



# flexiion

Independent Cloud Support

**Solving the operational problems  
of Cloud delivery**

© 2021, Flexiion Ltd

# Cloud creates challenges for Operations

These are business issues, not about the technology



## Cost control

essential to the business



## Increasing workload

not core to the business



## Flexibility is crucial

when change is all around



## Scaling up

reveals the constraints



## Scaling out

requires dynamic change

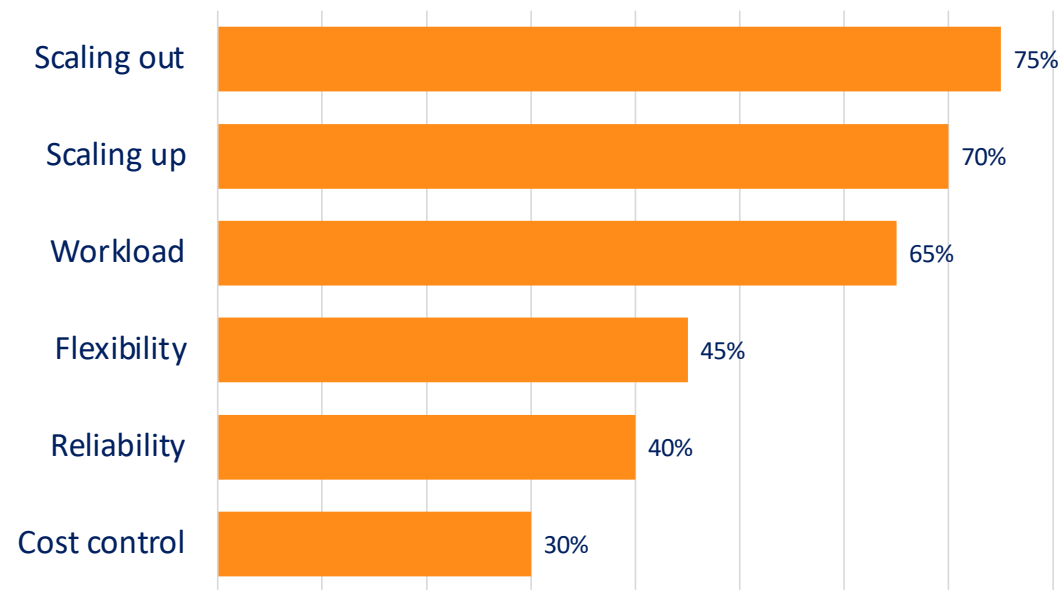


## Resilience & reliability

for dependable services

# Operational issues for the decision makers we speak to

## Where Cloud creates challenges for Operations



# Outsmarting the operational challenges

Right strategy, right delivery, right operations

## The Challenges

- Scaling up to meet the demands
- Scaling out into new opportunities and customers
- Meeting the workload when everyone's stretched
- Staying agile in a changing world
- Round the clock support for resilience and reliability
- Cost control and vendor independence



## The Approach

- Unburden internal teams for greater productivity
- Specialist skills in Cloud delivery
- Be independent so all decisions are objective
- Vendor and technology agnostic for pragmatism
- Support as a Service for resilience and quality
- A more cost-effective alternative to doing it yourself
- Service partnership for the journey ahead

# Independent Cloud support from **flexiionmsp**

To deliver Cloud for Operations

**Unburden internal teams**  
for greater productivity

**Support as a Service**  
for resilience and cost effectiveness

**Specialist support skills**  
in Cloud delivery



**Service partnership**  
for agility on your journey

**Independence**  
so all our thinking is objective

**Vendor and technology agnostic**  
for pragmatic business choices

# Cloud delivery for Operations

## Our methodology



### Discovery:

- Challenges today
- Objectives and ambitions
- Requirements and priorities
- Constraints and timescales



### Decision Support:

- Options and alternatives
- Dynamics and influences
- Pathfinder to guide the process
- Considerations and perspective



### Delivery & Operations:

- Bringing the services together
- Configure, deployment and test
- Routine service management
- Incident handling

# flexiionmsp Independent support whatever the Cloud

Our service capabilities help your team focus on the business

## System Build and Test



Procurement, deployment, configuration and test, documentation, acceptance test and handover

## Service Desk



24x7x365 support response, ticketing and reporting, interactive issue management

## NOC Service



Expertise and tools to monitor for faults, outages and capacity issues  
24x7x365 Eyes-on-Glass

## Service Management



On-going, proactive work to improve performance and resilience  
System Optimisation, System Patches and Updates

## Rapid-Fix Response



Our engineers attempt to resolve agreed issues fast to maintain service  
Our real time alerts aim to identify faults before they become customer issues

## Procurement



We can do it if it helps.

## **flexiion**m**sp** Independent Cloud support for Operations

- Independent Cloud delivery and support
- Your travelling companion
- Priced to make us a more cost-effective and efficient alternative to doing it yourself

**flexiion**m**sp**

+44 (0) 333 577 2633

[enquiries@flexiion.com](mailto:enquiries@flexiion.com)

<https://flexiion.com>