

Cloud Solution Provider

Flexible Management and Cloud Support

Cloud Solution Provider Overview

Altiatech Cloud Solution Provider (CSP) is a vendor agreement built around cloud provisioning of licencing and public cloud consumption. CSP is a programme that enables partners like Altiatech to sell cloud services from vendors such as Microsoft to its customers, offering a highly accessible route to software licenses, storage, and cloud compute. However, CSP is more than just a licencing arrangement. We support our customers with flexible billing and expert advice to help them fully utilise their cloud experience.

Extend the Value of Cloud Services with CSP

CSP gives you control over your organisation's usage of both licences and cloud consumption. With monthly invoicing and further discounts obtained with Reserved Instances (a reservation of resources), Altiatech CSP is a valuable route to fulfil your licencing and cloud requirements.

Licence types include a wide range of software such as Microsoft, Adobe, and G-Suite. Public cloud vendors include Microsoft Azure, Google Cloud, Amazon Web Services and IBM Cloud. Due to its pay-as-you-go model, organisations only pay for the services used, resulting in lower operational costs from the running of efficient infrastructures.

Subscription licences are for Office 365, SharePoint Online, Skype for Business Online and other productivity solutions, as well as security such as the Enterprise Mobility + Security (EMS). Public cloud provides excellent compute and storage access that is highly secure, highly configurable and highly available.

Rapid Provisioning and Management

Key Advantages for your Business

Service Features

- Instantly provision your licensing and access a wide range of software.
- Instantly provision your cloud needs.
- Public cloud is highly secure for storing data with regular penetration testing.
- Public cloud offers a highly configurable virtual environment.
- Public cloud data centres are resilient with in-built networking and power redundancy, together with data replication processes across geographical sites.
- Retain control of your subscription and usage.
- Easy and accessible cloud portal with transparent billing and reporting.
- Support services and contracts available.

Service Benefits

- Maximise value, productivity and security with quick access to software, including licences for staff and contractors.
- Access your cloud quickly, with ready to go virtual machines for compute and storage.
- Data centres are physically secured with frequent security updates and tests to protect your cloud infrastructure.
- Public cloud offers flexibility with storage and compute options to fulfil all your infrastructure demands.
- Access your services, tools and data anywhere and anytime with always available compute and data storage, even in disaster situations.
- Manage your usage with the flexibility to scale up or down in response to business needs via a self-service cloud portal.
- Unlock savings with transparent billing and further concessions for longer term commitments (e.g. 12mo subscription, reserved instances).
- Leverage inclusive support and other tailored packages for peace of mind.

Next Steps and Service Delivery



Pre-requisites

Microsoft Tenant is required for Microsoft services, otherwise there are no pre-requisites for CSP. We provide all licencing and software required for your deployment.

We will hold an initial workshop to determine your requirements and then assess your existing infrastructure to ensure the best plan is deployed for your current and future needs.



On-boarding and Off-boarding Process

The CSP licensing and other public cloud services is provisioned through our CSP portal. A connection is made between the customer tenant and our CSP portal, which enables the provisioning of the licenses and cloud services.

We have CSP Support Programs that will run yearly, as well as Tech Support and CSP Support for the duration of license subscriptions and public cloud usage.

We adopt a similar approach when off boarding our clients, and dependant on the contract signed, can off-board clients within 30 days. Our off-boarding process is highly consultative to ensure that you are fully aware of the exit plans. Ultimately, we want you to be satisfied all objectives have been met before concluding the project, including knowledge transfer to the relevant stakeholders, where required.

CSP Support Plans

Altiotech CSP Support Services

Services	Basic CSP Support	Advanced Cloud Support O365 for Partners	Advanced Cloud Support	Premium Support
Onboarding & activation support	✓	✓	✓	✓
Licence & billing support	✓	✓	✓	✓
Service Request (SR) submission (Web/E-mail/Phone)	W/E	W/E/P	W/E/P	W/E/P
Cloud break fix/ Business hours	✓	✓	✓	✓
Cloud break fix/ 24/7	–	Severity A ^{1,3}	Severity A ¹	Severity A ¹
Break fix severity times	4/8/16	2/4/8	2/4/8	1/2/4
Cloud administration support business hours	–	10 SR/year ³	10 SR/year	✓
Altiotech Premium priority service	–	–	–	✓
Premium Cloud escalation	–	–	4 SR/year ²	3 SR/year ²
Premium on-premise escalation	–	–	–	Per hour

1. Severity A - Business critical - One or more services are not accessible or are unusable. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple users or services are affected.
2. More escalations available as add-ons.
3. Covers Office 365 and Office 365 family products available on CSP.

Empowering Business Through Innovation

About Altiatech

As well as being an established Gold Partner with Microsoft, Altiatech has secured several partnerships to offer organisations a variety of public cloud services. With accessibility to different cloud vendors, our customers receive excellent levels of management that deliver secure and reliable cloud platforms for all their business needs.



Altiatech can also provide ancillary services, such as:

- End-user devices (headsets/ handsets/ webcams or screens)
- Drive user adoption and optimise your investment with our training services, including on-site, online and train the trainer packages.

Through professional services, our team offers an effective combination of customer service expertise and deep technical knowledge to help guide you on your journey towards the modern workplace. We deliver innovative ways to better serve your organisation and support users to enjoy the full benefits of your IT investment.

Public Sector Clients

As a specialist end-to-end IT provider, we are committed to working hand in hand with our clients. We understand that people come first, and technology second, which is why we provide flexible IT solutions to enrich your user experience and improve your organisations digital transformation.

Here are some of our clients below.



Contact us today
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