



flexiion

Your Cloud Operations Team

Partnership not Payroll

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Cloud is a challenge for the Team and Budget

The operational issues require new workloads to be filled



Customer grade service requires new workloads:

- Performance monitoring
- Cyber security
- Incident response and fix
- Routine maintenance
- Upgrades, patches and repairs
- Supplier support



So many technologies requiring expertise:

- Different services and providers
- The list grows all the time
- These skills are in short supply
- Limited skills mean less choice and flexibility for the business



Internal tech teams are already stretched:

- Everyone's delivering the Plan
- The business needs these people
- Hard to divert valuable people to these routine, repetitive tasks

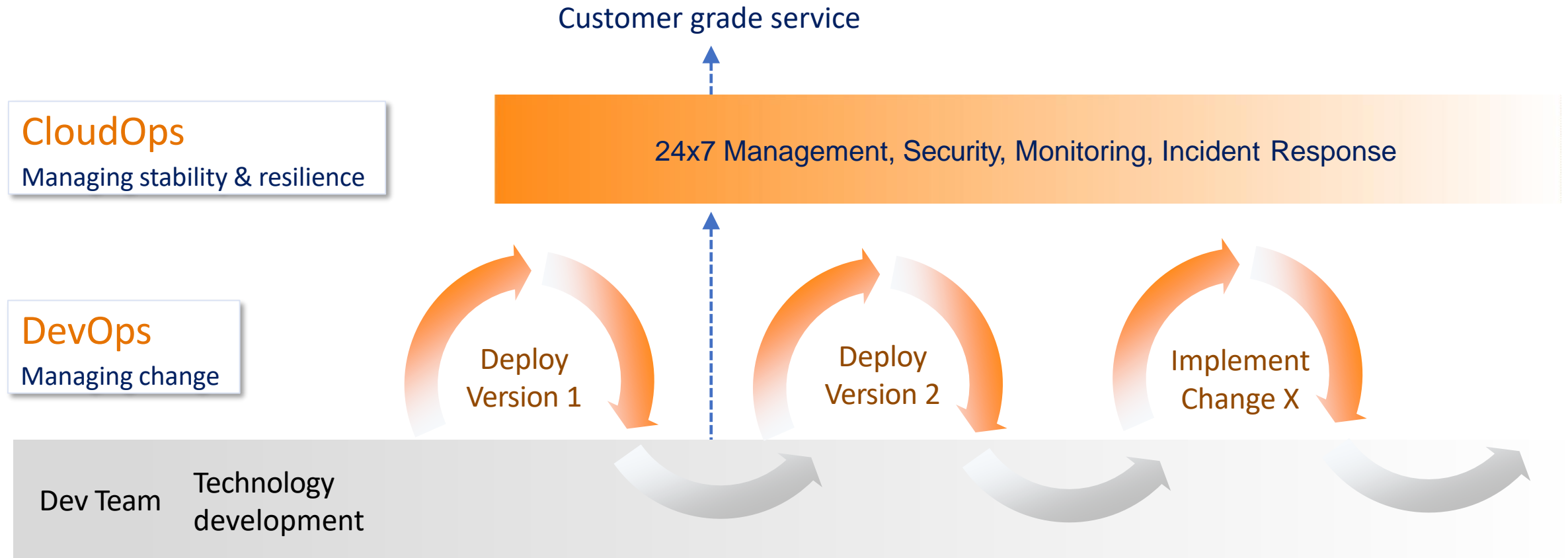


The budget is already tight and so is payroll:

- There's little room to deliver these new skills and roles
- Service quality and resilience are added to the list of risks

The Solution: DevOps and CloudOps as a Service

The full team with the full skill-set as and when it's needed



Our teams work alongside yours

So your tech team can concentrate on your technology



DevOps engineers

Change & Deployment

Public Cloud engineers

AWS, Azure, GCP, Digital Ocean, etc

System Application engineers

Apache2, PostgreSQL, nginx, docker, etc

Platform engineers

Servers & Storage platforms

Network engineers

Security, comms, architecture

Operating System engineers

Linux, Windows, VMWare, FreeBSD, SynologyOS, etc



A full Cloud Operations Team, 24x7x365

Scalable, cost-effective – without the need to extend your payroll



System Build and Test

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

NOC Service

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

Rapid-Fix Response

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

Service Desk

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

Service Management

On-going, proactive work to improve performance and resilience, system optimisation, system patches and updates

Procurement

All part of the service if it's right for you

NOC service 24x7x365

Cloud Operations

24x7x365 Eyes on Glass

- Application availability
- Infrastructure performance
- Resource utilisation
- Errors and exceptions
- Custom metrics



Infrastructure Optimisation

- Security analysis and delivery
- Asset benchmarking
- Trends and insights
- Adjustments and tuning
- Alerts



Routine Maintenance

- Infrastructure patches
- Service updates
- Security scans
- Backup/DR verification
- Failover testing
- Reporting



Project delivery

Cloud Operations

Advisory

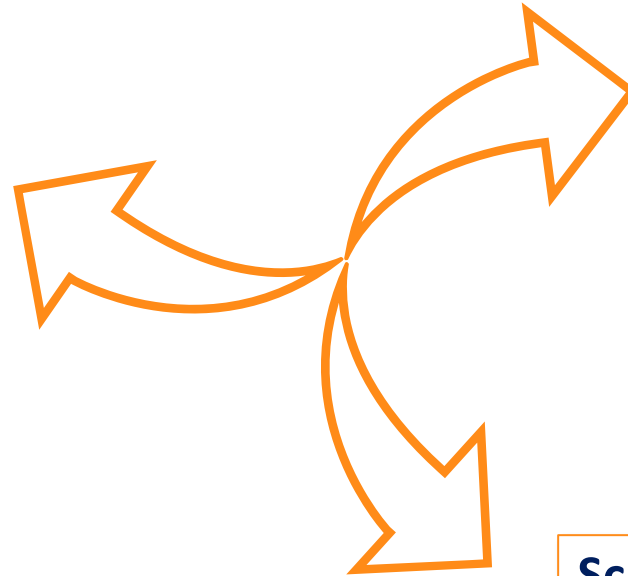
- Viability for scale
- Cost structures
- Lock-in vs portability
- Security and compliance

Build & Deploy

- Major migrations
- Major upgrades
- New providers
- Procurement
- Configure & test

Scaling up & out

- International instances
- Rapid deployment
- Re-engineer
- Additional providers



Our methodology

Delivering Cloud for Operations



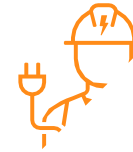
Discovery:

- 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



Independent Cloud support from **flexiion**mSP

The specialist in delivering 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

Independent Cloud support from **flexiion**

The specialist in delivering Cloud for Operations

- Your travelling companion as you deliver
- Independent Cloud delivery and support
- DevOps and CloudOps
- Partnership not payroll

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