



# Azure managed services

Twelve + months implementation

Microsoft Partner  
Azure Expert MSP



# Why Bell and FX Innovation

Together Bell and FX Innovation accelerate digital transformation for leading organizations by managing the growing complexity of multi-cloud, integrations and connectivity with highly skilled experts, end-to-end solutions, and an advanced partner ecosystem across major cloud providers and ServiceNow.



## Proven end-to-end expertise

Trusted multi-cloud, network, security and ServiceNow expertise to help drive transformations by designing, delivering, and managing solutions end-to-end.



## Advanced partner ecosystem

Leading partner accreditations and over 500+ combined certifications across AWS, Google Cloud, Microsoft Azure and Service Now.



## Re-invented IT experience

The FXi STRATO service-delivery platform, powered by ServiceNow, enables customers self-service, role-based visibility into and control over what matters to their business.



## Recognized leader

Bell & FXi are uniquely positioned provide leading solutions across Cloud, Security, Network, Contact Centre, ServiceNow and Data & AI.

# Why FXi for Microsoft Azure

## Experience

Microsoft  
Partner



Azure  
Expert  
MSP

Azure practice since

**2012**

**175+**

Certifications

## Market Recognition

FXi was named as a Notable Vendor in the Gartner Report: Midmarket Context: **Magic Quadrant for Public Cloud IT Transformation Services**

“FXi helps organizations implement digital transformation initiatives by providing end-to-end services, including strategic advisory, to implementation services and to optimization in its multi-cloud and ServiceNow solutions.”

**Gartner**®

**FXi helps organizations implement digital transformation initiatives by providing end-to-end services, including strategic advisory, implementation services, and optimization of its multi-cloud and ServiceNow solutions.**

# Trust FXi with your foundational technology while you focus on your core business

By leveraging our Cloud Managed Services, businesses will unlock a realm of transformative outcomes within their Azure environment, including:



## Predictable & optimized operational costs

- Transition from capital expenditure to operational expenditure
- Flexibility, allowing businesses to easily scale management/operations teams up or down
- Detect over/under provisioned resources, optimize capacity for greater discounts



## Enhanced security posture & compliance

- Regularly update, patch and continuously evolve security capabilities to address mitigate risk and address vulnerabilities ensuring compliance with standards
- Proactively scan, discover, and respond to vulnerabilities including XDR Endpoint Security, Identity and Access Management



## Improved reliability & business continuity, minimal downtime

- Proactively monitor and respond to alerts and incidents
- Automated backups of critical business data, minimizing the risk of loss of data and enables quick recovery of operations in an event of disaster



## Advanced & current technological expertise, bridge skills gap

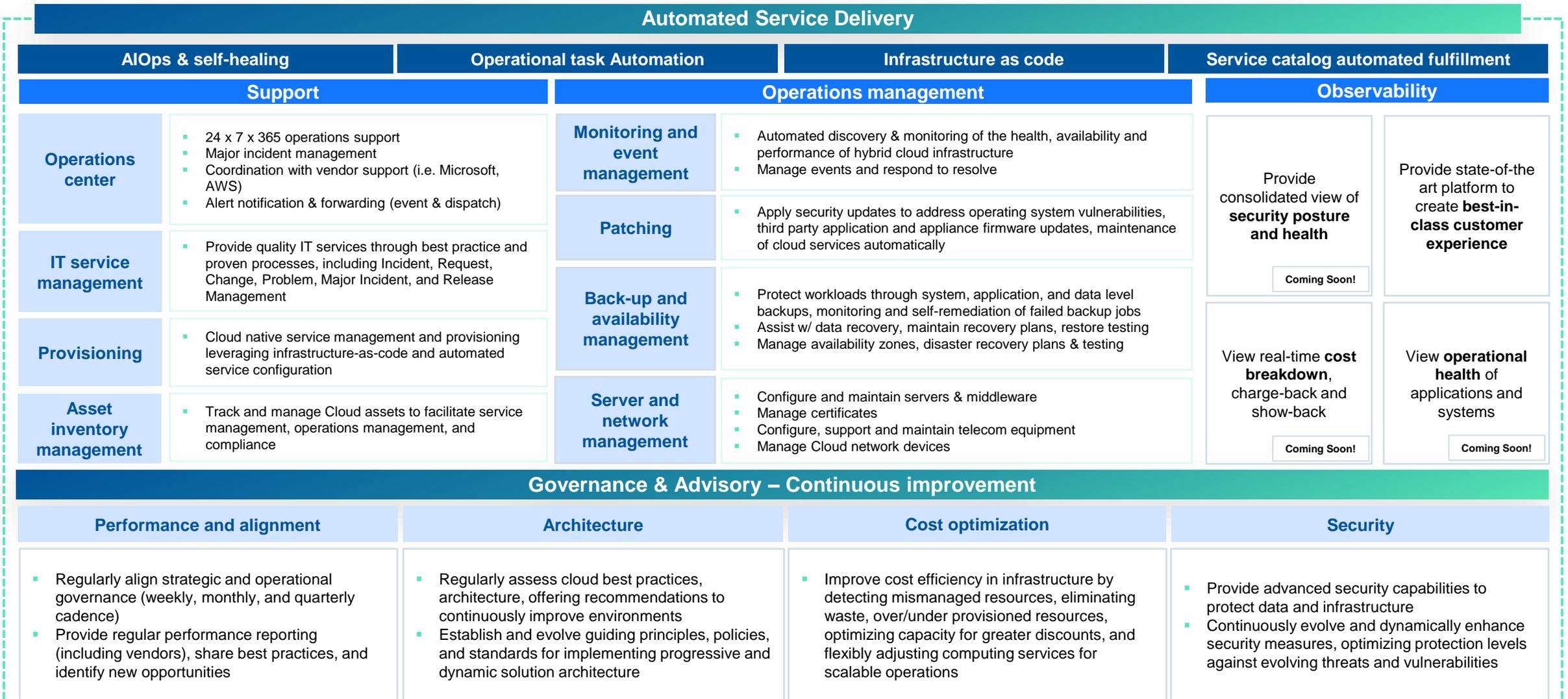
- Access to pool of experts proficient in managing the environment and rapidly deploy new solutions
- Cloud managed services handles the day-to-day infrastructure management tasks, allowing the IT teams to focus on more strategic initiatives



## Automated & optimized cloud infrastructure

- Automated service delivery leveraging AI Ops including AI and ML algorithms to automate daily tasks, analyzing data to identify patterns, detect anomalies, and proactively diagnose problems before they disrupt services
- Periodical assessment of cloud architecture with industry best practices and continuously improve the environment

# FXi core managed services



# Benefits of Managed services with FXi

Through a strategic partnership with FXi, our clients underwent a comprehensive transformation of their architecture and management framework. The following are tangible outcomes derived from this endeavor.

**Enhanced cloud IT security**

**Managed cloud infrastructure, proactively improved observability**

**Optimized performance, improve reliability**

**Tangible reduction in cloud operating cost**

**Tangible reduction in cloud operating cost**

**Improved predictability of costs and flexibility in resourcing**

# Case study: banking

## Technology



## Industry

### Financial

## Company size

22,000 Employees

## Key numbers

850 Virtual Machines  
80 App Services

## Challenges



Client required expertise in augmenting their current cloud team to improve compliance, monitoring, cost management and accelerate cloud transformation.



Client is transitioning to a *you build it, you run it* model; the IT department is struggling to adapt and stay current on all three cloud platforms



Looking for a partner capable of taking over the Azure environment and helping the DevOps team manage Azure technologies, solve the resource shortage, and quickly upgrade and maintain the environment.

## Solution



A dedicated squad team was integrated with client's IT organization structure, business processes and tools to ensure a cohesive operational framework. The squad was responsible for platform enhancements, security hardening, evolution, automation and cost optimization services.



To manage the cloud environment, FXi applied a rigorous approach aligned with client business objectives: the discovery and planning phase, transition phase, and managed services phase. The squad adeptly assumed operational responsibility in alignment with the established service levels upon completion of the phases. These phases took place over a 4-month period.



Weekly operational model consists of management of daily operations including monitoring, resolving incidents, query response, and supporting clients during deployments. By integrating its CCoE into the Cloud services support squad, FXi has built a structure that enables best practice adoption & secure solution development.

## Results

### Comprehensive Management

FXi became a management, development, monitoring and evolution partner, enabling the client to free up its resources dedicated to these activities. Azure cloud operations offer the following benefits: 24/7/365 support, IT service management to provide best-in-class client experience, infra-as-code (CI/CD) to maintain service levels based on best practices, provisioning, monitoring basic cloud health and performance of IT infrastructure, patching activities, as well as availability and backup management.

### Governance & Advisory

The organization benefits from Azure cloud governance and advisory (technology advisory, security recommendations and cost optimization). Cloud managed services enable the client to leverage recommendations and evolution opportunities in the Azure cloud backlog, and to execute priority initiatives.

### Operational Stabilization

The client was able to stabilize its operations with a reduction in downtime and enhance security and compliance remediation.

### Integrated Operations

The dedicated squad is now fully integrated with the client's operations and managing the Azure environment providing ongoing support and advisory services to meet challenges ahead.

### Cost Reduction

Reduced cost through the implementation of cost optimization solutions, optimizing resources and improving performance quality.



A BELL CANADA  
COMPANY

To learn more about our managed services:

[Contact us](#)