



MS01

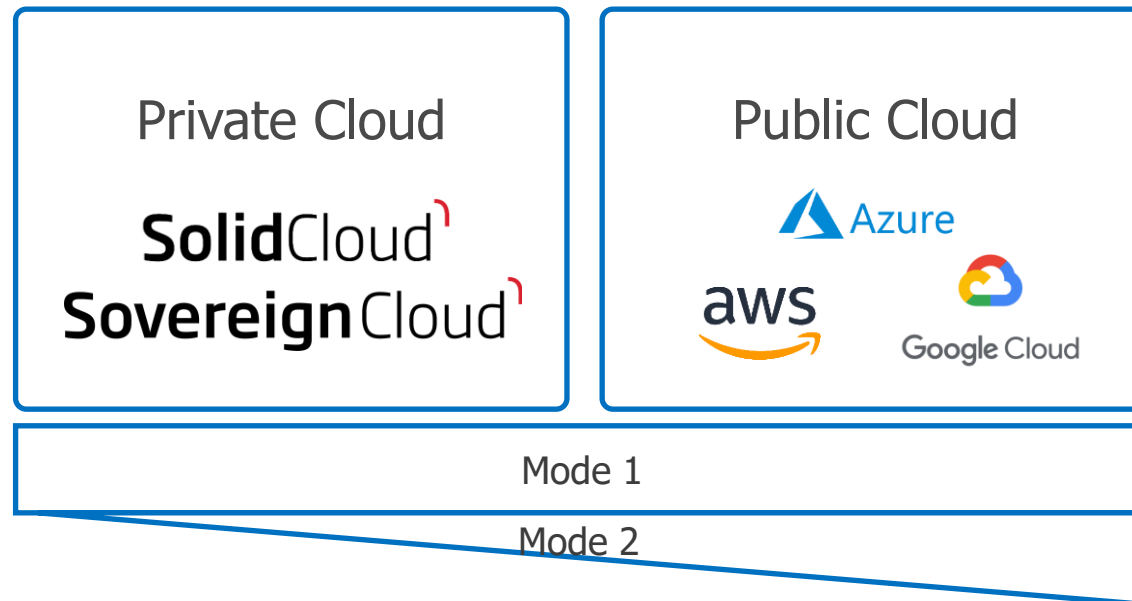
RightCloud¹

Managed Services

Hybrid Delivery Model

Optimal landing zone for your business workloads

RightCloud¹



Public Cloud – Managed Services Catalogue

RightCloud Consulting

MS0106-001
Public Cloud Advisory

MS0106-002
Reserved Expertise

MS0106-003
Transformation Team

RightCloud Addon Services

Platform	Workload		Finance & Governance	Operations
<i>MS0102-001</i> Cloud Connectivity	<i>MS0103-001</i> Recovery & Availability	<i>MS0108-001</i> Database Operations	<i>MS0104-004</i> Compliance Services	<i>MS0401-006</i> Enhanced Cloud Security
<i>MS0102-002</i> Identity Provider (IdP) Integration	<i>MS0103-002</i> OS Management	<i>MS0301</i> Application Services	<i>MS0104-003</i> Reseller Services	<i>MS0105-003</i> Incident Management
<i>SL0101-001</i> Platform Templates (IaC)	<i>MS0103-005</i> Cloud Native Workload Management	<i>MS0103-004</i> Workload Deployment	<i>MS0104-002</i> Spend Optimization	<i>MS0105-002</i> Log Management
<i>MS0102-003</i> Environments	<i>SL0101-002</i> Workload Templates (IaC)		<i>MS0104-001</i> Reporting	<i>MS0105-001</i> Monitoring

RightCloud Accelerate

<i>MS0110-001</i> Container Services
<i>MS0110-002</i> Dev Toolbox
<i>MS0110-003</i> Integration Services
<i>MS0110-004</i> Data Platform Services
<i>MS0110-005</i> Analytics Services

RightCloud Foundation

MS0101-001
RightCloud Onboarding

MS0101-002
Reference Architecture

MS0102-002-001
Standard IdP Integration

MS0104-002-001
Spend Reporting

MS0105-001-001
Platform Monitoring

MS0105-002-001
Platform Logging

Operasjonaliserte tjenester

Under etablering

Service overview

RightCloud¹

SKU	Service
MS0101	RightCloud Foundation
MS0102	Addon Services – Platform
MS0103	Addon Services – Workloads
MS0104	Addon Services – Finance & Governance
MS0105	Addon Services – Operations
MS0106	RightCloud Consulting
MS0107	SolidCloud
MS0108	Data Management
MS0109	SovereignCloud

RightCloud¹

MS0101 Foundation

RightCloud¹ Foundation

Reference architecture and a minimum set of services in order to get started with your public cloud platform



WHY RIGHTCLOUD FOUNDATION FROM SOPRA STERIA?

- Best practice reference architecture being managed on an ongoing basis with code
- Access to market-leading professional competency expertise and consulting services

THE FOUNDATION OF YOUR CLOUD PLATFORM



Best practice
reference architecture



Supports Hybrid and
Multi Cloud



Platform/infrastructure
as code



Detailed cost reporting



Pre-defined access roles/
Simple login



Monitoring and logging of
the platform

RIGHTCLOUD FOUNDATION

Deployment and management of production-ready, secure and scalable infrastructure for your cloud platform. Foundation provides your business with the necessary substructure to get started with the cloud. Implemented and managed on an ongoing basis in accordance with best practice with code for a secure, automated and scalable future.



INCLUDES

MS0101-001 Onboarding
MS0101-002 Reference Architecture
MS0102-002-001 Standard IdP Integration
MS0104-002-001 Spend Reporting
MS0105-001-001 Platform Monitoring
MS0105-002-001 Platform Logging

PRICING MODEL

Fixed price per platform

RightCloud¹ Onboarding

Streamlined establishment and setup of RightCloud Foundation and your reference architecture



WHY RIGHTCLOUD ONBOARDING FROM SOPRA STERIA?

- Dedicated and effective establishment team
- Using an established code library as our toolbox, we eliminate manual errors and "heavy" design choices

STREAMLINED ONBOARDING OF FOUNDATION



Setup of reference architecture



Experience-based management and implementation



Efficient setup with reusable code



Establishment of cost control services

- Streamlined setup of
- processes and
- integration



Establishment of monitoring and logging services

RIGHTCLOUD ONBOARDING

Our experts establish your organisation in the cloud using standardised processes, methods and technologies.



PREREQUISITES

MS0101 Foundation

INCLUDED

PRICING MODEL

Included in MS0101 Foundation

RightCloud¹ Reference Architecture

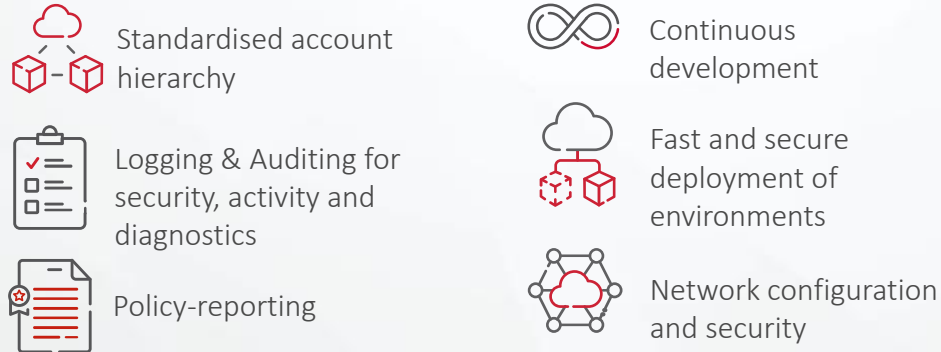
Reliable and scalable reference architecture that enables automated setup of RightCloud Environments



WHY REFERENCE ARCHITECTURE FROM SOPRA STERIA?

- Our dedicated team manages the architecture for you using code
- Based on the cloud providers' and Sopra Steria's best practice combined with many years of experience
- Continuous improvement

PRE-CONFIGURED AND CODE-MANAGED REFERENCE ARCHITECTURE

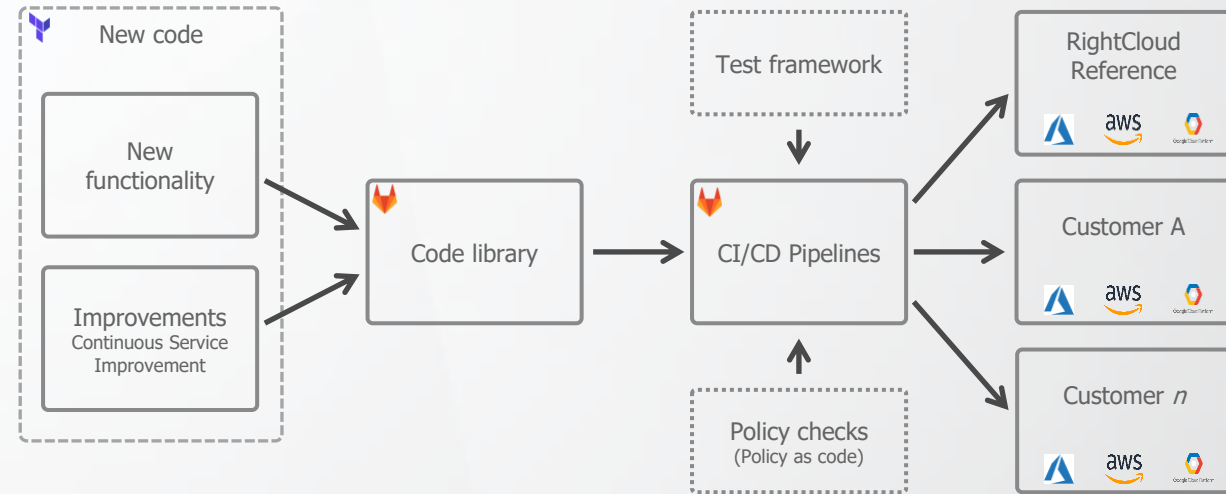


RIGHTCLOUD REFERENCE ARCHITECTURE

Sopra Steria's reference architecture for Microsoft Azure, Amazon Web Services (AWS) and Google Cloud Platform (GCP) is based on the best of two worlds:

1. The cloud provider's best practice reference architecture
2. Sopra Steria's many years of experience

Our dedicated development team continuously develops our best practice reference architecture for all our customers using code



PREREQUISITES

MS0101 Foundation

PRICING MODEL

Included in MS0101 Foundation

RightCloud¹

MS0102 **Addon Services Platform**

RightCloud¹ Cloud Connectivity

We provide connectivity across your cloud platforms and local data centres



WHY CLOUD CONNECTIVITY FROM SOPRA STERIA?

- Best practice network architecture managed using code
- Controlled, seamless network integration between your cloud platforms and data centres

NETWORK INTEGRATION TO OTHER PLATFORMS



Network integration between your cloud platforms



Standardised well-known technology stack



Hybrid connection to local data centres



Speed adapted to your needs



Monitoring of network connections



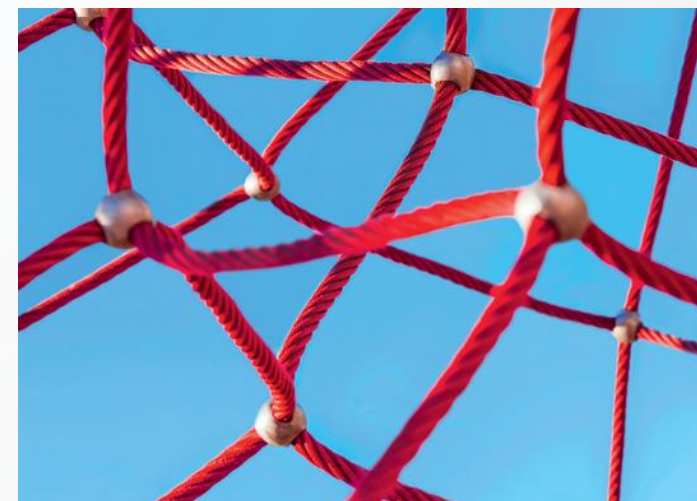
Redundant network connections

MULTI-CLOUD AND HYBRID NETWORK

Configuration, operations and management of the cloud platform's network infrastructure for connection to other networks (local server rooms, partners or other cloud platforms).

VPN connection over the Internet, or a private network connection (DirectConnect, ExpressRoute, or Cloud Interconnect).

Configuration, operations and management of the network components for the network connection on the cloud platform are included.



PRODUCTS

- MS0102-001-001 VPN Hybrid Connect
- MS0102-001-002 Enterprise Hybrid Connect
- MS0102-001-003 Multi Cloud Connect
- MS0102-001-004 Firewall Management
- MS0102-001-005 Internet Traffic Security
- MS0102-001-006 Hybrid DNS Resolve

PRICING MODEL

- VPN Hybrid Connect: Fixed price
- Enterprise Hybrid Connect: Fixed price

Identity Provider Integration

We integrate your central identity solution towards the cloud platforms Azure, Amazon Web Services and Google Cloud Platform



WHY IDP INTEGRATION FROM SOPRA STERIA?

- Secure and seamless integration of your already created user catalogue
- Simple login on cloud platforms
- Pre-defined roles for access

SIMPLE USER ACCESS AND ACCESS MANAGEMENT



Reuse of existing identity



Pre-defined access roles



Access according to least privilege



Configuration



Simple login



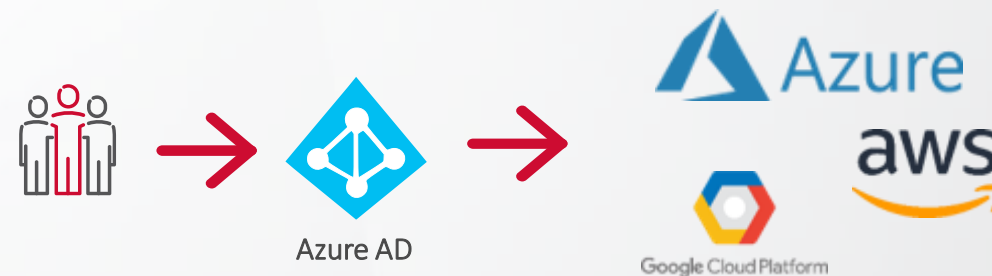
Secure multi-factor authentication

MS0102-002-001: Standard IdP Integration

RightCloud's standard IdP integration offers integration of Azure AD towards the cloud platforms. The integration is based on best practice for access to cloud platform and supported functionality in Azure AD

MS0102-002-002: Custom IdP Integration

If you have your own identity solution, we can help with identity integration to the cloud platforms. Get in touch with us to receive an offer.



PRODUCTS

MS0102-002-001 Standard IdP Integration

MS0102-002-002 Custom IdP Integration

PRICING MODEL

Standard IdP Integration: Fixed price

Custom IdP Integration: On request

RightCloud[®]

MS0103 **Addon Services Workload**

RightCloud¹

Recovery & Availability

Our services for availability and recovery make sure your most important data will never be lost and will be available when you need them



WHY RECOVERY & AVAILABILITY FROM SOPRA STERIA?

- Secure and safe storage of your data
- Quick and reliable recovery process
- Market-leading price and service

CLOUD SERVICES REQUIRE MODERN AVAILABILITY SERVICES



Uses primarily services on underlying cloud platform



Best practice



Completely automated backup



RPO in max. 8 hours



The services are automated and managed with code



Secure storage of your backup data

ON THE SERVICES

RightCloud Recovery & Availability provide secure and correct data storage, simultaneously keeping data available for quick recovery at any time. We do this by primarily utilising the capabilities that are available on the underlying cloud platforms. We also offer enhanced functionality for an hybrid approach through our Enhanced VM Backup & Recovery service.



PRODUCTS

- MS0103-001-001 – VM Backup & Recovery
- MS0103-001-002 – Enhanced VM Backup & Recovery (Commvault)
- MS0103-001-003 – Files Backup & Recovery
- MS0103-001-004 – Database Backup & Recovery
- MS0103-001-005 – VM Disaster Recovery

PRICING MODEL

Unit price

RightCloud¹

OS Management

Secure, stable and proactive operations and setup of the operating system in the cloud



WHY OS MANAGEMENT FROM SOPRA STERIA?

- Important preventive security measures
- Stable and reliable service with a high degree of automation
- Automated setup of middleware and configuration (Desired State)

OS OPERATIONS AND MAINTENANCE



Setup and management



Best practice



Patching and maintenance with code



Configuration of OS and middleware



Automated with code and tools from the cloud providers



PRODUCTS

- MS0103-002-001 Windows Server OS Patch Management
- MS0103-002-002 Linux Server OS Patch Management
- MS0103-002-003 Windows Server Configuration Management (Desired State)
- MS0103-002-004 Linux Server Configuration Management (Desired State)
- MS0103-002-005 Secure OS Access

PRICING MODEL

Unit price per OS

OS MANAGEMENT FROM SOPRA STERIA INCLUDES:

Sopra Steria takes operational responsibility for your operating system based on our best practice. The service includes operations, upgrading, maintenance and configuration through life cycle management of an operating system. The service focuses on stable and secure handling of your operating systems, and provides a high uptime.

Cloud Native Workload Management

We deliver operation and management of the most central single components (PaaS) on your cloud platform



WHY CLOUD NATIVE WORKLOAD MANAGEMENT FROM SOPRA STERIA?

- Market-leading and automated approach to operations and maintenance of your PaaS environment
- Good support for the most central PaaS services on Azure, AWS and GCP
- Assistance by a dedicated team with core expertise on handling of PaaS services across cloud platforms

MODERN CLOUD OPERATIONS FROM SOPRA STERIA



Metrics based monitoring



Upgrading and patching



Event and response



Proactive consulting in consultation with the cloud manufacturers



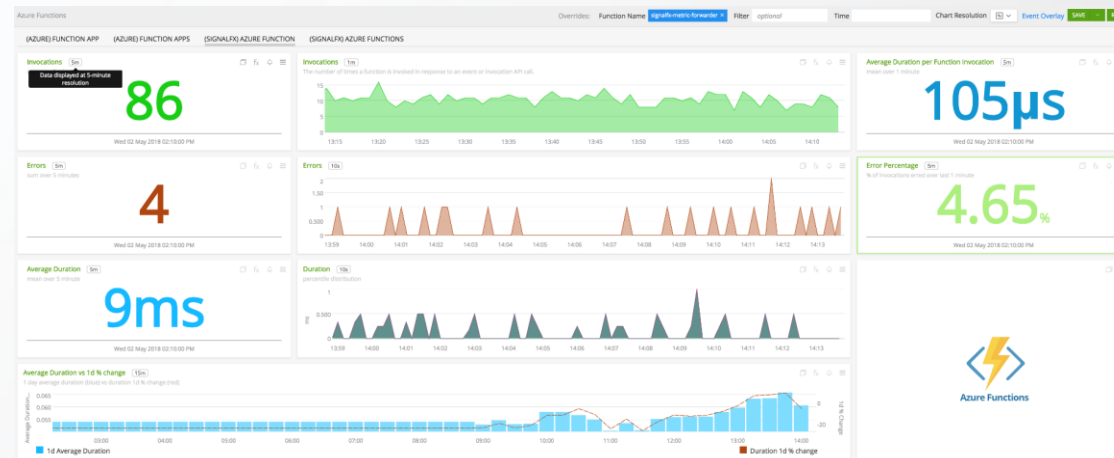
Life cycle management



Security and access management

PROACTIVE HANDLING OF YOUR PAAS ENVIRONMENT

Platform-as-a-Service (PaaS) is a large and extensive area. Sopra Steria has gathered extensive experience operating and managing PaaS services, and through our Cloud Native Workload Management service we offer operation and management of the most central PaaS components on your cloud platform. We provide monitoring, incident management, life cycle management, security, upgrading and patching.



APPENDIX AND DISCLAIMER

List of supported PaaS components

PRICING MODEL

Usage based

RightCloud¹

MS0104 Addon Services
Finance & Governance

RightCloud¹ Reporting

Build your own or use our standard reports in order to achieve better insight into your cloud infrastructure



WHY REPORTING FROM SOPRA STERIA?

- Access to a library of standard reports, ready for use
- Custom-made reports for deeper insight into your environments
- Self-serviced and continuously updated

REPORTING FROM SOPRA STERIA:



Library of standard reports



Continuously updated service from our DevOps team



Custom-made reports



Improve your insight into your infrastructure



Self-serviced service



Secured behind best practice access management

BETTER REPORTING

Good reports on your resources and activities in the cloud provide you with better insight and enable you to detect and correct errors in the cloud environment more effectively. Detect correlations between different cloud services and patterns of use for better optimization of resources.

RightCloud VM Services Status

Under VM Status Report you find a high level overview of the status available for the VM services offered by RightCloud.

For a detailed view of the services, you can use the native dashboards provided by Microsoft. Those are listed under Detailed Status.

VM Status Report Detailed Status Status Source Data

Subscription

6 selected

ResourceGroup

All

Status

Search

↑↓	ResourceId	↑↓	↑↓	↑↓	↑↓	↑↓	↑↓	↑↓	LogLastHeartbeat	↑↓
●	app-vm200	✓	✓	✓	✓	✓	✓	✓	6/30/2020, 1:32:37 PM	
●	app-vm201	✓	✓	✓	✓	✓	✓	✓	6/30/2020, 1:32:27 PM	
●	app-vm202	✓	✓	✓	✓	✓	✓	✓	6/30/2020, 1:32:08 PM	
●	app-vm203	✓	✓	✓	✓	✓	✓	✓	6/30/2020, 1:32:33 PM	
●	app-vm204	✓	✓	✓	✓	✓	✓	✓	6/30/2020, 1:32:17 PM	

PRICING MODEL

Fixed price

RightCloud¹

Spend Optimization

Cost control and reduction of overuse



WHY SPEND OPTIMIZATION FROM SOPRA STERIA?

- Predictability of cloud consumption
- Reduce overuse
- Get insights into the cost drivers

FLEXIBLE AND MODERN SERVICE



Access to administration portal for costs



Consulting for capacity reservation



Fixed and custom-made cost reports



Instance rightsizing, scheduling & threshold setting



Dedicated cost analyst and consultant from our FinOps team



Regular consumption analyses

OPTIMIZATION OF CLOUD CONSUMPTION

Sopra Steria helps you get the cloud costs under control, identify the cost drivers and reduce overuse. The services cover everything from simple cost reports to extensive consumption analyses from a dedicated consultant. Proactive methods for continuous reduction of overuse through utilisation of limit values, scheduling of instances, optimization of non-utilised resources as well as consulting for capacity reservation.



PRODUCTS

- MS0104-002-001 Spend Reporting
- MS0104-002-002 Spend Management Portal Access
- MS0104-002-003 Spend Optimization as a Service

PRICING MODEL

Fixed price with usage based scaling

RightCloud¹

Reseller Services

Common invoice for all your cloud platforms



WHY RESELLER SERVICES FROM SOPRA STERIA?

- Common invoice for all cloud platforms
- Get invoices custom-made for your needs
- Reduce time spent on cost allocation of cloud consumption

FLEXIBLE AND MODERN SERVICE



One partner for all contracts with cloud providers



Common invoice for all cloud consumption



Simple cost allocation



1st-line support included

COMMON INVOICING OF CLOUD CONSUMPTION

Sopra Steria is Microsoft Cloud Solution Provider (CSP), AWS Solution Provider and GCP Premier Partner. We offer readily understandable and custom-made invoices with cost allocation of your cloud consumption. One partner for all commercial cloud provider contracts



PRODUCTS

MS0104-003-001 Azure Billing Services
MS0104-003-002 AWS Billing Services
MS0104-003-003 GCP Billing Services

PREREQUISITES

MS0104-002-001 Spend Reporting

PRICING MODEL

Usage based

RightCloud¹

Compliance Services

Define policies and ensure good practice among developers in the cloud

MANAGEMENT FUNCTIONS HELPING YOU ENSURE GOOD PRACTICE



Define policies



Automatic rectification



Comply with external regulations



Proactive rectification



Ensure good practice



Discrepancy reporting

COMPLIANCE SERVICES FROM SOPRA STERIA INCLUDE

We help you define policies for the organisation in the cloud and ensure good practice. This is achieved through continuously updated utilisation of the cloud platform's management functions in the cloud. Rectification is proactively followed up with the customer through remediation



WHY COMPLIANCE SERVICES FROM SOPRA STERIA?

- Preventive security measures
- Ensure good practice



PRICING MODEL

Fixed price

RightCloud¹

MS0105 **Addon Services Operations**

RightCloud¹ Monitoring

Our monitoring services provide modern and continuous health checks of your cloud platform, infrastructure and associated services

MONITORING SERVICES OPTIMIZED FOR CLOUD



API, event and metrics based monitoring



Holistic and readily understandable reporting solutions



Optimized for modern cloud deliveries



Supports conventional IaaS workloads



24/7 monitoring



Flexible service portfolio

MONITORING SERVICES FROM SOPRA STERIA

Sopra Steria's broad portfolio of monitoring services provides holistic and consensual health checks across cloud platform, infrastructure and services. Our services are flexible in order to meet the needs of your organisation. The portfolio is optimized in order to enable monitoring of modern application deliveries in the cloud in addition to more conventional IaaS deliveries.



WHY MONITORING FROM SOPRA STERIA?

- Complete service portfolio for holistic monitoring of your infrastructure and associated services
- Market-leading monitoring tools and reporting solutions
- Optimized for modern cloud deliveries



PRODUCTS

- MS0105-001-001 Platform Monitoring
- MS0105-001-002 OS Monitoring
- MS0105-001-003 Virtual Machine Monitoring
- MS0105-001-004 Single PaaS component Monitoring
- MS0105-001-005 Web Endpoint Services Monitoring
- MS0105-001-006 API Monitoring
- MS0105-001-007 DevOps Release Monitoring

PRICING MODEL

Unit price for IaaS / Usage based

RightCloud¹

Log Management

We handle logs for the platform and your workloads in the cloud



WHY LOG MANAGEMENT FROM SOPRA STERIA?

- Complete solution for log handling and processing of events

LOG HANDLING FOR PLATFORM AND WORKLOADS



Central storage of logs



Allows integration to SOC for further analysis



Log storage according to the organisation's requirements



Basis for root cause analysis



24/7 reception and processing of events

LOG MANAGEMENT FROM SOPRA STERIA

Sopra Steria's broad portfolio of log services for handling and effective diagnosis and debugging of your workloads in the cloud. Foundation includes platform logging, a service for handling audits of activity in the cloud. The portfolio is further optimized in order to enable effective troubleshooting of modern application deliveries in the cloud in addition to more conventional IaaS deliveries.



PRODUCTS

- MS0105-002-001 Platform Logging
- MS0105-001-002 Network logging
- MS0105-001-003 Windows logging
- MS0105-001-004 Linux logging
- MS0105-001-005 Cloud resource logging

PRICING MODEL

Per GB

Incident Management

Incident Management from Sopra Steria minimizes the effect on unwanted incidents in the organisation and ensures maintenance of the best possible service, quality and availability

INCIDENT MANAGEMENT



Well-defined and standardised process



Ownership of the incident



Established notification procedures



Integrated with other processes



24/7 reception and processing of events



Process training methodized in our organisation

STRUCTURED AND EFFECTIVE HANDLING OF UNFORESEEN INCIDENTS

Sopra Steria has a well-defined and operationalized Incident process for all categories of events. Based on alarms and events identified in the Monitoring or Log Management services, Sopra Steria acts according to the process. The purpose is to restore access to IT services for users and return the service to the normal state as quickly as possible in case of incidents.

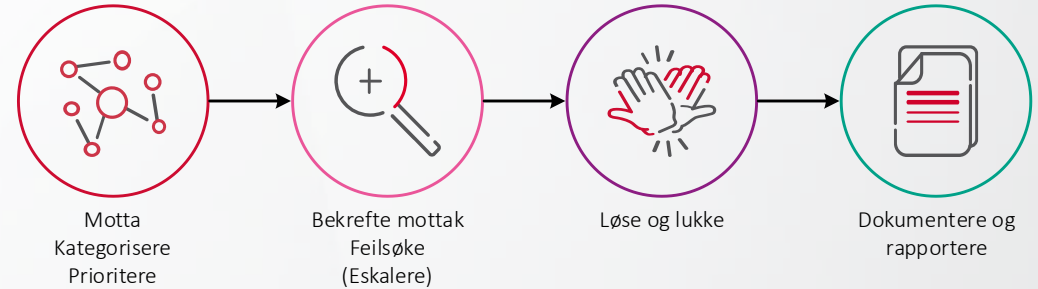
Sopra Steria ensures a defined ownership to an incident throughout the value chain. From reception to completion of the incident.



WHY INCIDENT MANAGEMENT FROM SOPRA STERIA?

- Sopra Steria takes end-to-end responsibility for the process
- Sopra Steria has methodized process training. All operators have received training and passed an exam in the process.
- Proactive incident management

Sopra Steria – Incident process



PREREQUISITES

- MS0203-001 IT Service Desk
- MS0105-001 Monitoring
- MS0105-002 Log management

PRICING MODEL

Per ticket / Per user

RightCloud¹

MS0106 Consulting

RightCloud¹

Public Cloud Advisory

Consulting services tied to a public cloud strategy focused on gain realization over time



WHY PUBLIC CLOUD ADVISORY FROM SOPRA STERIA?

- Continuous consulting for high gain realization
- Targeted use of cloud services supporting the overall strategy
- Access to the foremost experts on public cloud services

CONSULTING SERVICES



Establishment of an overall cloud strategy



Consulting with regards to functionality, design and utilisation of cloud platforms and our services.



Continuous management of a cloud strategy focused on gain realization.



Migration strategy for application(s)



Focus on the objective and goal attainment



Consulting with regards to application development on the cloud platforms

CLOUD ADVISORY FROM SOPRA STERIA

We help you establish and continuously manage a cloud strategy focused on gain realization. You receive technical and strategic advice from our experts with regards to functionality, design and utilisation of cloud platforms and the RightCloud-services. We help you with the migration strategy and offer expert advice with regards to modernisation and development of applications.



PRICING MODEL

Fixed price

RightCloud¹

Reserved Expertise

Predictable and easy access to cloud architects and developers with expertise on public cloud platforms



WHY RESERVED EXPERTISE FROM SOPRA STERIA?

- Quick access to trusted technical expertise within Public Cloud
- Cost efficient alternative to investing in this expertise in one's own line
- Can be offered with response time guarantee

CLOUD EXPERTISE



Guaranteed available cloud experts within a given SLA



Consulting with regards to functionality, design and utilisation of cloud platforms and our services.



Remote or local support



Migration strategy for application(s)



Focus on the objective and goal attainment



Consulting with regards to application development on the cloud platforms

CLOUD ADVISORY FROM SOPRA STERIA

We offer predefined packages with a varying number of hours and different response times (SLA) for access to certified and experienced personnel with market-leading cloud expertise.

Appropriate for customers who want to take responsibility themselves for governance and management of resources with expertise on public cloud platforms. This way, the customer himself can distribute resources among project(s) and ongoing management.



PRICING MODEL

Subscription to a predefined number of hours per month

