



Version 1 Cloud Managed Services

For Customers seeking a Partner





Your Managed Service Partner

From the Public Sector to Utilities and Central Government to Pharmaceuticals, Version 1 has over 20 years' experience in making a real difference to our customers' businesses across a diverse range of industries.



PUBLIC SECTOR



RETAIL



UTILITIES



AIRLINES



CENTRAL
GOVERNMENT



LOCAL
GOVERNMENT



HEALTHCARE



PHARMACEUTICALS



MANUFACTURING



HIGHER EDUCATION



FINANCIAL SERVICES

Partnering with a full-stack and multi-disciplinary Managed Services Partner eliminates the headache of managing your day-to-day Cloud requirements internally. Through our comprehensive Cloud Managed Services offering, Version 1 takes ownership of the tasks that keep you from focusing on what really matters; driving your business objectives and strategic initiatives.

In the following Cloud Managed Services guide, discover how Version 1 can help you with controlling costs, enforcing compliance, ensuring best practice, increasing visibility across estates and bringing innovation into your IT operations.

Our Cloud Managed Services Offering

Cloud Platform Operations

Proactively Keeping Your Cloud Running

Next-Gen Services

Continuously Improving Your Cloud with Best Practice



Cloud Cost Control

Optimising and Controlling Your Cloud Spend

Cloud Service Management

A Single Reliable Point of Access for Cloud Expertise, Services & Requests

The Version 1 Cloud Managed Services offering consists of four core components; **Cloud Platform Operations**, **Next-Gen Services**, **Cloud Cost Control** and **Cloud Service Management**.

Our Cloud Managed Services Model

At Version 1, we have divided our service model into three tiers. Each tier provides you with access to specific assistance and benefits, allowing you to choose the services best suited to your needs.

For added flexibility, you are welcome to apply more than one tier to different business applications, or to production and non-production workloads.



ESSENTIALS

Essential Monitoring and Support

Suitable for organisations with relatively standard requirements, or small-scale Cloud estates seeking an 8/5 SLA

8x5 Support with Standard Response SLA

<1hr for critical issues

Routine Cloud and VM Support

Standard backup and patching schedules

Standard Monitoring Service

Alert on basic set of 15-min metrics and threshold breaches

Essential Cost Control

Usage and spend analytics, budget alerting

Basic Cloud Security

Firewall and key management

Best Practice Advice

Access to experts during support hours



ADVANCED

Advanced Managed Services

Ideal for organisations seeking advanced 24/7 support with a proactive Next-Gen Managed Service through an advanced SLA

24x7 Support with Advanced Response SLA

<1hr for critical issues, dedicated tech lead

Advanced Cloud and VM Support

Custom backup and patching schedules, DR testing

Advanced Monitoring Service

Alert on basic set of 15-min metrics and threshold breaches

Advanced Cost Control

Usage and spend analytics, budget alerting and governance

Cloud Security and Compliance

Firewall and CSP WAF management, compliance and security reports

Best Practice Advice

Access to experts during support hours



PREMIER

Full Suite of Cloud Managed Services

Ideal for organisations with strategic sophisticated requirements seeking to optimise costs and environments through a Next-Gen Managed Service and Premier SLA

24x7 Support with Premier Response SLA

<15m for critical issues, dedicated tech lead

Advanced Cloud and VM Support

Custom backup and patching schedules, DR testing

Premier Monitoring Service

Alert on detailed set of 5-min metrics with machine learning analysis and log analysis

Continuous Cost Optimisation

Full cost control service, with premier billing optimisation

Continuous Cloud Security and Compliance

Firewall and CSP WAF management, proactive compliance monitoring

Architecture Enhancement

Recurring architecture reviews and improvements

Why Version 1?



Always On

24/7 365 Service Desk supporting users around the globe.



Streamlined & Optimised

ITIL processes adapted and automated to support DevOps and continuous integration and delivery to improve productivity, quality, and service consistency.



Proactive Monitoring

Proactive service monitoring means we identify and resolve issues before they impact your business and deliver a business aligned view of systems and services.



Flexible Delivery Models & SLAs

Choose the service-level agreement (SLA) and delivery model (remote, on-site or blended) that is right for your business.



Global Standards

Accredited to ISO 20000 and ISO 27001 standards delivering assurance in service quality and security.



True Partnership

We work in collaboration with your team and suppliers to own issues and drive them to resolution.



Full-Stack Expertise

Full-stack support for all technologies and environments - Applications, Databases, Infrastructure & Cloud Management.



Integrated Cloud

With deep expertise across three Public Clouds (Oracle Cloud, Microsoft Azure & Amazon Web Services) we integrate, operate and run modern cloud platforms side by side with legacy infrastructure and applications.



Continuous Service Improvement

CSI is a core tenet of our Managed Services which means we are committed to an ongoing cycle of agreed improvements in operational efficiency as well as enabling your cloud strategy.

The Growing Demand for Cloud

According to the RightScale State of Cloud Report 2019:



91%

of Enterprises
use Public Cloud



84%

of Enterprises have a
Multi-Cloud strategy



58%

of Enterprises now
using Hybrid Cloud



57%

Adoption rate for
the use of Enterprise
Docker® containers



**50%
Growth**

Serverless is the top-
growing extended
Cloud service



35%

of Enterprise
Cloud spend is
wasted

Why Have Our Customers Chosen Cloud?



Controlled IT Costs
(Consumption-based)



Scalability



Reliable &
Fault Resilient



Unlimited
Storage space



Increased
Security



Disaster
Recovery



Increased Efficiency
(Processes and Teams)



Reliability of
Cloud-Native
Architectures



Fewer
Operational
Issues



Conducive to
Collaboration



Business
Continuity

Not Without Its Challenges

The majority of organisations today have adopted the Cloud in various forms to access the associated benefits. While there is an ever-growing range of benefits to be seized by exploiting the Cloud, for many busy organisations, harnessing

these opportunities can be difficult without a specialist partner such as Version 1. We support our customers in balancing day-to-day operations with the innovation required to drive business transformation and strategic objectives forward.

Our customers' top Cloud challenges include:



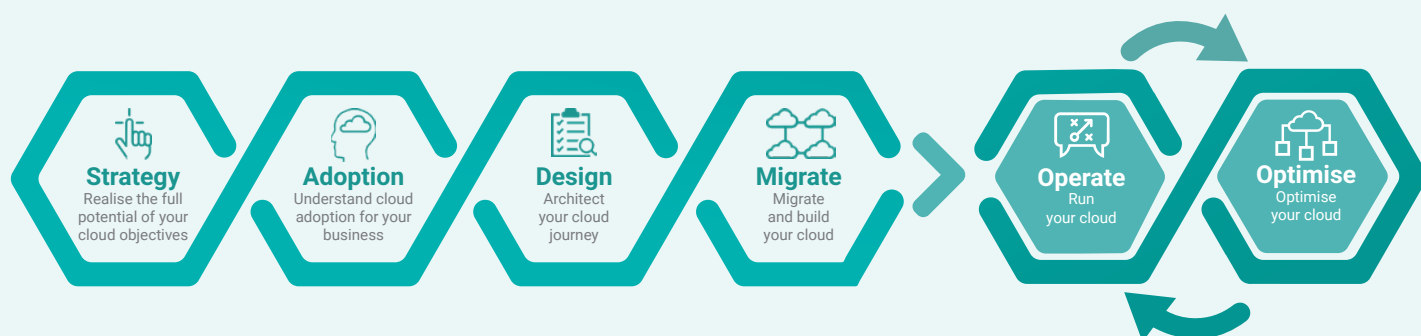
Harness the Cloud Expertise of Version 1, While Focusing on What Really Matters

Partnering with Version 1 for Cloud Managed Services enables businesses to overcome these challenges. We enable our customers to focus on what matters. Choosing Version 1 as your Cloud MSP provides your business with access to full-stack, multi-disciplinary teams with unrivalled experience in:

- Application Design, Development and Management
- Legacy Application Modernisation and Transformation

- Database Management and Optimisation
- Software Asset Management and Licensing

Our consultants are experts in multiple areas of the IT industry, including the full lifecycle of Cloud services, from Cloud Strategy and Adoption through to Design, Transition (Migration to Cloud) and Operation and Optimisation (Our Cloud Managed Services).



Much More than Just Keeping the Lights On

The Evolution of Managed Services from Vendor to Trusted Advisor and Partner

As a trusted and audited Cloud MSP, our main goal is to be proactive as opposed to being reactive.

A successful MSP should be equipped to handle several challenges, including the shift from pure ITIL-based operational model to a more dynamic agile model, incorporating elements of design,

architecture, automation, CI/CD, DevOps, security, and financial optimisation. Business requirements are becoming increasingly dynamic and should be handled in an equally dynamic way.

Traditional MSP

Cloud MSP

Focused on running and operating



Design, architect, automate

Hardware-based solutions



Cloud and software-based solutions

Centralised operations



Distributed operations and resources

Device-based SLAs



Solution/application-based SLAs

Complex, manual change management



Devops, CI/CD, self-healing solutions, Infrastructure-as-Code

Static monitoring with fixed thresholds



Dynamic monitoring, anomaly detection, machine learning

Security risk mitigation



Security by design, continuous compliance

Outsourcing vendor



Trusted advisor and partner

Trusted by the world's leading brands for over 20 years

Every day, Version 1 proves that IT can make a real difference to our customers' businesses. We are trusted by global brands to deliver IT services and solutions which drive Customer Success.



“ In Version 1, Cafcass has a true partner. Our organisation's mission-critical systems have been moved off-premise to the cloud which has resulted in very positive financial and efficiency savings which are extremely important for managing an ever-increasing demand for our services. However, the relationship also resulted in further positive benefits as we have found in Version 1 a partner who really cares about our organisation, displaying empathy to our needs and priorities.

Robert Langley, CIO of Cafcass



“ We are continuously upgrading and maintaining our system and Version 1 is central to this. For example, in the past few weeks we have added new VPN tunnels to AWS, worked on DNS changes in AWS and set up a new Jenkins test environment. We have found the Version 1 Infrastructure team very knowledgeable and professional in our dealings with them. I would have no hesitation in recommending Version 1.

Karl O'Connell, ICBF



“ We chose Version 1 as a partner for our Cloud Transformation journey because we have a relationship of over 10 years with them. They are our development and Oracle partner, and the skills and capabilities that they offer are second to none. When you embark on a Cloud Transformation journey, the capabilities and skills of your Cloud Transformation partner are critical to the success of the program.

Fiona Taaffe, CIO, DAE Capital



Trust in an Approved AWS Managed Service Provider (MSP) Partner

Delivering next-generation managed and professional services to AWS customers

Version 1 is an AWS MSP Partner. In order to obtain the MSP Partner designation, MSP Partners meet the AWS Managed Service Provider Program requirements, including a third-party audit of their

MSP capabilities. AWS Managed Service Provider (MSP) Partners are skilled at cloud infrastructure and application migration and deliver value to customers by offering support in four key areas:

1) Plan & Design 2) Build & Migrate 3) Run & Operate 4) Optimise



Premier
Consulting
Partner

Oracle Competency
Migration Competency
MSP Partner
Public Sector Partner
Well Architected
Solution Provider
Immersion Day Partner
Marketplace Seller

Our Amazon Web Services Competencies:

- ✓ MSP Partner
- ✓ Oracle Competency
- ✓ Migration Competency
- ✓ Public Sector Partner
- ✓ Well Architected
- ✓ Solution Provider
- ✓ Immersion Day Partner
- ✓ Marketplace Seller

Our Amazon Web Services Credentials

- ✓ **AWS Premier Consulting Partner**
- ✓ **AWS 50+ certified**
- ✓ **AWS Oracle Competency**
- ✓ **AWS Authorised Public Sector Partner**
- ✓ **AWS MSP Partner**
- ✓ **Recommended to execute AWS Well Architected Reviews**
- ✓ **Migration Competency**
- ✓ **AWS Channel Reseller**



VERSION 1

IT starts with you

Driving customer success through 20 years of market leadership and innovation in IT Services.

Company Profile

1,300+ Strong Team

20+ Years Expertise

98% Customer Retention

125+ Million Revenue

The Version 1 Difference Strength in Balance

CUSTOMER SUCCESS

Making a real difference through long-term, outcome focused relationships – success that fulfils our people and fuels our growth.

EMPOWERED PEOPLE

Deliberately selecting, empowering and trusting people who are wired to deliver customer success - an empowerment that drives customer loyalty and organisational strength.

STRONG ORGANISATION

A high-performing, financially strong organisation of the highest integrity – a strength that empowers our people and delivers customer success.



Market Leadership through Innovation



Digital Services

Deliver your Digital Services more efficiently, engage your end-users and fully realise your digital strategy objectives.



Enterprise Cloud

Migrate, run and optimise your enterprise applications in public cloud with our expert cloud services.



Enterprise Resource Planning

Maximise your ERP investment and modernise for the Digital World with Version 1, the go-to partner for Oracle E-Business Suite, JD Edwards, PeopleSoft and Oracle Cloud Applications.

Our Global Technology Partners

ORACLE

Microsoft

aws

To find out how Version 1 can help drive your business transformation, request your Cloud Managed Services consultation at:

www.version1.com



VERSION 1