

We didn't create the cloud, we make it better.

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Microsoft Partner Network

WHO WE ARE

eCloud Managed Solutions is a minority-owned cloud enablement company of next generation technologies.

We help customers start the cloud journey efficiently by mitigating risks, understanding your business needs and developing custom solutions with our application-centric approach.

Our goal is to become a resourceful extension of your IT team.

CLOUD OVERVIEW: WORKSHOP CONSIDERATIONS

AGENDA



- Matrix – Areas needing to be addressed, consideration
- Support – What options do you have and what will work for your organization
- Business continuity, Disaster Recovery & Backup considerations
- Security & Identity Management options and considerations
- Migration Process and Cost Optimization

BUSINESS CONTINUITY, DISASTER RECOVERY & BACKUP

VALUE ADD SPECTRUM



DRaaS: Disaster Recovery as a Service

DR & managed failover with 1-4 hours RTO & RPO	**DR & auto failover with 15-30 Minutes RTO & RPO**	**DR & auto failover: monthly/quarterly DR drills & custom recovery plan authoring**

BaaS: Backup as a Service

Blob Snapshotting	**Backup & point-in-time restore (30 days - 1 year)**	**Backup & point-in-time restore for long term data retention (1 - 99 years)**

THE VALUE OF IDENTITY MANAGEMENT

USER ACCESS MANAGEMENT

A simple but important aspect of ID management that gives admins the power to identify and control the state of users logged in to the network. eCloud Managed Solutions will add or delete users, query or filter users, set access policies and enforce strong authentication when users access resources on our customer's' behalf. This can be done using CSP partner center and Azure portal.

USER TAGGING & CHANGE MANAGEMENT

Use Azure tags and manage the logging of all user activity on Azure. Maintain multiple Azure subscriptions as well as role based access for individual users for specific subscriptions and specific Azure resources.

SINGLE SIGN-ON

We enables our customers to have access to their resources by using a single set of user credentials and a unified authentication method across Azure, hosted infrastructure, on-prem infrastructure and other SaaS apps free your customers from multiple authentication processes for different apps access.

MULTIFACTOR AUTHENTICATION

A method of ID authentication that requires more than one verification process (e.g. phone verification), adding a valuable second layer of security to signing-in and any transactions. eCloud Managed Solutions provides improved application security with Microsoft Azure Active Directory MultiFactor Authentication (MFA).

SECURITY OFFERINGS	PROTECT	DETECT	RESPOND
IDENTITY	Eliminate passwords, use multi-factor authentication, move to risk-based conditional access	Proactive notification of suspicious behavior and unusual authentications	Automatically elevate access requirements based on risks
DEVICE	Device encryption, management of devices, consistent compliance	Auto-identify suspicious or compromised endpoints	Block, quarantine suspicious devices
APPS & INFRASTRUCTURE	Identity unsanctioned apps and enforce policies on cloud resources, monitor cloud data	Detect any deviations from baseline, policies, or behavior	Deploy new controls and block risky apps
DATA	Policy-based data separation, containment, classification, and encryption	Notification of any attempts for unauthorized data access	Revoke unauthorized access to documents, wipe device data remotely

CLOUD MONITORING OPTIONS

SYSTEM HEALTH MONITORING

Complete monitoring of servers or VMs whether they are on premises or in the cloud, CPU utilization, memory usage, storage IOPs, and OS performance. Includes monitoring of application performance and operation health, and dashboards and reports on system health.

LOG ANALYTICS & ALERTING

Every client, device, and user accessing a network produces data that is logged. Analyzing those logs can offer deep insight into performance, security, resource consumption, and a number of other meaningful metrics.

DATABASE MONITORING

A view into our customer's database that helps us to ensure high availability of database servers. The process involves keeping logs of size, connection time and users of databases, analyzing use trends, and leveraging data to proactively remediate issues.

APPLICATION PERFORMANCE MONITORING

End-to-end tracking of all aspects of an application (or webpage). App monitoring involves watching every part—from shopping carts to registration pages— of a customer's app(s) for performance issues in an effort to provide the best user experience possible.

KEY CUSTOMER CHALLENGES

- Is Azure Active Directory secure?
- Is it safe to deploy Active Directory in an Azure Virtual Machine?
- How can I enable single-sign-on with my existing Windows Server Active Directory domains and my resources in Azure?
- Can I enable single-sign-on with other cloud based SaaS services?
- Do I need to deploy Active Directory Federation Services?

Enabling hybrid identity is a foundational step in for many organizations digital transformation.

MANAGED SERVICES

PLANNING

- Assess customer's IT environment and determine the data and apps that are viable opportunities for Azure migration
- Offer customers a roadmap for Azure adoption and associated values
- Provide a TCO and ROI analysis for moving their applications to Azure

ENABLEMENT

- Migrate viable workloads to Azure
- Re-platform applications to run in the cloud
- Optimize workloads running in hybrid and public cloud environments
- We help with staging, testing, and validation before moving their production environments to Azure.

OPERATIONS

- Offer support while delivering on SLAs and uptime guarantees
- Operate and monitor your customer's Azure and hybrid cloud Environments
- We provide our customers with governance over their cloud usage by managing their billing and Azure capacity planning.

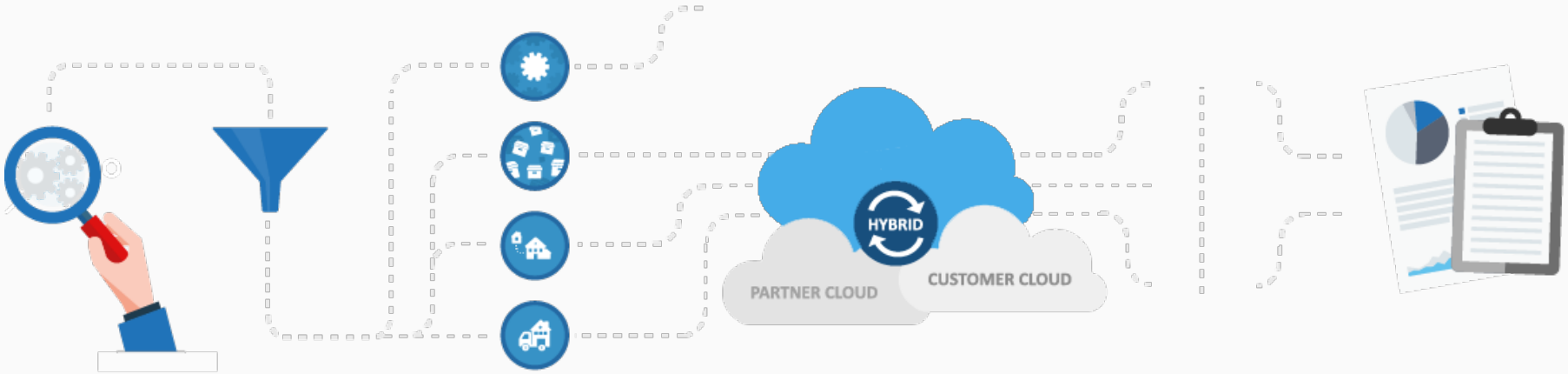
REASONS FOR MOVING TO THE CLOUD

CUSTOMER CHALLENGES



- How do I get more speed, agility and performance for my IT assets?
- How do I decide between hosted private cloud vs public cloud deployments?
- How do I factor in both for my short to medium term IT strategy?
- How do I decide the first apps to take to cloud?
- Do I need to train my staff again after a cloud migration?
- What other changes do I need to make in my IT staffing?
- How do I control ‘shadow IT’, or ‘zombie apps’ or workloads that are consuming more resources than the value they are delivering?

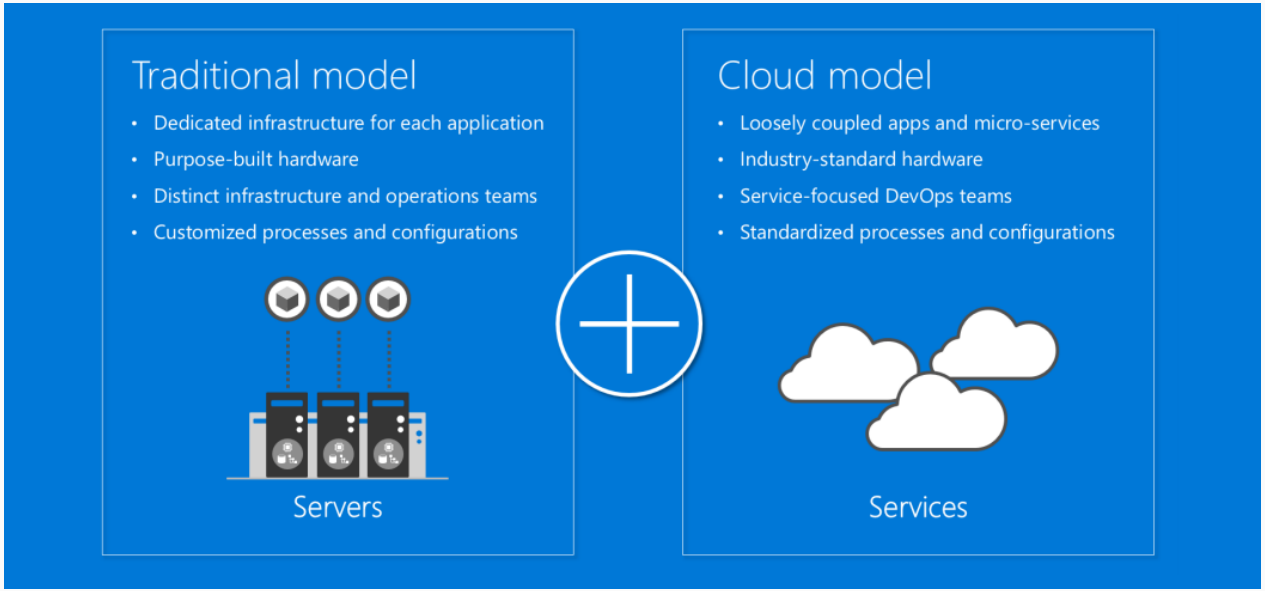
CLOUD ASSESSMENT, CENTRIC APPROACH & MIGRATION PROCESS



1. Discover customer's **on-prem footprint** (VMs, networks, apps etc.)
2. Map **dependencies** and determine network topology
3. Recommend **optimization path** for workloads, cost modeling
4. Determine **best cloud computing service model**
5. Provide cloud migration **strategy and plan**

CLOUD IS THE NEW DATACENTER

FORWARD THINKING IS KEY



In this new age of apps, the traditional model causes friction because IT isn't moving as fast as business wants it to.

The cloud offers new agility and innovation proving itself to be the way forward for the modern enterprise.

MIGRATION PLANNING

DECOMMISSION

- Shut down inefficient or obsolete business applications
- Retaining access to the historical data
- Decommissioning has many steps that need to be followed for security and compliance purposes



RE-ARCHITECT

- Right-sizing" resources running an application
- Opportunity to consolidate various app tiers (when possible) or re-architect the app for platform as a service (PaaS).

LIFT & SHIFT

- As-is migration of applications and data from an on premises datacenter to Azure
- Often immediate benefits in cost, scalability, availability, elasticity, or management features

SUSTAIN

- Your customer's app is integral and efficient enough to continue in its current on premises deployment
- No migration necessary
- Often most mission-critical, data sensitive apps are last to move to cloud

MIGRATION PLANNING

NEW DEPLOYMENTS

- We provide deployment, POC and provisioning assistance for new apps that are written for Azure
- Includes dev-test, staging and testing in the desired IDE
- Architecture design and solution design assistance

RE-PLATFORM

- Minor architect or code changes on an application to work on a different platform
- Often minor code changes are required to remove performance bottlenecks and increase an app's operability on Azure

DECOMMISSION

- Shut down inefficient or obsolete business applications
- Retaining access to the historical data

ORCHESTRATE

- Orchestrate how the various app components will interact and move in the migration process
- Important for complex apps or for entire data center/rack migrations

NEW DEPLOYMENTS

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APPLICATION LIFECYCLE MANAGEMENT

- End to end management of application development lifecycle including governance, development, and maintenance of apps

CLOUD MIGRATION: WHY US?

LIFT & SHIFT → LIFT & EVOLVE

ONBOARD
Faster

- Eliminate setup time
- Removes need for scarce skillsets
- No rollbacks or SW installs

MITIGATE
Risk

- Eliminates disruption to source
- Migrate behind the firewall
- No need to install agents

MINIMIZE
Cost

- Eliminates upfront HW/SW costs
- Pay as you migrate
- No setup fees

Test all your applications and upgrades on the cloud platform before you make a final decision

CORE OPERATIONAL RESPONSIBILITIES

INTERNAL, EXTERNAL OR HYBRID SUPPORT MODEL

PATCHING
Ensuring systems are continuously updated

AUDIT & TROUBLESHOOT
Auditing, logging and troubleshooting all deployment operations and changes

PASSWORD RESETS
Ensuring continual access to resources in case of forgotten or misplaced passwords

CONFIGURATION & POLICY MANAGEMENT
Ensuring customers are delivered pre-configured resources with the right access in place

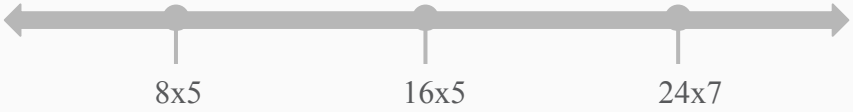
CONFIGURATION MANAGEMENT	BACKUP / DISASTER RECOVERY	IDENTITY MANAGEMENT	AUTOMATION / DEV-OPS
❑ Managing PCs & servers ❑ Keeping software up-to-date ❑ Setting configuration 7 security policies ❑ Patching, updates, password reset ❑ QoS checks, resource rightsizing	❑ Backup for all apps, workloads, & data ❑ Self-serve & on-demand restore with robust SLAs ❑ DR for mission critical applications with excellent RPO & RTO SLAs	❑ User account management ❑ Single sign on ❑ Federating identities for users within the organization, across all LOB apps, workflows, & data repositories	❑ Automating everything - from config, DR, IAM tasks to staging, release, & testing ❑ We offer a complete dev-ops experience, treating infrastructure as code with Powershell, Chef & Puppet ❑ We use the full power of Azure Resource Manager (ARM) - writing custom ARM templates for our customer's unique needs ❑ We utilize automation as a way of delivering managed services

THE RIGHT SUPPORT... NOW & FUTURE

THE SUPPORT DIMENSION YOU NEED TO THINK ABOUT

SUPPORT AVAILABILITY

As an MSP, we're steadily available and offer the best support options.



TIME TO RESPONSE / TIME TO RESOLUTION

Our team escalates quickly and receives first-hand information.



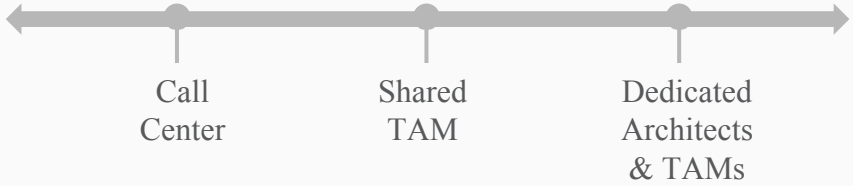
LEVEL OF SUPPORT

Our breadth of knowledge & expertise is dedicated toward each support level to provide the best value to our customers.



ACCOUNT MANAGEMENT

eCloud Managed Solutions is your single point of contact for resolving infrastructure questions or implementing changes.





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