Version 1 Cloud Managed Services

For Customers seeking a Partner

VERSION 1

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 Applications Running

Next-Gen Services
Continuously Improving Your Applications with Cloud Best Practices

VERSION 1

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

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)
- ✔ Reduced Operational Overheads
- ✔ Fewer Operational Issues
- ✔ Conducive to Collaboration
- ✔ Faster Time-to-Market
- ✔ No Hardware Investment

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:

- Cost Management
- Cloud Compliance
- Lack of Cloud Expertise
- Ensuring Best Practice
- Adopting New Service Models
- Visibility Across Estates
- Vendor and Tool Management
- Ensuring 24/7 Operation
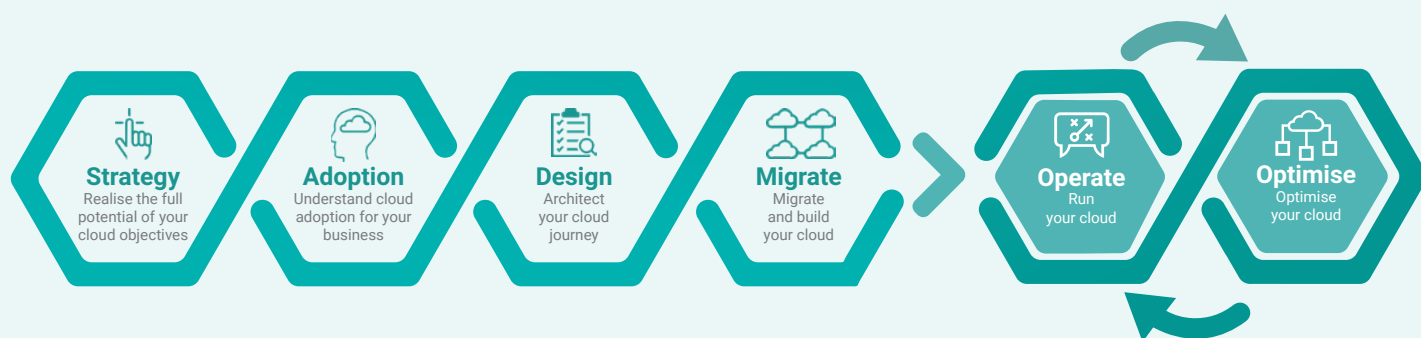
CHALLENGES ADDRESSED

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).

Strategy
Realise the full potential of your cloud objectives

Adoption
Understand cloud adoption for your business

Design
Architect your cloud journey

Migrate
Migrate and build your cloud

Operate
Run your cloud

Optimise
Optimise your cloud

Much More than 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

About Version 1

Our Partnerships

We partner with global technology leaders to provide our customers with the highest quality solutions and services. Our long-standing and enhanced partner relationships and market leading expertise in each partner's technologies allows us to tailor solutions to our customers' unique needs.

We are highly accredited by our global technology partners and have been recognised and awarded for our excellence in bringing technology enabled solutions and services which drive customer success.

Tools

Version 1 utilises the best tools and technologies to ensure that your Cloud estate is consistently improving and evolving. Our market-leading expertise and experience in Digital and Cloud services enables us to select the appropriate add-on tools and solutions to meet your unique requirements.

VERSION 1

IT starts with you

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

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.

Customer Success

Strong Organisation

Empowered People

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

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