



## Self-Service Pricing Portal (SSP) and Associated Services



# SSP Overview

- ❑ nDivision is speeding up the 'time to value' for Microsoft's Azure Cloud and management, as well as a range of other services:
  - ❑ Azure cloud assessments
  - ❑ Azure IaaS migrations
  - ❑ M365 tenant management
  - ❑ Hybrid cloud Managed Services
  - ❑ End User Help Desk service
- ❑ nDivision has transformed what is typically a complex, lengthy sales process for the above solutions into a 'rate card' approach, where binding quotes are provided real-time through the SSP



# Disruptive Pricing

- ❑ We are typically between 40% and 60% less expensive than our competitors
- ❑ nDivision is living and breathing Digital Transformation:
  - ❑ We use state-of-the-art technologies from partners including Microsoft, IPsoft and Kaseya to drive efficiencies and exceptional service levels, both internally and for our customers
  - ❑ 100% of our services are provided remotely
  - ❑ Our business was founded in 2011 based on a Work From Home model with 70% of our employees working form home, and the ability to flex to 100% within a few hours
  - ❑ We have a very flat organizational structure



# Three Cloud Challenges Addressed by nDivision

## Challenge #1

identifying suitable workloads to migrate to Azure and then migrating them inexpensively

### Free Assessment & Migration Workshop and Low Cost Migrations

- We conduct a free assessment, and a free migration workshop (mandatory), where we deliver your assessment overview to include current unsupported workloads, actual resource consumption, cloud readiness, pricing, sizing, security and compliance overview
- Standardized pricing for low cost migrations to Azure

## Challenge #2

lack of Azure skills needed to commit to Azure or migrate away from AWS

## Challenge #3

unexpected costs for excessive Azure consumption and managing mission critical workload governance

### nDivision Azure Managed Service

- **ITIL Level 2 Management (\$65/VM/month):** we manage the customer's Azure instance 24/7 to full ITIL Level two standards (monitoring, incident management, problem management, patching, change management, etc.), so that the customer does not need to invest in Azure skills
- **Cost Management (included in the service):** we create and manage Azure budgets, analyze costs and execute cost saving actions
- **Optimization Management (optional service):** we proactively recommend and implement best practice strategies for Azure cost effectiveness, performance, high availability and security



# Assessment, Migration & Managed Services Process

1

## Free Assessment & Free Workshop

Assessment using nDivision specified tools to identify the existing workloads, unsupported workloads, cloud readiness, estimated monthly Azure spend, security and compliance.

nDivision conducts its free Five Point Migration Workshop

1. Office 365
2. IaaS vs. On-Prem
3. PaaS potential
4. Security & Compliance
5. Recommendations & Best practices

2

## Validation of Provisioned Azure

Validation of existing provisioned Azure environment (if applicable)

3

## Azure Solution Design

nDivision conducts a network assessment and resource planning exercise

Discuss connectivity into Azure – VPN or ExpressRoute?

Discuss Resource placement within Azure

4

## Migration Activities

Pre-migration planning including Azure Migrate assessment and Azure Site Recovery (ASR) resources

Replication of Virtual Machines and post-migration verification of reachability and server functionality

Post-migration verification of connectivity, DNS updates and verification operational services

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## Autonomic Managed Service Pricing/Scope

Customer or Microsoft Seller registers in nD SSP (Self Service Portal) to get firm pricing valid for 90 days

MSA and SoW for managing Azure, private cloud and network using automation (typically 70% to 80%)

Typically 40% to 60% IT operations cost saving compared to in-house or third party provider

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## Autonomic Managed Service Go-Live

nDivision populates CMDB, agrees SOPs, deploys probes and establishes monitoring and automation

24/7 managed hybrid cloud and network ranging from automation only through to ITIL Level 2 standards



# Azure Managed Services: Service Tiers

## ITIL Level 2 Management

### nDivision nDcenter Platform

- U.S. based resources
- Comprehensive monitoring of all infrastructure devices and alerts
- Automation of 60% to 80% of incidents
- CMDB creation and maintenance
- Incident Management, Problem Management and Change Management
- Comprehensive patching
- Access Management, Availability Management and Capacity Management

## Cost Management (included in the base service)

### Azure Cost Management

- U.S. based resources
- We create and manage Azure budgets, analyze costs and execute cost saving actions
- Features include APIs, Azure compute recommendations, Azure Reservation recommendations, budgets, cost analysis, exporting data to an Azure storage account, Power BI content pack and connector and resource tag support

## Optimization Management (optional service)

### Azure Advisor

- U.S. based resources
- We proactively recommend and implement best practice strategies for Azure cost effectiveness, performance, high availability and security
- Recommended solutions cover a broad range of areas in Azure including but not limited to virtual machines, availability sets, applications gateways, App Services, SQL servers and security



# Azure ITIL Level 2 Managed Service

physical server • converged • hypervisor • private cloud virtual machine • public cloud virtual machine • operating system • firewall • load balancer  
WAN optimizer • web filter • router • switch • wireless controller • wireless access point • complex SAN • non-complex SAN

## monitoring & automation

ITIL level 0 & partial level 1

## incident management

ITIL level 0 & level 1

## incident management & patching

ITIL level 0, level 1 & patching

## fully managed infrastructure

ITIL level 0, level 1 & level 2

monitoring • event management • white noise reduction • escalation • CMDB creation & maintenance • asset & configuration management  
knowledge management • significant automated incident resolution • significant automation of incident diagnosis and assisted resolution

complete incident resolution through automation and U.S. based resources  
execution of mutually defined standard operating procedures • continual service improvement

patch management

problem management • access  
management • availability  
management • change & release  
management

one-time onboarding fee based on monthly recurring charge • typically 90-120 day onboarding engagement • predictable unit monthly charges based on device categories and count • 24/7 support • three to five year contracts with one year renewals • a chargeable option for bi-directional integration with any ITSM platform (typically CMDB, incident management, change management and problem management) • equipment must be covered by ProSupport or an equivalent manufacturer's warranty • version upgrades are excluded (separate professional services engagement) • onsite support is excluded (other than applicable warranty support) • application development is excluded (separate professional services engagement)



# Azure Cost Management

## Cost Management

(included in the base service)

## Azure Cost Management

- Full set of cloud cost management capabilities
- Financial governance
- Integrated into Azure Portal
- Data is refreshed every 4 hours
- Increase organizational accountability
  - Implement governance policies for effective enterprise cloud cost management
- Increase accountability with budgets, cost allocation and chargeback
- Monitor cloud spending
  - Track resource usage and manage costs across all clouds with a single unified view
  - Access rich operational and financial insights to make informed decisions
- Optimize cloud efficiency
  - Improve the return on your cloud investment with continuous cost optimization and best practices
- Report on cost and usage
- Aggregation of multiple data sources
- Create and manage cost and usage budgets
- Create alerts on cost and usage
- Eliminate idle cloud resources
- Right-size cloud resources
- Chargeback & budgeting
  - Cost markup
  - Redistribution
  - Custom charges
  - Import external budgets
  - Customize recommendations thresholds
  - Categorize costs with custom meta-tags
- Manage AWS spending
  - Currently in Preview and Free
  - Costs 1% of the total AWS cloud spend at GA
  - Insights based on data from both clouds





# Azure Optimization Management

## Optimization Management

(optional service)

## Azure Advisor

- 'Personalized' cloud consultant
- Continuous optimization of Azure environments
- Analysis of resource configuration and usage telemetry with recommendations
- Proactive and actionable recommendations for improving cost, effectiveness, performance, high availability and security
- Ability to filter recommendations to specific subscriptions

- Configuration of low usage VM
- Recommendation rules
- Summarize and report on recommendations
- Push button implementation of some recommendations
- Detect threats and vulnerabilities that might lead to security breaches
- Improve the speed of your applications
- Optimize and reduce overall Azure spend
  - Virtual machine resizing or shutting down
  - Unprovisioned ExpressRoute
  - Idle virtual network gateways
  - Reserved instances
  - Unassociated public IP addresses
- Ensure and improve the continuity of your business-critical applications in Azure
  - Virtual machine fault tolerance
  - Availability set fault tolerance
  - Managed Disks for data reliability
  - Application Gateway fault tolerance
  - Accidental VM deletion protection
  - Azure Service Health alerts
  - Traffic Manager endpoints for resiliency
  - Soft delete on Azure Storage Account to save and recover data
  - Active-active VPN gateway for connection resiliency



# nDivision Azure Management Processes

## Standard Operating Procedures (SOPs)

- nDivision will follow existing SOPs, if available
- We will work with the customer to mutually agree any changes to SOPs to make them compliant with Azure best practice standards
- We will mutually agree and document new SOPs, as needed

## Change Management

- All SOPs are supported by a mutually agreed Change Management process, as applicable
- Provisioning, updating or decommissioning of VMs will need to comply with agreed Change Management processes
- If the customer is subscribing to nDivision's Cost Management or Optimization Management services, cost control, performance, availability or security measures may be subject to Change Management

## Automation

- 60% to 80% of all VM incidents are resolved using 'digital labor'- no human involvement
- Most of the remaining incidents involve a degree of automation – attempt to fix, run diagnostics, etc., then escalate to a human
- Anything running on an Azure VM can be part of an automation – databases, applications, etc.
- Where applicable, patching can also be automated

## Continual Service Improvement

- ITIL Level 2 Management: candidates for automation are identified and prioritized through regular Service Reviews
- Cost Management: measures for cost reduction are discussed and actions agreed through regular Service Reviews
- Optimization Management: measures related to performance, availability and security are discussed and actions agreed through regular Service Reviews