Priority 2: users can access the Services but experience significant difficulties/delays.

Priority 3: services provided with minor delays or difficulties. The Client's activity is not significantly impeded.

Priority 4: these tickets do not correspond to Incidents and do not give rise to any service quality commitment.

Platforms & environments: each one its SLA and model



Depending on your need, you identify a model and a SLA target per environment.

Run activities: High Level View

Change Management



- Change catalog per managed service
- SLA on changes
- DevOps-oriented co-management
- Infra-structure as code
- Release deployment
- Versions update / upgrades

Monitoring/Alerting



- 24/7/365 or 8/5 Supervision
- Identify metrics to be monitored by the run team
- Alert Management
- Specific alerts on request

Incident management



- Apply the remediation procedures if an incident occurs
- Troubleshooting

Service resiliency & Disaster Recovery



- Restore from Infra as Code
- Restore from backup
- Cross-Region disaster recovery

Security maintenance



- Patch Management
- Versions update
- Antivirus
- Backup
- Access security
- Advanced
- Business Security Officer
- SOC / Cyberdefense

Managed Services on Azure: tooling used & prerequisites

Process	Tool used by Orange Business MA delivery
Configuration of the infrastructure	Terraform script Azure Devops GIT referential CI / CD
Supervision solution	Azure Monitor with connector to Orange Business supervision
Backup	Azure Backup (incl snapshots)
OS patching solution	Azure Update Manager Orange Business MA patching tool (BRAC) Orange Business OS factory
Antivirus solution	Orange Business MA Sophos tool
Logging solution	Azure Insight (on demand) Azure Log Analytics (on demand)
Recovery	From backup when it exists From Terraform script in GIT when it exists Ideally from up-to-date Infra as code with CI/CD
Admin connectivity	VPN to Orange Business CASA Zone – connection through CyberArk
Portal for access to MA contract, incident & change ITSM	Orange Business Cloudstore

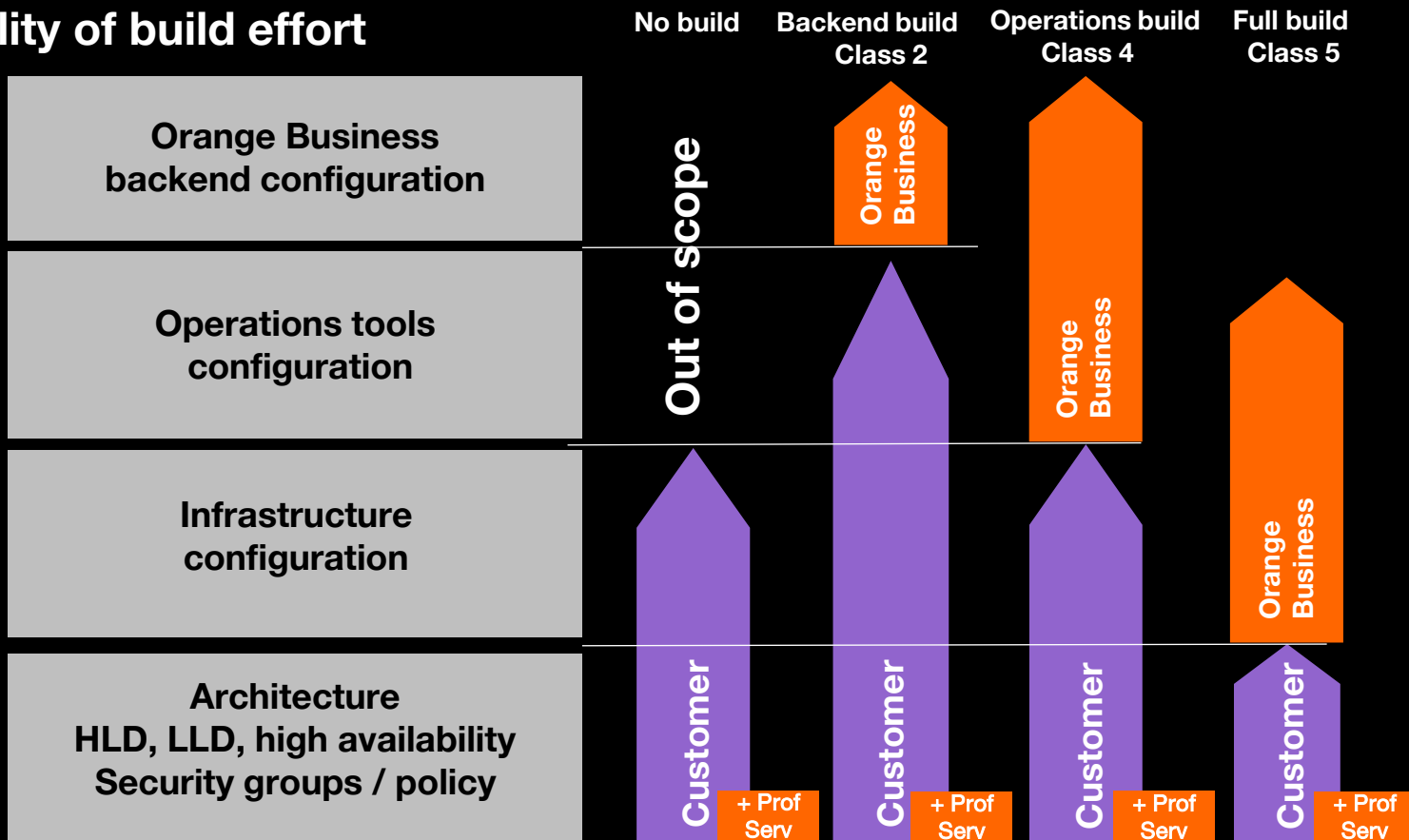
**We maximize the use of cloud native tooling (unless multi-cloud is necessary).
It facilitates Infra-as-Code automation, co-management, reversibility.**

Managed Services

The predictability of build effort

We have defined a catalogue of work-units for building additional services.

It provides predictability of build effort as project evolve



Improving over time: our approach

Thanks to our expertise, we propose services to improve the reliability of your applications, the efficiency of the teams (co-management) over time.

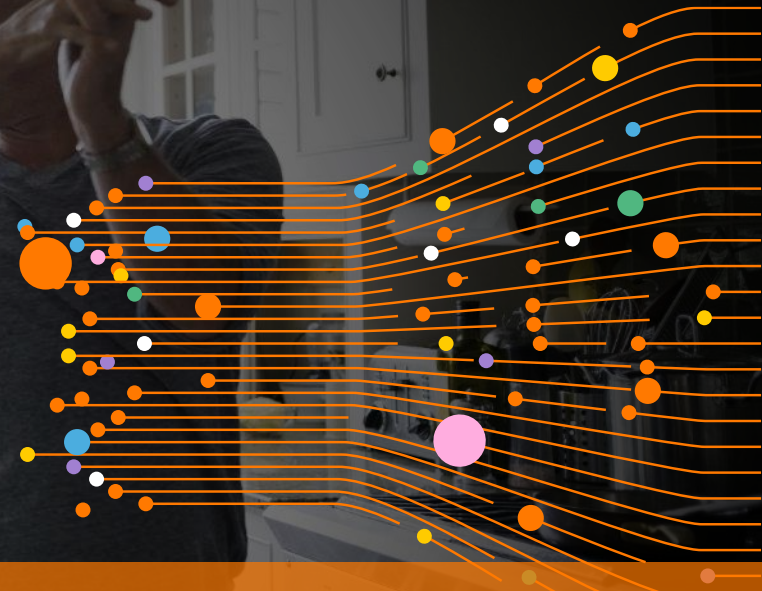
Service Reliability Engineering and Cloud Experts

Knowledge DB Change catalogue
DevOps & Continuous Integration expertise
Observability, KPIs, SLI/SLO metrics
Automation & Infra as Code
Dashboards, logging, routines coding
Cloud Advisory reporting
FinOps

Objectives & benefits

Enriched over-time with known problems solutions & specificities of your project
Helps your team deploy faster and more reliably to production
More efficient troubleshooting Adapt as application evolves
Efficiency, reliability
Measuring, trending, anticipating
Controlling best practice and pieces of advice
Controlling and optimizing IaaS costs

Thanks



Business