



# VISEO

— DIGITAL MAKERS —

**Cloud managed services**

Sales enablement

FEB 2021



## CONTEXT & STAKES

# CLOUD IS THE NEW BLACK

---

Our customers are massively investing in the transition to the cloud of their whole IT landscape.

**24%**

of IT spending is cloud related (infra, middleware, applications)

**+15%**

Annual growth of cloud IT services CAGR 2019-23

## KEY BENEFITS OF CLOUD ADOPTION



**Cost-effectiveness** – Pay-per-use



**Agility** - infinitely scalable, highly elastic, continuously resizable



**Quality**, performance, reliability & security

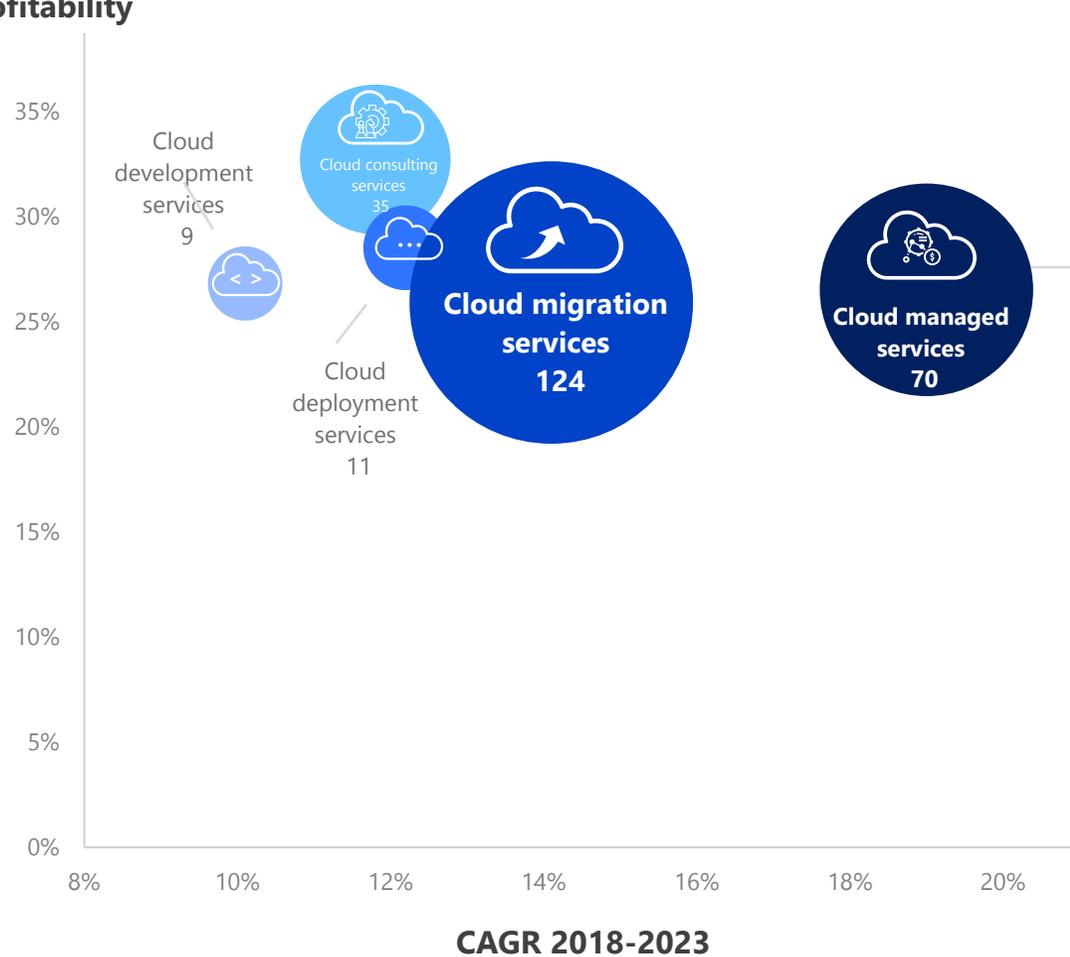


**Innovation** through the extensive suite of services provided on top of virtualized infrastructures

# MANAGED SERVICES – AN ATTRACTIVE MARKET OPPORTUNITY

Cloud related services at large, and cloud managed services, are clearly overperforming the IT services market for the next years

## Profitability



**\$ 70 B**

In 2023  
vs AMS – \$ 77 B



**+ \$ 44 B**

Total 5 years growth



**+ 19 % / year**

CAGR 2018-2023

# ADDRESSING THE “DO EVERYTHING” MARKET TREND

It is increasingly critical for an application services provider as we are to be positioned in cloud managed services & cloud IT services



## Application services and cloud IT services are intimately related



Cloud computing is changing the way applications are **architected** and composed



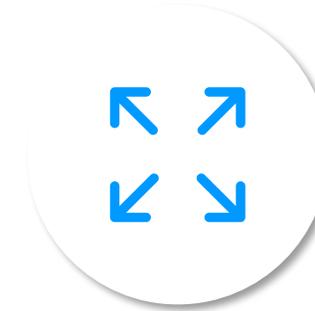
Cloud computing is transforming the **application development** with platform-based components and cloud extensions



Cloud-based applications are **released** and deployed differently

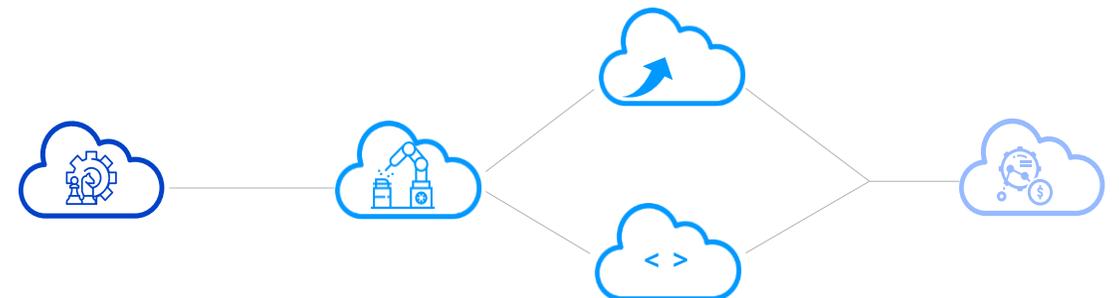


Application **managed services** are changing when associated to cloud managed services



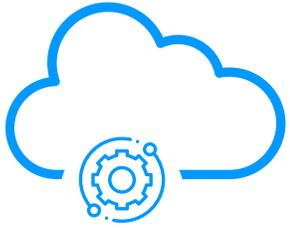
## Customers are seeking end-to-end cloud IT services providers that can simply “get it done”

Within their multi-year contracts, Managed services providers are more frequently in charge of many cloud professional services (cloud migration, cloud development...).





## DEFINITION OF THE OFFER

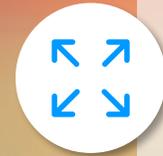


## KEY SUCCESS FACTORS

---

Cloud has redefined how applications are architected and delivered.

It **requires a new method** of management because of its focus on scale, elasticity, and automation.



**Scale**



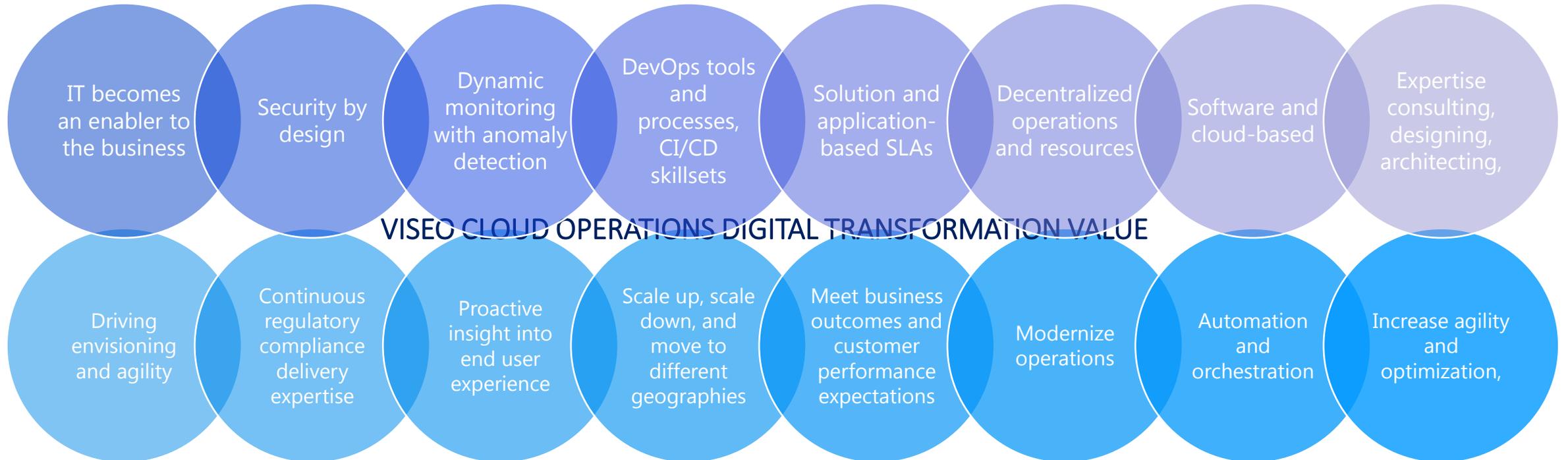
**Elasticity**



**Automation**

# WISEO CONSULTING TRANSFORMATION STRATEGY DRIVES YOUR COMPANY TO SUCCESS.

- *Reduced costs and the shift from CapEx to OpEx dramatically lowers the cost of innovation, enabling a 'failfast' experimental approach increasing agility that lowers innovation cost and enables a faster time-to-market.*
- *The scale, performance, reliability, and global reach of the cloud enables small development teams to develop global services for global audiences.*



*Most of all, new technologies including big data, IoT, machine learning, and AI empower the insight and customer focus upon which digital transformation depends.*

# WISEO SUPPORT ALL STEPS OF A JOURNEY TO THE CLOUD

As a cloud MSP, WISEO offers services from assessment to cloud managed services to roll out a cloud strategy as a whole and maximize its benefits



## ASSESSMENT & PLANNING

- Assess your IT environment and determine the data and apps that are viable opportunities for cloud migration.
- Document with a roadmap for cloud adoption and associated values. Providing a TCO and ROI analysis for moving their applications to Azure.



## MIGRATION & DEPLOYMENT

- Migrate viable workloads and re-platform applications to run in the cloud.
- Optimize workloads running in hybrid and public cloud environments.
- Provide you support with staging, testing, and validation before moving their production environments to the cloud.



## OPERATIONS & SUPPORT

- Offer support delivering on SLAs and uptime guarantees.
- Operate and monitor your cloud and hybrid cloud environments.
- FinOps - governance over your cloud usage by managing billing and the cloud capacity planning.

# SERVICE OUTCOMES

Many cloud strategies involve moving applications from on or more on-premises or collocated data centers to the public cloud



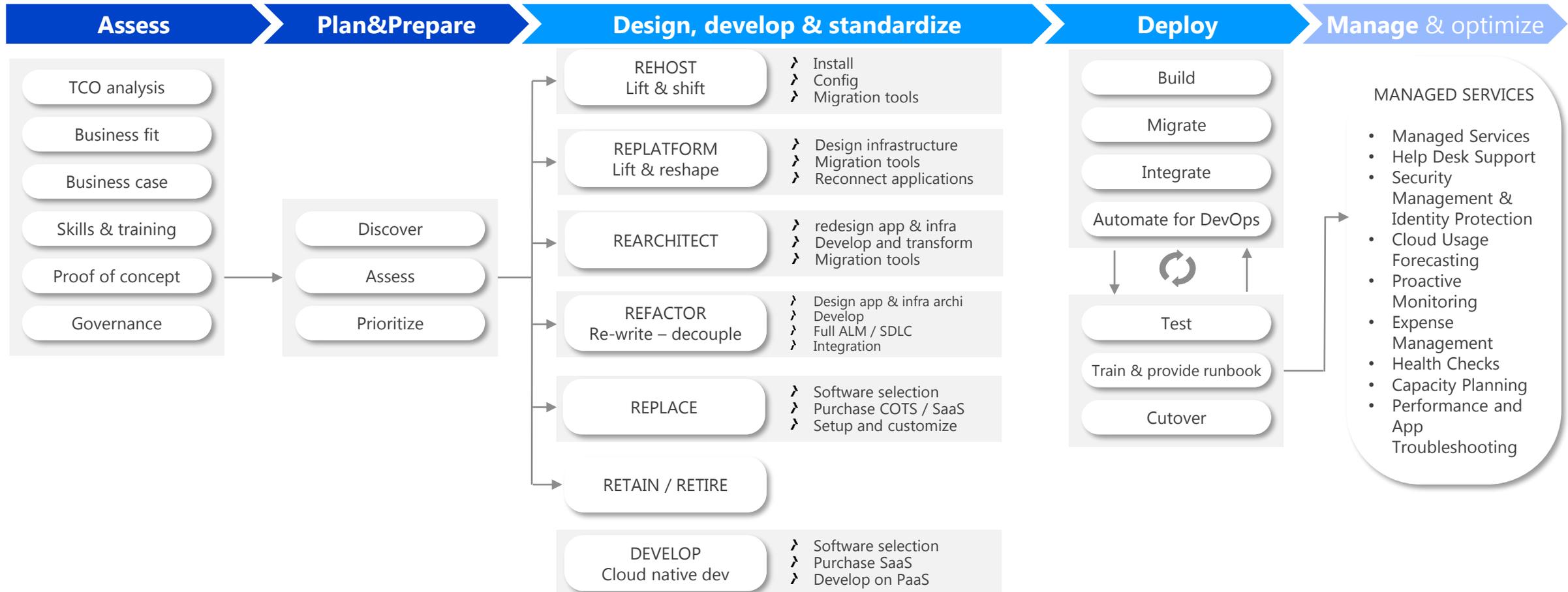
## ASSESSMENT & PLANNING



## MIGRATION & DEPLOYMENT



## OPERATIONS & SUPPORT





## **OUR CAPABILITIES**

Description of the services we deliver, our capacities & our delivery model

# WE PROVIDE SERVICES THAT HELP OUR CUSTOMERS TRANSITION TO THE CLOUD

WISEO offers services from consulting, migration, to operations management that help our customers manage, protect, and secure their workloads, no matter where they reside.



## ASSESSMENT & PLANNING

-  Cloud Readiness Assessment
-  Solution Analysis, Scope & Design
-  Data Architecture Design
-  Cloud TCO and ROI analysis
-  Business Opportunity Identification



## MIGRATION & DEPLOYMENT

-  System Integration
-  Data Center Migration
-  Backup and Disaster Recovery
-  App replatforming
-  Database Development
-  Deployment Services

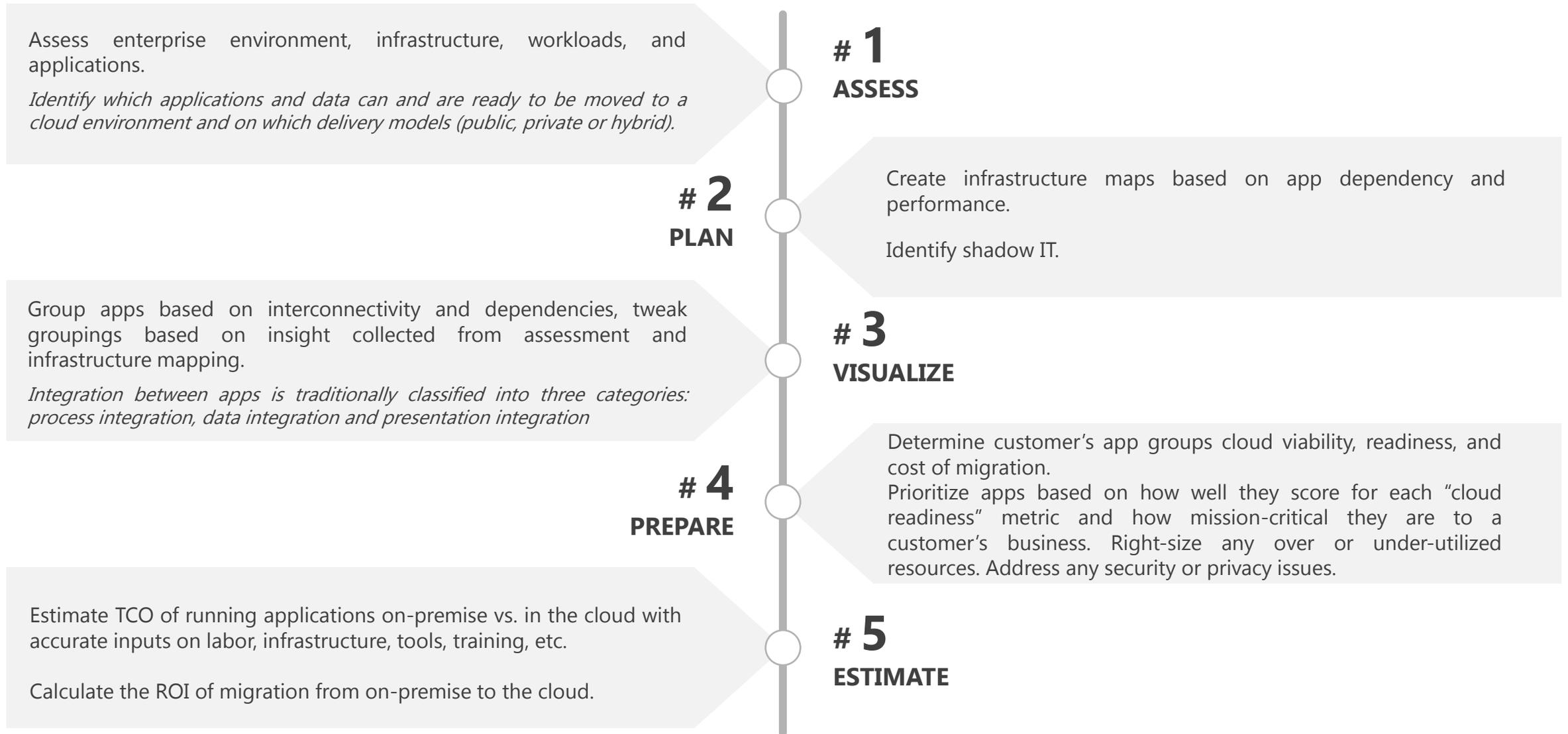


## OPERATIONS

-  Help Desk Support
-  Security Management & Identity Protection
-  **Use Rights & Account Management**
-  Virtual Machine Management & Upgrading
-  Performance and App Troubleshooting
-  Cloud Usage Forecasting
-  Proactive Monitoring
-  Expense Management
-  Health Checks
-  Capacity Planning
-  Training
-  3rd Party Application Management

# ASSESSMENT & PLANNING

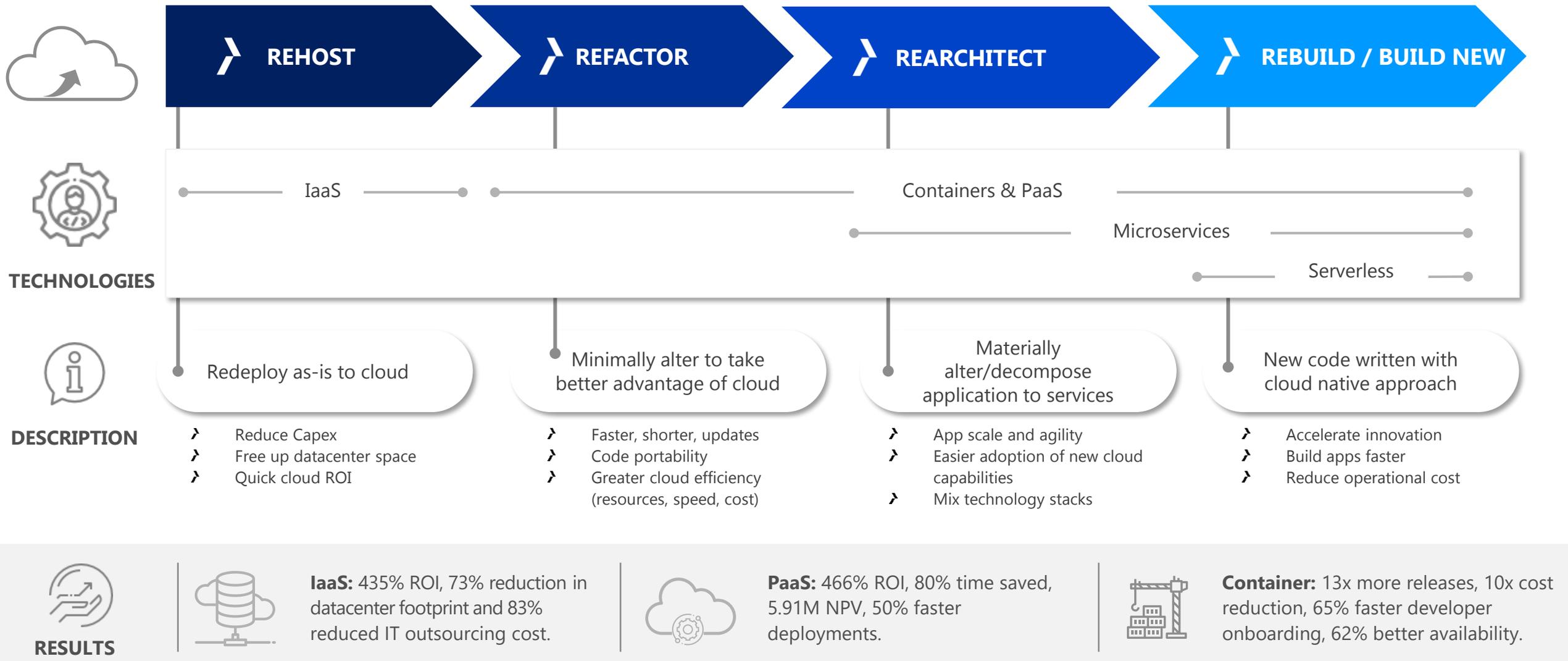
Design the detailed implementation plan and select the best deployment model for your applications and data



Before migrating a workload to the cloud, you first need to understand your current infrastructure and define what the migrated workload will look like. Only then can you fully understand the migration process and costs.

# MIGRATION & DEPLOYMENT SERVICES

This is the point in the cloud journey where data will be migrated and apps will be decommissioned, re-platformed, remediated or consolidated, all while providing a seamless experience for the users.



# CATALOG OPERATIONS & CLOUD SUPPORT

## Fragment of the service catalog

	<b>COMMUNICATIONS &amp; NETWORKING</b>	<ul style="list-style-type: none"> <li>› Network Management (Check, VPN, Tunnels, Gateway, etc.)</li> <li>› Virtual or Direct Connectivity</li> </ul>	<p><i>Creating network infrastructure level items at azure level, like App or VPN gateways, Virtual networks and subnetworks, stablishing bandwidth.</i></p> <p><i>Providing the desired connectivity at network or port level, peering, setting up tunnels in the VPNs.</i></p>
	<b>CONFIGURATION MANAGEMENT</b>	<ul style="list-style-type: none"> <li>› OS updates, upgrades and patching</li> <li>› Password resets</li> <li>› Resource configuration and policy management</li> <li>› Audit log management</li> <li>› Deployment operations and troubleshooting</li> </ul>	<p><i>Patching VMs, roles or applications that they host up to date.</i></p> <p><i>VM related user password reset for RDP or bastions acceses, or user needs.</i></p> <p><i>Baseline adaptation of the VMs to the user needs.</i></p> <p><i>Syslog or SIEM integrations for the desired logs.</i></p> <p><i>New VM request and incident managements that could happen in the existing ones.</i></p>
	<b>BACKUP, REPLICATION &amp; DR SERVICES</b>	<ul style="list-style-type: none"> <li>› Backup, Replication &amp; DR services</li> <li>› Identity</li> <li>› Snapshotting</li> <li>› Managed Backup (Short-term)</li> <li>› Long term data retention</li> <li>› DR planning and DR drills</li> <li>› High availability, Automated failover and restore</li> </ul>	<p><i>Setting up the desired backup, replication and DR needs for every item.</i></p> <p><i>Stablishing the needs of users which will be able to access, monitor or restore this items</i></p> <p><i>Instant replica management for testing purposes</i></p> <p><i>PaaS and SaaS backup policies management</i></p> <p><i>PaaS and SaaS long term backup policies management</i></p> <p><i>Stablishing an agreed scenario for Disaster recovery and test it</i></p> <p><i>Setting up the necessary items for seamless auto-failovers or high availability</i></p>
	<b>IDENTITY MANAGEMENT</b>	<ul style="list-style-type: none"> <li>› Subscription management</li> <li>› User access and RBAC management</li> <li>› User tagging and change management</li> <li>› Single sign on and Multi-factor authentication</li> </ul>	<p><i>Whole management of the azure environment structure</i></p> <p><i>Request about user acces level permissions over Azure portal</i></p> <p><i>Resource and user tagging for a clean an organized Azure environment</i></p> <p><i>SSO and MFA enable/disable request</i></p>
	<b>DEVOPS</b>	<ul style="list-style-type: none"> <li>› ARM template authoring and deployment</li> <li>› Continuous integration &amp; deployment</li> <li>› Application life cycle management</li> <li>› Application configuration Management</li> <li>› Application monitoring setup</li> </ul>	<p><i>Setting up ARM templates and necessary steps for automatic deployments</i></p> <p><i>Setting up the environment for all the automation related needs, like pipelines, SPNs...</i></p> <p><i>ALM over the client Apps</i></p> <p><i>Setting up performance alerts at application level</i></p>
	<b>MONITORING</b>	<ul style="list-style-type: none"> <li>› Basic infrastructure management (OS, compute, storage, network)</li> <li>› Advanced infrastructure monitoring (basic + firewall/DNS/ load balancer etc.)</li> <li>› Alerting/alarms with response SLAs</li> <li>› Database monitoring</li> <li>› App performance monitoring</li> <li>› Log analytics &amp; portals</li> <li>› Proactive Alerting</li> </ul>	<p><i>Proactive and reactive task over virtual machine performance levels</i></p> <p><i>Proactive and reactive task over whole infrastructure performance levels</i></p> <p><i>Proactive task based on a triggered alert</i></p> <p><i>Proactive and reactive task over database performance levels</i></p> <p><i>Proactive and reactive task over application performance levels</i></p> <p><i>Setting up performance reports and dashboards</i></p> <p><i>Problems detected prior to any alert due to the active monitoring</i></p>
	<b>COST MANAGEMENT</b>	<ul style="list-style-type: none"> <li>› Usage and spend analytics</li> <li>› <b>Licensing O365, M365</b></li> <li>› Spend and usage forecasting</li> <li>› Tagging and audit trails</li> <li>› Custom invoicing</li> <li>› Capacity planning and resource optimization</li> </ul>	<p><i>Cost analysis over every item and its actual use</i></p> <p><i>Cost estimation on new resources or possible adaptations</i></p> <p><i>Tagging and organization for the cost in order to have a better identification of those</i></p> <p><i>Cross performance, usage and cost analysis to provide the best tailored solution</i></p>
	<b>SECURITY</b>	<ul style="list-style-type: none"> <li>› Anti-virus/ Anti-malware</li> <li>› Security and risk assessments</li> <li>› Intrusion detection and remediation</li> <li>› Security information and event management</li> <li>› Review Web application firewall activity</li> <li>› Encryption and key management</li> </ul>	<p><i>Antivirus central management task and agent deployments</i></p> <p><i>Proactive analysis with IDS solutions provided both by antivirus and Azure services</i></p> <p><i>Proactive and reactive task done with IPS and WAF solutions</i></p> <p><i>Identifying the level of security needed by the info allocated anywhere and providing an enough security level for them</i></p> <p><i>Proactive and reactive analysis with a WAF solution</i></p> <p><i>Safe creating, usage and storage of every service password or key and encryption management</i></p>

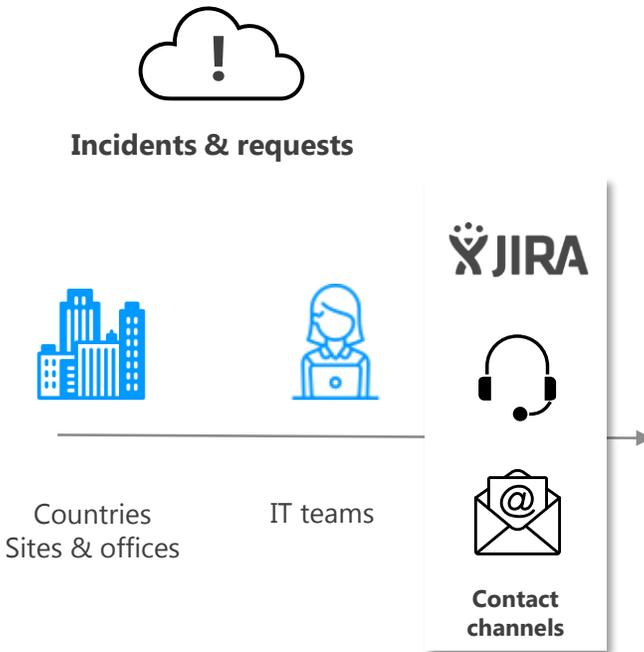
# THE DELIVERY MODEL OF OUR MANAGED SERVICES

Overview of our 3-levels support organization for managed services & support



CLIENT

## WISEO CLOUD SERVICES & SUPPORT TEAM



**TECHNICAL ACCOUNT  
MANAGEMENT**

SPOC / customer  
success manager

- Senior technical profile with huge cloud experience.
- Advise for emerging technologies
- Security and risk assessments
- Security information and event management
- Capacity planning and resource optimization
- Advance DevOps implementation



On site



Office hours



**CLOUD  
EXPERTISE**

Mutualized cloud  
deep expertise

- DevOps Management
- Communications and Networks
- Configuration Management
- Identity Management
- Procedures and Processes definition
- Operation level supervision



Azure first & cloud at  
large in Granada



Office hours + on duty



**SERVICE DESK**

Mutualized expertise on  
system engineering

- Profiles attending requests through ticketing tool.
- Able to follow defined procedures
- Back-up management
- Monitoring and alerts management
- Authentication



In our 24/7 centers



Required 24/7 - at least 24/5

# LOCATION OF OUR CAPACITIES

Beyond SaaS application services, we deliver cloud IT services from many delivery centers





## **OUR UNIQUE SELLING PROPOSITION**

# WISEO'S KEY DIFFERENTIATORS

The opportunity for public cloud professional and managed service providers is expanding rapidly, but so is competition. WISEO differentiates its services with these 4 key distinctive dimensions.



## MULTI CLOUD CAPABILITIES

Most customers have workloads on more than one platform: on average, customers use 4,8 distinct clouds; they may look for a single provider to manage their multicloud landscape

We are skilled on three leading cloud services providers & traditional environments



## STRONG CLOUD TECHNICAL SKILLS

Cloud migration opens the door for continuous optimization, rewriting and innovation. Beyond migration & support, customers are looking for providers that can build, extend or transform these applications

From IoT to AI or DevOps, we master many cloud technical competencies



## EXPERT WITH ENTERPRISE COMPLEX APPLICATIONS

The migration and management of complex application suites, such as SAP, is highly specific.

As a leading SAP service provider with AMS and 24/7 monitoring capabilities, we are highly relevant for these services



## COMPLEMENTARY AREAS OF SERVICES

Cloud is a foundation for digital business & a transformational area that requires change management, business consulting, technical architecture...

As end-to-end digital maker, we supports this cloud-based digital transformation

# STRONG CLOUD TECHNICAL SKILLS



Public cloud MSPs are expected to not only support workloads deployed in cloud infrastructures, but also assist customers in building or transforming their applications.

We offer services that help our clients exploit the following capabilities and build modern business applications around them.



**PaaS-based development services**  
including edge computing and IoT, cloud-native application development & DevOps, development of enterprise platform foundations, application refactoring



**Integration services**  
API & event-based architectures, iPaaS & integration suites



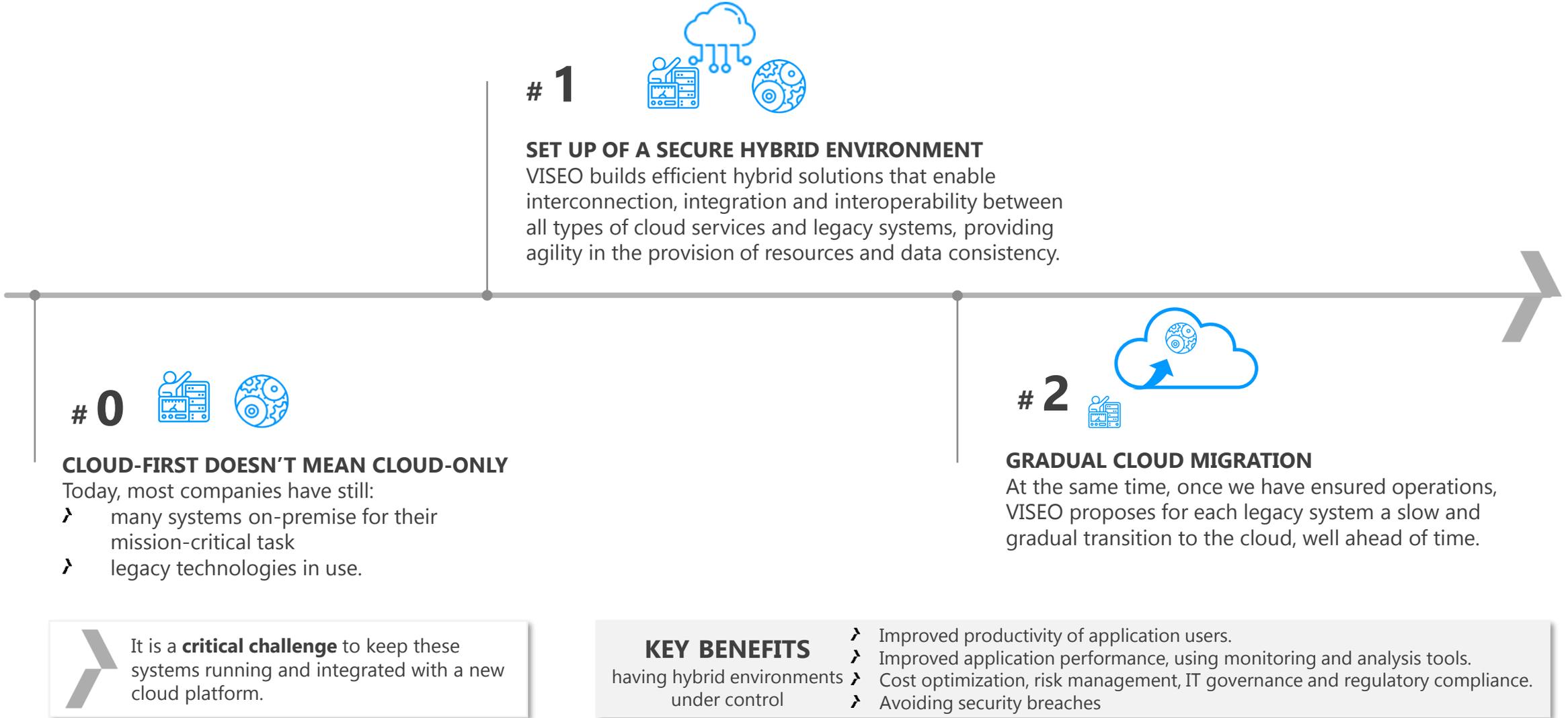
**Cloud-based AI / ML and data & analytics services**



**DevOps**

# ABILITY TO SUPPORT CUSTOMERS IN THEIR HYBRID REALITY

As hybrid IT is the new normal, we can highlight that we master traditional environment & on-premise applications as the new cloud reality – a key asset for managing the transition period to a cloud-only world



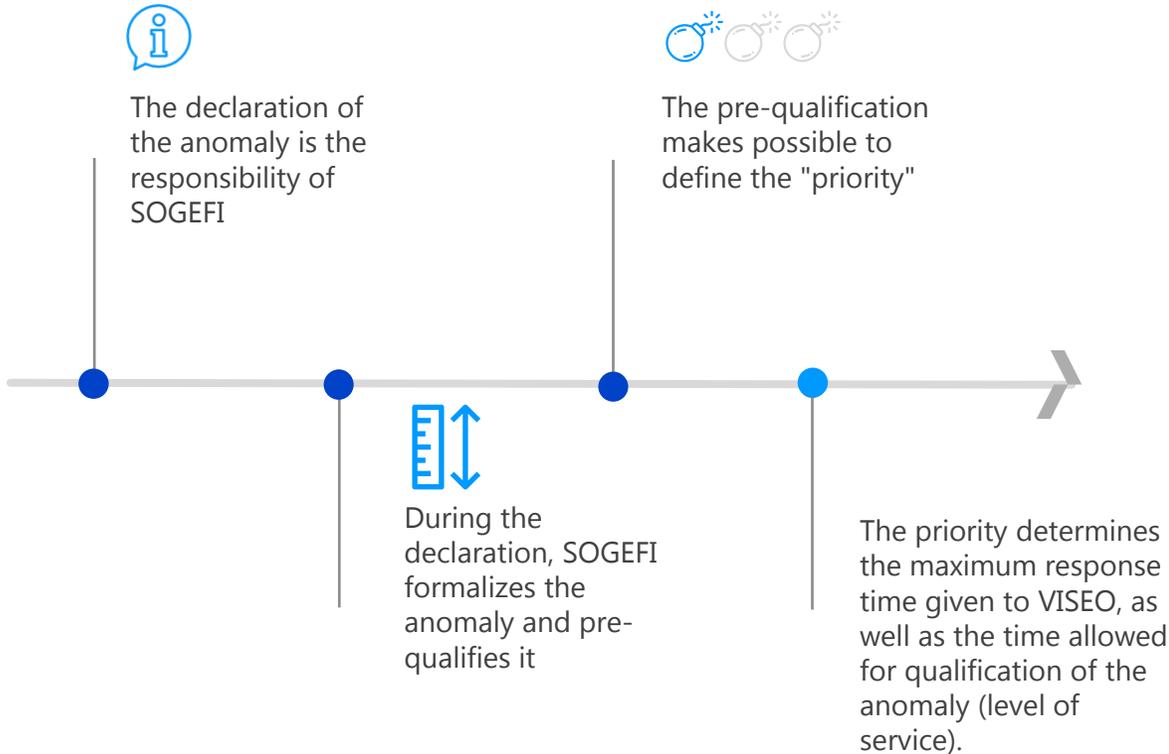


## **SERVICE LEVELS AGREEMENT**

# KEY DEFINITIONS AND PROCESSES TO GUIDE OUR SLA



## REGISTRATION OF THE ANOMALY AND PRE-QUALIFICATION



## KEY INDICATORS



### TIME TO ACKNOWLEDGE (TTA)

When the provider receives a ticket, TTA measures the time to take care of it.



### TIME TO RESTORE (TTR)

measure the time required to propose a solution to restore the service to the requester (workaround), before giving a final solution (TTS).



TTR and TTS may be identical if the recovery solution is a final solution.

*The response time of the requester to the provider is not included in the calculation of the TTR / TTS.*



### TIME TO SOLVE (TTS)

When the supplier receives a ticket, TTS will measure the time needed to provide the final solution. TTS will include TTA time.

*The response time on solution proposal to the provider will not be included in the calculation of the TTS.*

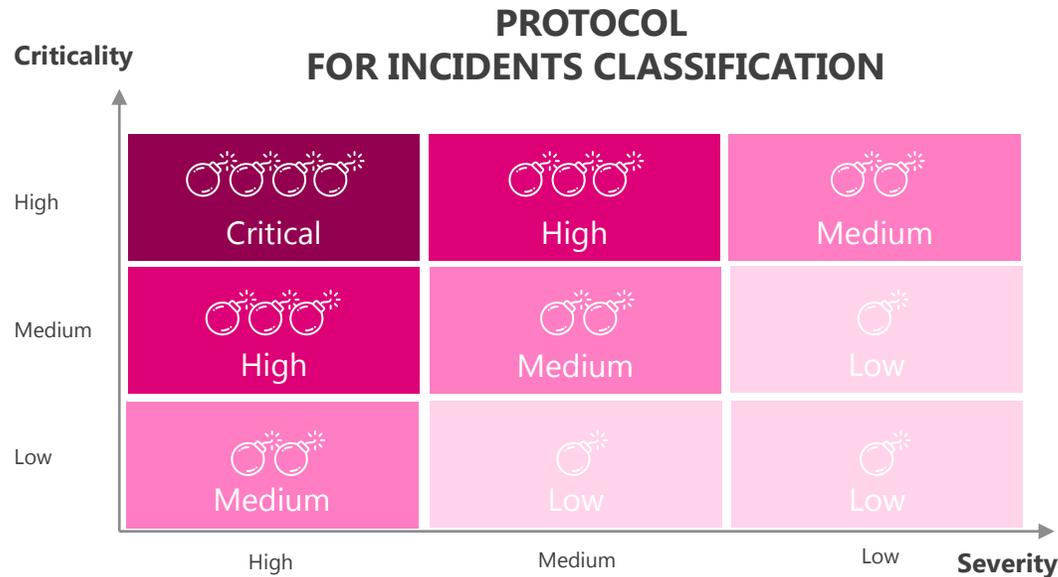


### TIME TO REPLY / VALIDATE

measure the responsiveness of the user having logged a ticket to answer if needed to a question / request from VISEO within some deadlines; If not respected, the ticket will be assigned to a lower priority

# SERVICE LEVEL AGREEMENT

## Qualification for the definition of the service level



The **priority** is defined through the combination of 2 parameters:

### › Severity

- High: failure of a major function without any simple work around solution
- Medium: Degradation of a major function that could lead to a blocking situation without any simple workaround solution
- Low: Degradation of a noncritical function with operational impacts but no immediate consequences on business with a workaround solution

### › Criticality

- High: Productive environment that directly leads to business and financial consequences in case of unavailability
- Medium : Productive environment that leads to user perturbations but with no other major impact in case of unavailability or nonproductive environment
- Low : other environments

*Those incidents that might lead to disagreements between the parties will be investigated in depth and discussed in follow-up meetings.*

Priority	Description
<b>Critical</b>	<p>Critical Impact or serious errors in a critical business process:</p> <ul style="list-style-type: none"> <li>▪ Impact on critical business processes, in whole or in part.</li> <li>▪ Economic losses for the organization due to the same incidence</li> <li>▪ Unrecoverable loss of data.</li> <li>▪ Loss of services due to the same incident.</li> <li>▪ Loss of corporate data that can only be recovered with considerable effort.</li> <li>▪ Eg: dumps when saving a document, payroll interface not working at the end of month</li> </ul>
<b>High</b>	<p>High impact or serious errors in a business process:</p> <ul style="list-style-type: none"> <li>▪ Affection to some business process, in whole or in part.</li> <li>▪ Loss of non-critical environments.</li> <li>▪ Loss of services due to the same incident.</li> <li>▪ Loss of corporate data that can only be recovered with considerable effort.</li> </ul>
<b>Medium</b>	<p>Inaccessibility or serious errors in a (non-critical) business process affecting a massive group of users:</p> <ul style="list-style-type: none"> <li>▪ Abnormal operation of a component, causing failures in its use.</li> <li>▪ Local data losses, which affect a single user and can only be recovered with considerable effort</li> </ul>
<b>Low</b>	<p>Inaccessibility or serious errors in a process that does not affect the core of the business, or restricted accessibility or minor errors in business processes:</p> <ul style="list-style-type: none"> <li>▪ Failure of a component that nobody is dependent on.</li> <li>▪ Affection to a small group of users</li> <li>▪ Minor anomalies</li> <li>▪ Other minor or chronic problems that do not degrade system functionality and critical functions work correctly.</li> <li>▪ Eg: Mass update of master data, wrong address for a partner</li> </ul>

# STANDARD SLA

Based on the qualification of the incident, our level of support level varies

## INCIDENT MANAGEMENT



### PRIORITY



### RESPONSE TIME

Time to acknowledge  
% of compliance



### RESOLUTION TIME



### VALIDATION by CUSTOMER

Critical 

  
30 min (99%)

  
2 hours (99% of requests) 24/7

  
1 hour

High 

  
1 hours (98%)

  
4 hours (98% of requests) in open hours

  
4 hours

Medium 

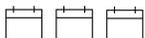
  
2 hours (98%)

  
8 hours for 98% of requests in open hours

  
2 days

Low 

  
4 hours (98%)

  
36 hours for 98% of requests in open hours

  
5 days

## CHANGE MANAGEMENT



### RESPONSE TIME



5 days



### TIME TO PLAN



5 days

This SLA will be confirmed between the client and VISEO after the transition phase. The qualification criteria of the incident must be defined with the client during the Setup phase of the managed services



**GO TO MARKET**

# IDENTIFY TARGETS AND THEIR PURCHASE DRIVERS



**Pay per use** - of storage, compute, services...

- › Customers in Lab mode that want to experiment & fail fast
- › Customers preferring OpEx to CapEx



**Agility** - highly scalable, continuously resizable

- › Customers with variable workloads, due to a high seasonality (retail), up & down usage...
- › Fast growing customers



**Performance**, security & compliance

- › Highly demanding customers (high volume computing)
- › Highly regulated sectors (GDPR...)



**Velocity** - automation, instant provisioning, CI/CD, serverless

- › International companies with global roll outs
- › Digital business relying on continuous adaptation



**Innovation** through the extensive suite of services provided on top of virtualized infrastructures

- › Companies with advanced use cases (industry 4.0...) and wanting to extend their enterprise applications

# LEVERAGING OUR PARTNERSHIPS

These vendors are interested to support our sales process



A dedicated alliance management team exist in France for these global partners (our status is a global one)

A dedicated program "Embrace" exists to support our pre-sales of SAP & Azure projects

# REFERENCE PACKAGES FOR THE ASSESSMENT & PLANNING PHASE

Services will depend on the size and complexity of the architecture of your systems

## TIER 1

*For small organizations*

- λ ≤ 5 small services or applications
- λ ≤ 6 IaaS
- λ ≤ 100 Users & Licenses
- λ 1 Small Database
- λ 1 Domain
- λ ≤ 25 Cloud Storage
- λ ≤ 2 Virtual Networks
- λ ≤ 50 GB Bandwidth

**4-6 k€**  
**2 Weeks**

## TIER 2

*For medium organizations*

- λ ≤ 10 small Services or applications & ≤ 20 medium to large services or applications
- λ ≤ 15 IaaS o Physical Machines
- λ ≤ 150 Users & Licenses
- λ ≤ 5 Large or Medium Database
- λ ≤ 2 Domain
- λ ≤ 40 Cloud Storage
- λ ≤ 2 Virtual Networks
- λ ≤ 500 GB Bandwidth

**8-10 k€**  
**3 Weeks**

## TIER 3

*For large organizations*

- λ ≤ 15 small & ≤ 60 medium to large services or applications
- λ ≤ 60 IaaS or Physical Machines
- λ ≤ 1000 Users & Licenses
- λ ≤ 20 Large or Medium Database
- λ ≤ 3 Domain
- λ ≤ 120 Cloud Storage
- λ ≤ 10 Virtual Networks
- λ ≤ 1TB Bandwidth

**12-16 k€**  
**> 4Weeks**



- **Small DB:** Size < 500GB, server without HA, data replication or cluster < 100 objects, ≤ 4 CORES, 16GB RAM
- **Medium DB:** Size between 500 GB up to 1TB, HA present, number of objects above 100 and below 500 ≤ 32 CORES, ≤ 128 GB RAM
- **Small App:** Less than 20 dependencies \* involved, up to 5 projects or libraries inside the solution, service plan ≤ 2 CORES ≤ 8 GB RAM Request < 10K
- **Medium App:** more than 20 dependencies\* involved, up to 20 projects or libraries inside the solution. service plan ≤ 4 CORES ≤ 16 GB RAM Request < 50K
- **Bandwidth consumption:** It is an important driver, an indicator that allows imagining how frequently is the application consumed, and the workload, especially in corporate environments.

# KEY RESOURCES & SUPPORT



## REFERENCES

---

WISEO already manages cloud for well known customers in Spain



## KEY CONTACTS

---

Your key point of contact for the cloud managed services

[joaquin.nunez@viseo.com](mailto:joaquin.nunez@viseo.com)  
[agustin.hernandez@viseo.com](mailto:agustin.hernandez@viseo.com)

**SEE MORE:** [Azure Marketplace Assessment Cloud Ready](#)

# Viseo Iberia

Contact

Madrid/Barcelona

[www.viseo.com](http://www.viseo.com)

+33 (0)6 07 04 71 39

[agustin.hernandez@viseo.com](mailto:agustin.hernandez@viseo.com)