

**ans**

# Managed Cloud



 **300** enterprise & public sector customers  **UK's No.1** Cloud Service Provider

**20** years experience delivering end-to-end network & platform solutions 

£65M **£65** MILLION TURNOVER 65M

 **60** ACADEMY apprentices & graduates investing in our future

 **Microsoft** Tier-1 Cloud Solutions Provider **Microsoft Partner** Gold Cloud Platform 

Powered by  **CloudHealth** Technologies  **ALERT LOGIC**  **LogicMonitor**  **ans GLASS**

£↓ Average consumption reduced  of **30%** £↓

  **99.96%** of incidents resolved by ANS | **98%** customer satisfaction

**175** technical experts  **1400** vendor certifications  **24x7 x365** Secure Operations Centre

✓ ISO 9001 ✓ ISO 14001 ✓ ISO 27001 ✓ ISO 22301

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# 1. Managed Cloud - Service Description.

## 1.1 Overview

Managed Cloud from ANS allows you to get the most out of your Public Cloud Investment. ANS' UK based advisory services, technical expertise, governance management and reporting will increase operational value, whilst our financial insights and automation reduce your platform consumption. Managed Cloud operates across 4 key domains:

**Expert Access**



**Technical Operations**



**Financial Insight**



**Security & Governance**



Each domain provides several core services to increase technical, financial and operational efficiency so you can focus on innovation and driving your business forward, whilst ANS focus on optimising your Public Cloud environment.

## 1.2 ANS GLASS

At the centre of these benefits and ANS managed services is our Service Management portal - ANS GLASS. GLASS is our proprietary application that is supported across all major application platforms, and will provide you with an end-to-end digital experience for management of all ANS services.

Along with key service statistics, all support and information requests raised can be driven through the application, which is proven to allow customers to take advantage of their ANS services more effectively, improving user experience and satisfaction.

The application provides core information for both technical and executive members of the business, and offers key statistics around all areas of the service, for example network consumption rates, SLA attainment and contract information.



**ans GLASS**  
THE WINDOW TO YOUR MANAGED SERVICE

## 2. Expert Access.

Expert Access will provide you with access to ANS' team of cloud experts for support, design guidance, architecture validation. Expert Access provides 24x7x365 proactive support and service management with the comfort that ANS and Microsoft are working together to provide high touch support on your business critical cloud environment.

### 2.1 Architecture Validation and Design Guidance

With our Managed Cloud service, you will have access to certified cloud and DevOps engineers who can provide hands on validation and design guidance for automation, orchestration, cloud native and traditional applications. The service offers extremely flexible levels of engagement and allows you to engage ANS to:

- Provide validation on the cost, security and scalability of existing designs
- Develop a design based on business or system requirements for applications & services
- Support with the development of architectures that integrate with the cloud eco-system, utilising tools such as:



**Jenkins**

#### 2.1.1 Service Level Agreement

Our Architecture Validation and Design Guidance is delivered in line with a defined Service Level Agreement.

The following table demonstrates our Architecture Validation and Design Guidance service level targets:

Request Type	Response SLA	Target Completion
CR1	1 hour	1 day
CR2	4 hours	2 days
CR3	1 day	3 days
CR4	2 days	7 days
CR5	4 days	14 days

Architecture Validation and Design Guidance will ensure that you make the right decisions on your cloud platform – saving you time and money whilst reducing the risks associated with developing on Public Cloud environments.

For large scale or complex designs, ANS may engage our solution architecture team to develop the blueprint or design. In these circumstances engagements are typically face to face in a workshop format.



Microsoft Azure

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## 2.2 24x7x365 UK Based Proactive Support

Managed Cloud for Azure incorporates Unlimited Microsoft Cloud Support so in the unlikely event that an issue requires vendor escalation\*, ANS will do so on your behalf and within the scope of the Managed Cloud Service.

ANS' 24x7x365 Proactive Support provides you with:

- Round the clock event management and alert triaging directly from our Secure Operations Centre
- End-to-end incident management with financially backed SLA's for a fast and effective resolution
- Dynamic escalation paths for smooth integration with your existing team, processes and rota's

### 2.2.1 Service Level Agreement

The following Service Level Agreements are provided as part of the Managed Cloud service for technical support:

Business Impact	Response SLA	Specialist Review	Escalation Manager	Escalation Director	Email Frequency	Target Resolution KPI
P1	30 minutes	1 hour	Immediate	Immediate	Hourly	4 hours
P2	1 hour	2 hours	4 hours	4 hours	4 hours	1 day
P3	4 hours	4 hours	2 days	Never	Daily	10 days
P4	1 day	1 day	3 days	Never	Daily	30 days
P5	2 days	3 days	4 days	Never	Daily	None

\*Common reasons for escalation to Microsoft include:

- Claim Azure SLA credits
- Request service limit increase
- Azure platform bugs

There are four methods for engaging with ANS for technical support:



Phone



Email



GLASS



Skype

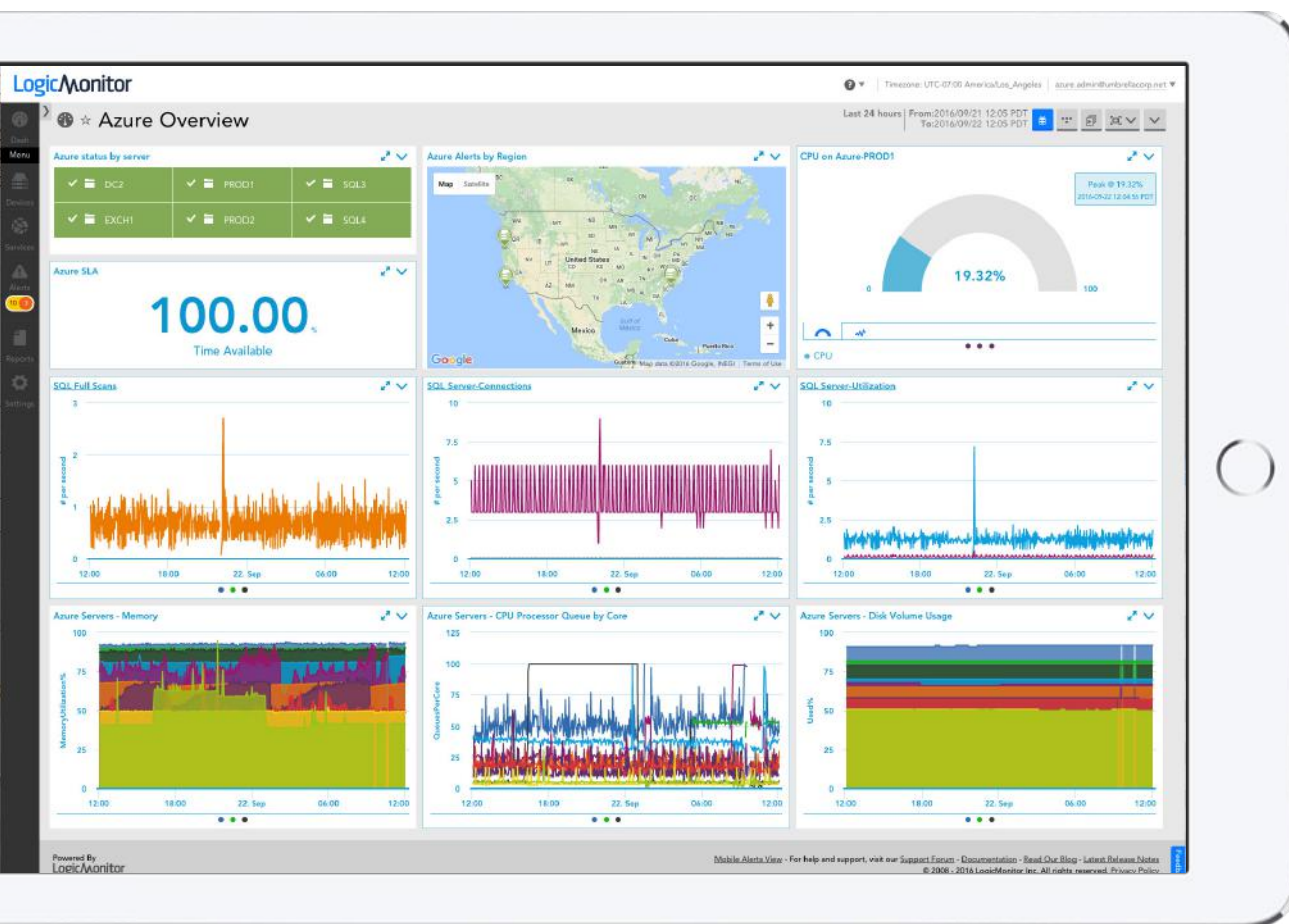
# 3. Technical Operations.

## 3.1 Visualisation & Monitoring

With ANS' Managed Cloud, a single platform provides you access to monitor live metrics in your Azure environments. The service delivers highly tuned metrics to enable deep visualisation into the platform, whilst at the same time enabling ANS to provide the pro-active support within your environment.

Powered by LogicMonitor, the service offers an improved insight into how your Azure resources are performing. You will have access to real time and historical information with a 1-Year historical data retention period. The system also features alert escalations and predictive tools, ensuring issues can be caught before they impact your business.

The service provides the ability to create private dashboards and personalise the portal to enable the visualisation of the information that is relevant, including live service, performance and utilisation metrics:



The intelligent platform leverages tagging to provide flexible escalation workflows within the ANS proactive support process, allowing for dynamic actions based on individual services. For example, resources tagged 9X5 would automatically stop raising alerts outside of the working hours, reducing the overnight burden of actioning unnecessary alerts.

### 3.2 Incident Management

Cloud native applications are typically designed and architected utilising the Azure native services and as such, the application is developed into the Azure API's.

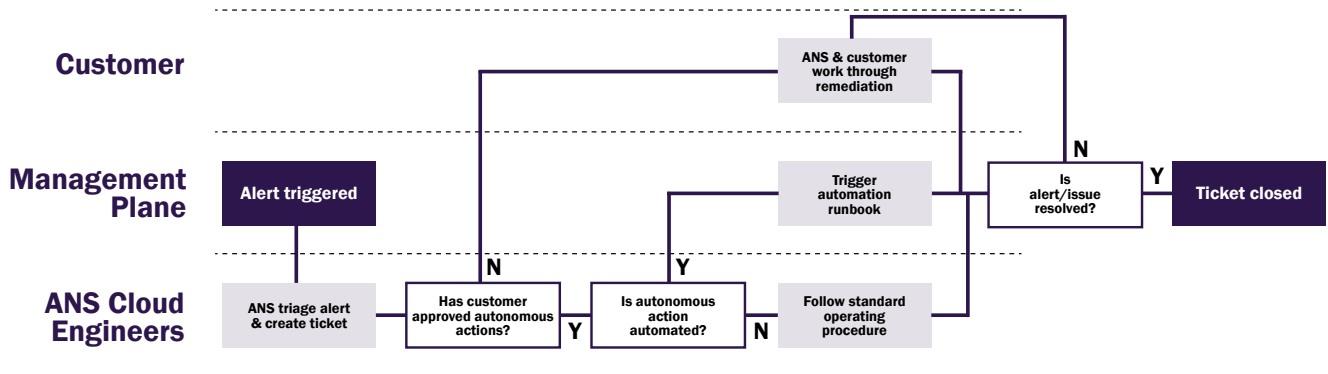
ANS' Incident Management process allows you to identify common repeatable pre-authorized actions that may typically require customer escalation to development or operations. These are continually developed and modified inline with the application or environment evolution and ensures ANS can take full operational ownership, especially out of hours without disturbing your development or operations teams.

**Typical common services actions are:**

- Failover of applications in the event of regional/service degradation or outages
- Restarting certain application or platform services

**ANS' Incident Management process results in:**

- Reduced operational risk with pre-authorized, standardised remediation workflows and tasks
- Increased uptime and service availability through fully automated and runbook based resolution
- Significantly reduced 'wake up' calls by taking full ownership of common issues during out of hours operation



During the customer on-boarding, ANS will work with customers to determine what actions should be taken in response to the alarms raised through monitoring. Customers can define events, tasks and processes that should take place when specific events and alarms are triggered. This can range from restarting a service to escalation to a customer contact. The Incident Management process helps to ensure a maximum availability of customer resources and ensure relevant stakeholders are notified of service disruption where necessary.



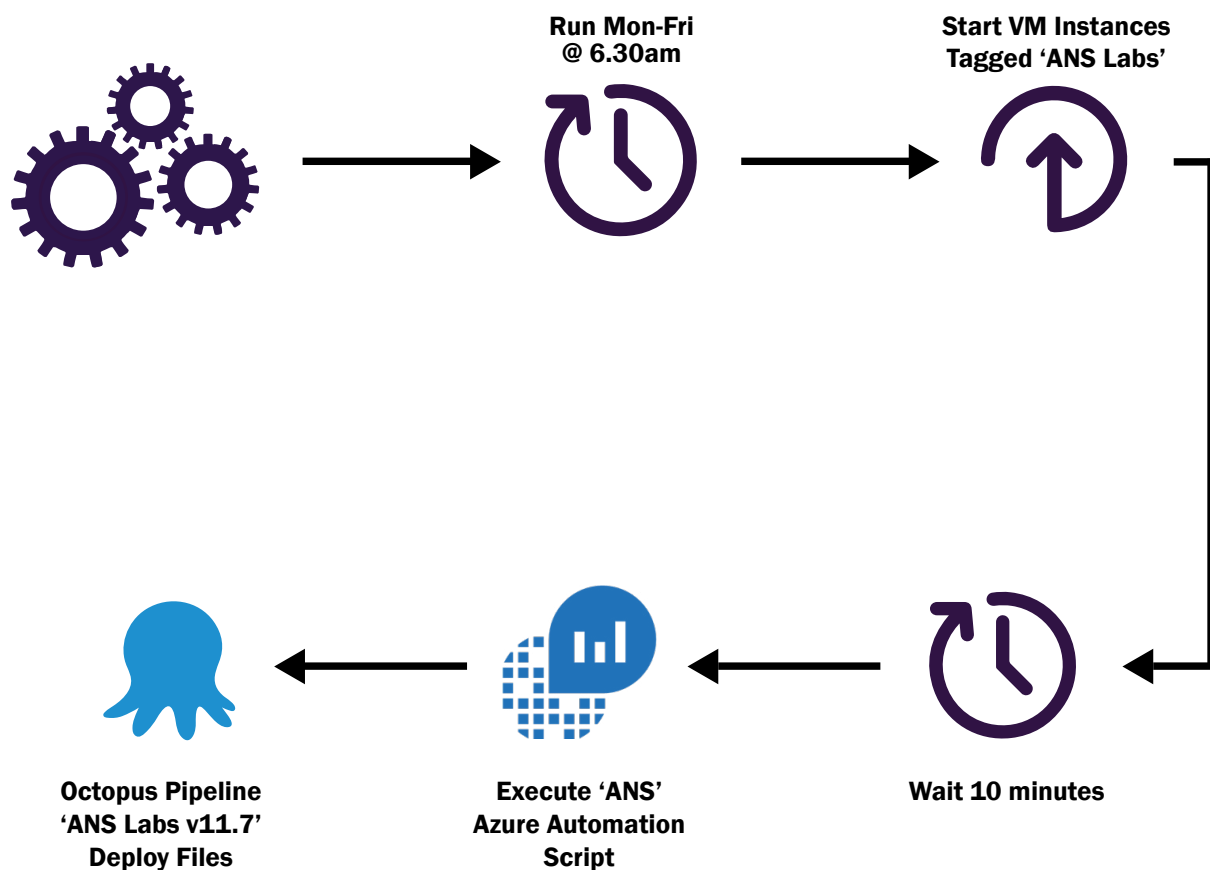
### 3.3 Automation

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Using policy driven task automation, ANS can establish compliance with best practices, to ensure the optimal operation of your cloud infrastructure, reduce manual labour and eliminate the potential for human error in business critical operations.

This can involve simple automation policies such as powering down certain instances at certain times of the day or week through to automation procedures and processes to help with your DevOps, continuous integration and deployment processes and software pipelines. We have extensive knowledge and experience in infrastructure as code, ARM template formation and many popular CI/CD automation tools.

The automation engine offers dynamic capabilities driven through tagging, allowing for the automated inclusion of new resources, category based rule sets and logic based workflows:



ANS currently manage hundreds of automation workflows that can be leveraged as part of the managed service – covering rightsizing, de/re-provisioning, governance and efficiency management. With the automation being delivered 'as a service' in its entirety, the service reduces the risks whilst ensuring that maximum operational efficiency can be achieved.

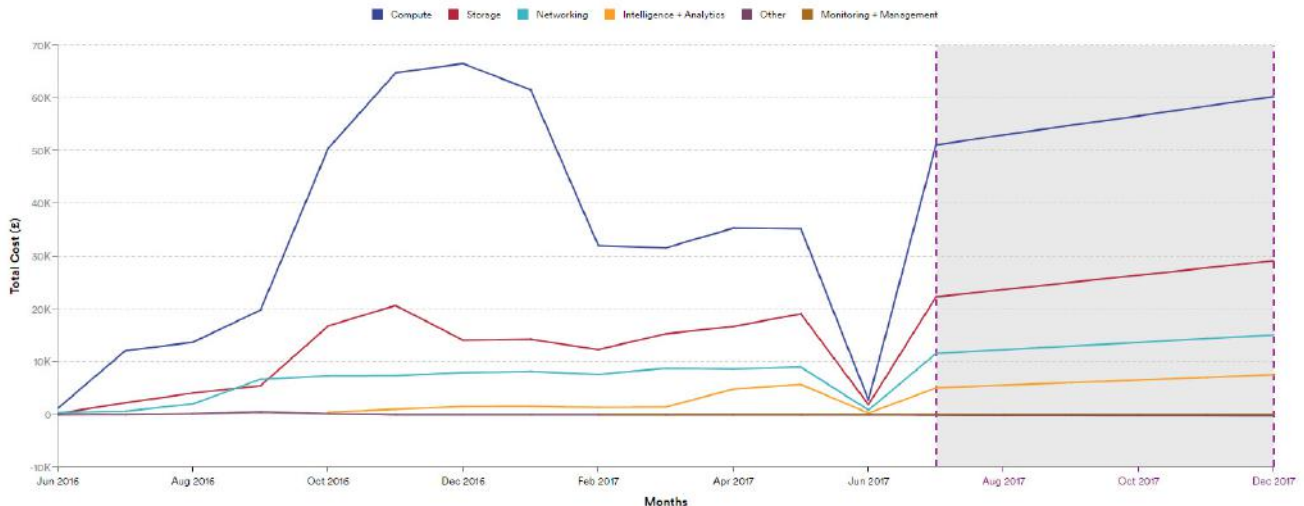


# 4. Financial Insights.

## 4.1 Billing Insights & Budget Allocation

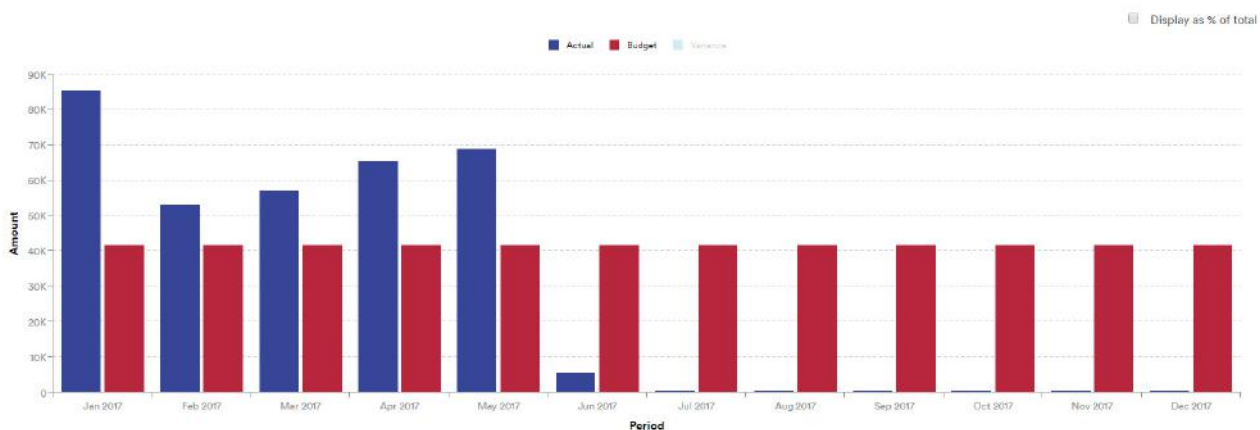
Billing Insights will help you understand your cloud spend from a business perspective based on the groups you define, delivering cost analysis reports for departments, lines of business, applications, projects and cost centres. These reports enable you to breakdown your cloud costs, allocate them to business groups across the organisation, validate the charges, and make intelligent decisions of the future state or costs of services running within the cloud.

### 6 Month Forecast Report



Billing Insights provide you with the information required to reduce costs strategically, giving you visualisation on where significant cost centres exist, what applications are costing and where savings can be made – bringing you closer to the business and improving financial efficiency.

These insights are complimented by the ability to align budgeting policies against specific resources, allowing you to ensure accurate financial alignment of specific applications, projects and users.

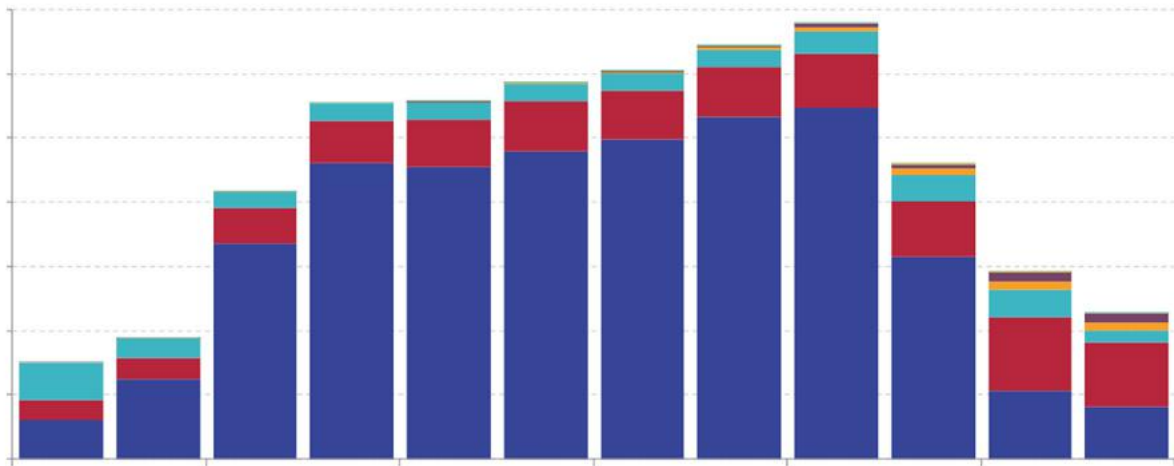


## 4.2 Efficiency Management & Recommendations

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Efficiency Management (EM) continuously evaluates resource utilisation within the Azure platform, providing detailed insights into the financial consumption of your Azure resources. Detailed reporting provides efficiency ratings based on the analysis of cost and utilisation, assessing the overall efficiency and potential cost savings for cloud assets, broken down by product lines, functional workloads, and cost centres.

The EM reports provide you with information on how your resources are being utilised. This gives you an at-a-glance representation to indicate whether your resources can be altered to provide better financial efficiency and reduced costs, resulting in a significantly lower consumption spend without compromising service.



Efficiency Management covers a number of key areas, including:

### **Application Architectures**

For example comparing the cost of running services in IaaS against and native PaaS offering

### **Resource Sizing**

Ensuring the 'RightSizing' of Virtual Machine, Storage and PaaS resources against both utilisation and as new resource types become available.

### **Policies and Management**

Including data retention, consumption models and service tiers.

Typically driving savings in the region of 30%, Efficiency Management is seen as a fundamental component of the Managed Cloud service that ensures the platform runs at optimal efficiency continuously.





# 5. Security & Governance.

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## 5.1 Governance & Configuration Management

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As your cloud environment grows it is easy to lose track of all the moving parts. ANS can help ensure the secure, effective and efficient use of Microsoft Azure. As you scale your cloud environment there is a delicate balancing act between agility and control. By defining and applying policies, Governance and Configuration Management can ensure operational consistency and control of your public cloud environment.

Governance and Configuration Management will continuously monitor the platform against bespoke policies for the configuration of:

- **Platform Configuration** – ensuring the platform is configured correctly, rules are in place to govern how resources are provisioned and that the environment aligns to the existing business architecture policies.
- **Security Policies** – ensuring the configuration of your Azure platform complies to existing internal policies or external bodies, such as PCI-DSS, and the execution of workflows in the event of a violation guarantees security across your environment.

Governance and Configuration Management also compliments the Efficiency Management service. For example, a policy can be enforced that will ensure volume snapshots are aged off after a certain period of time, leading to a reduction in cloud sprawl and any associated costs.

All cloud asset's and event logs are also captured as part of Governance and Configuration Management. The aggregation of multiple accounts provides a holistic view of any activity within the platform within any given period. Asset and event logs ultimately complete the Governance and Configuration Management service to provide full traceability and governance across all Azure accounts – providing and aggregated view of all assets and actions within the platform.

## 5.2 Enforced Tagging for Intelligence & Automation

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As part of the Managed Cloud Service, tagging is enforced to control and monitor automation and billing within the Azure environment. Tagging provides a way of categorising your public cloud resources into groups defined by you, and is fundamental to best practice and the enablement of:

- **Autonomous Fixes**
- **Visualisation & Monitoring**
- **Task Automation**
- **Billing Insights & Budget Allocation**
- **Efficiency Management**
- **Governance & Configuration Management**

By placing the resources in these categories you can easily track usage against specific business units and even individuals. Tagging can be challenging; it is easily forgotten when creating new resources and hard to make sure everybody follows best practices. ANS will define tagging policies with you as part of the onboarding to ensure resources are aligned appropriately and cloud operations can be delivered efficiently.

# 6. Supported Azure Services.

The following list of services illustrate the extent of support ANS' Managed Cloud can offer. Access to ANS' technical experts (and Microsoft where appropriate), financial insights, automation and governance are available across the extensive list of Azure services below:

Azure Service	Supported
<b>Compute</b>	
Virtual Machines (Windows, Linux)	✓
Virtual Machine Scale Sets	✓
Managed Disks	✓
App Service	✓
Azure Container Service	✓
Azure Container Registry	✓
Functions	✓
Batch	✓
Cloud Services	✓
<b>Networking</b>	
Virtual Network	✓
Load Balancer	✓
Application Gateway	✓
VPN Gateway	✓
Azure DNS	✓
Content Delivery Network	✓
Traffic Manager	✓
Express Route	✓
Azure DDoS protection	✓
Network Watcher	✓
<b>Storage</b>	
Storage	✓
Blob Storage	✓
Queue Storage	✓
File Storage	✓
Archive Storage	✓
Disk Storage	✓
Data Lake Store	✓
StorSimple	✓
Backup	✓
Site Recovery	✓



<b>Web &amp; Mobile</b>	
App Service	✓
Web Apps	✓
Mobile Apps	✓
Logic Apps	✓
API Apps	✓
Content Delivery Network	✓
<b>Databases</b>	
SQL Database	✓
SQL Database for MySQL	✓
SQL Database for PostgreSQL	✓
SQL Database Warehouse	✓
SQL Server Stretch Database	✓
Azure Cosmos DB	✓
Redis Cache	✓
Data Factory	✓
<b>Internet of Things</b>	
IoT Hub	✓
Event Hubs	✓
Stream Analytics	✓
Machine Learning	✓
Notification Hubs	✓
<b>Enterprise Integration</b>	
API Management	✓
StorSimple	✓
SQL Server Stretch Database	✓
Data Catalog	✓
Data Factory	✓
<b>Security &amp; Identity</b>	
Azure Active Directory	✓
Cloud Directory	✓
Identity and Access Management	✓
Microsoft Inspector	✓
Azure Certificate Manager	✓
Azure Key Vault	✓
Azure Security Centre	✓

<b>Monitoring &amp; Management</b>	
Advisor	✓
Microsoft Azure Portal	✓
Azure Resource Manager	✓
Application Insights	✓
Log Analytics	✓
Automation	✓
Desired State Configuration (DSC)	✓
Backup	✓
Site Recovery	✓
Scheduler	✓
Traffic Manager	✓
Azure Monitor	✓
Security and Compliance	✓
Protection and Recovery	✓
Automation & Control	✓
Insight & Analytics	✓
Network Watcher	✓
Azure Policy	✓
Azure Migrate	✓
Azure Service Health	✓
Azure Update Management	✓



# 7. Roles & Responsibilities.

The following RACI matrix provides details of responsibilities within the Managed Cloud service.

**Key**

**R = Responsible      A = Accountable      C = Consulted      I = Informed**

Activities	ANS	Customer
<b>Architecture Validation &amp; Design Guidance</b>		
Provide Statement of Requirement	C, I	R, A
Understand Desired Outcomes & Objectives	R, A	C, I
Define Architecture Options & Choices	R, A	C, I
Present Benefits & Trade-Offs for Options	R, A	C, I
Approve Preferred Architecture	C, I	R, A
Develop Architecture Blueprint & Design	R, A	C, I
Define Solution Sizing, Scalability & Most Cost Efficient Profile	R, A	C, I
Define Security & Governance Profile	R, A	C, I
Define Tagging & Automation Profile	R, A	C, I
Approve Final Design & Operational Profile	C, I	R, A
Provide Documentation & Summary Reports	R, A	C, I
<b>24x7x365 Proactive Support</b>		
Proactively Monitor Applications, Platform & Cloud Resources	R, A	I
Define Alert Thresholds & Parameters	R, A	I
Triage All Alerts and Events	R, A	I
Define Dynamic Event Workflows (e.g. 9-5 Call X, 5-9 Text Y)	R, C, I	R, A
Raise Incident and Invoke Workflow	R, A	C, I
Work Incident to Resolution	R, A	R, C, I
Escalate Issue to Vendor (e.g. Claim Service Credits)	R, A	C, I
Conduct Regular Service Reviews	R, A	C, I
Provide Regular Reports and Service Updates	R, A	C, I
<b>Incident Management</b>		
Identify Incident Management Task Candidates	R, I	R, A, I
Define Incident Management Process & Decision Tree	R, A	C, I
Highlight Opportunities for Incident Management Implementation	R, A	C, I
Develop Scripts & Automation Workflows	R, A	C, I
Define Incident Management Delivery Times & Hours	C, I	R, A
Deliver Incident Management Runbooks & Processes	R, A	C, I
Provide Regular Reports and Service Updates	R, A	C, I
<b>Monitoring &amp; Visualisation</b>		
Configuration of Monitoring Platform	R, A	I
Management of Monitoring Platform	R, A	I



Cloud Platform Monitoring Configuration & Onboarding	R, A	C, I
Synthetic Transaction & SLA Monitoring Configuration	R, A	C, I
Definition of Automated Monitoring Inclusion	R, C	R, A
Inclusion of Monitoring for New Services	R, A	C, I
Cleanup and Removal of Deleted Resources	R, A	C, I
Definition of Standard Alerts, Thresholds & Warnings	R, A	C, I
Definition of Bespoke Alerts, Thresholds & Warnings	R, A	R, C, I
Development of Dashboards & Visualisations	R, A	R, C, I
<b>Automation</b>		
Identify Automation Candidates	R, I	R, A, I
Define Options on Process Automation	R, A	C, I
Approve Automation Process	C, I	R, A
Develop Automation and Implement Process	R, A	C, I
Define Process Scope (e.g. Tag Binding)	R, C	R, A
Implement Process Scope	R, A	C, I
Maintain Automation and Process Integrity	R, A	C, I
Manage Refinements & Development	R, A	C, I
Debug Errors & Issues	R, A	C, I
Provide Documentation & Summary Reports	R, A	C, I
<b>Billing Insights</b>		
Identify Billing Visualisation Opportunities	R, I	R, A, I
Define Options on Billing Visualisation (E.g. Business Unit, Per App)	R, A	C, I
Approve Billing Visualisation	C, I	R, A
Develop Billing Visualisation Framework	R, A	C, I
Define Framework Scope (e.g. Tag Binding)	R, C	R, A
Implement Process Scope	R, A	C, I
Maintain Billing Visualisation Validity & Integrity	R, A	C, I
Provide Forecasting and Budget Allocation Reports	R, A	C, I
Manage Refinements & Development	R, A	C, I
Provide Documentation & Summary Reports	R, A	C, I
<b>Efficiency Management</b>		
Identify Cost Efficiency Opportunities (Architectural & Sizing)	R, A	C, I
Define Options on Efficiency Policies (Task Automation)	R, A	C, I
Approve Efficiency Policies	C, I	R, A
Develop Policies & Automation	R, A	C, I
Define Efficiency Policy Scope (e.g. Tag Binding)	R, C	R, A
Implement Efficiency Policy Scope	R, A	C, I
Maintain Efficiency Policies, Automation & Integrity	R, A	C, I
Manage Refinements & Development	R, A	C, I
Recommend Resource Right Size Provision	R, A	C, I
Approve Right Size Recommendation	C, I	R, A
Right Size Resource During Approved Maintenance	R, A	C, I
Report on Efficiencies Achieved	R, A	C, I
Provide Documentation & Summary Reports	R, A	C, I



<b>Security &amp; Governance</b>		
Identify Governance Policy Candidates	R, I	R, A, I
Define Options on Governance Policy Implementation	R, A	C, I
Recommend Policy Breach Processes & Actions (Task Automation)	R, A	C, I
Approve Governance Policy & Actions	C, I	R, A
Develop and Implement Governance Policy	R, A	C, I
Develop and Implement Breach Actions & Processes	R, A	C, I
Define Policy Scope (e.g. Tag Binding)	R, C	R, A
Implement Governance Policy & Breach Processes	R, A	C, I
Maintain Governance Policy Integrity	R, A	C, I
Manage Refinements & Development	R, A	C, I
Debug Errors & Issues	R, A	C, I
Provide Documentation & Summary Reports	R, A	C, I



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