

Public and Hybrid Cloud Adoption

Cloud Deployment, Hosting and Support

Cloud Services Overview

Want to secure your infrastructure and benefit from costs savings? Altiatech's Cloud Services supports your digital transformation, delivering a comprehensive solution to deploy, host and support your cloud environments with a mix of public or hybrid cloud solutions. Designed to help you maximise your cloud adoption quickly and securely, Altiatech's cloud services includes Microsoft Azure, Amazon Web Services and Google Cloud Platform.

Highly scalable, our cloud services provide you with the flexibility to access what you need with both storage and computing power, so you only pay for what you consume. Whether you are deploying new virtual machines, moving applications or implementing a datacentre migration, your move to the cloud will increase operational efficiency and save your organisation considerable time and money in the process.

Public and Hybrid Cloud Services

Our cloud service provides discovery, evaluation and risk assessment of the following underpinning technologies and processes.

- Site to Site and Site to Cloud disaster recovery using Site Recovery Manager
- Automation of maintenance, migration, self-heal and provisioning operations using Resource Manager
- StorSimple and storage
- SQL Server Databases
- SharePoint, Google Drive
- Azure Websites
- Migration of on-premise and legacy Windows Servers to virtual machines
- Management Information and Analytics
- Content Delivery Network
- Media Services
- Global Service Monitoring



Technology and Implementation

Technology Coverage

The service plan includes the following technologies in its scope:

- Virtual Networking
- Virtual Machines Infrastructure-as-a-Service
- Platform-as-a-Service
- Active Directory, AWS Directory, Google Identity Platform
- Site Recovery Manager
- Backup and Recovery Vaults
- Storage Subscriptions
- Management Information and Analytics
- Hybrid Identity with Active Directory
- Virtual machine migrations

Implementation Services

- Design and Implementation Testing
- Configuration and management of Site Recovery Manager
- Resource Manager
- Storage
- Databases
- Provisioning of new Virtual Machines (VM)
- Migration of on-premise physical and virtual machines
- Upgrading legacy servers to modern supported versions of Windows server
- Management Information and Analytics
- Configuration and Management
- Media Services and Global Service Monitoring
- Managing the capacity of your hybrid cloud solution and advising on additional storage
- Optimising VM placement, settings, size and auto growth to optimise cost versus performance

At the end of the engagement, we will present the following:

- Hybrid cloud readiness report
- Implementation and migration plan

Project Management

PHASE 1: DISCOVERY

We work in partnership with your engineers and architects to get an overview of your As-Is-Estate.

PHASE 2: ASSESSMENT

Reports and findings are distributed to your sponsors and stakeholders for review, along with a workshop to gather further feedback and answer any questions in the planning and remediation phase.

PHASE 3: PLANNING

Our consultants present draft reports and presentations to our Architectural Review Board (ARB) who provide an additional layer of assessment and risk management.

PHASE 4: RISK MANAGEMENT & QA

Our consultants produce draft reports and presentations that identify any risks or remedial work that needs to be undertaken.

PHASE 5: PRESENTATION

Once all relevant information has been gathered, our team of consultants and architects will assess your environment. A Service Management Consultant will engage with your delivery team to identify the current maturity and approach to service level management to determine how the process should be improved to exploit cloud benefits and tools.

Cloud Fast Start

Without a robust strategy, the implementation of cloud services can be slow and costly unless a structured approach is adopted. With Altiotech, we provide a Fast Start Service to help you realise cloud implementation and migration quickly. Expect to have your public or hybrid cloud solution up and running in six weeks rather than six months, providing you with continuous support every step of the way.

Fast Start Benefits

- Rapid implementation
- Maximise ROI
- Minimal meetings for design and delivery
- Expert consultants delivering reliable support and advice
- Automated deployment of server infrastructure and roles
- All-inclusive, fixed price for design and implementation

Next Steps and Service Delivery



Pre-requisites

Microsoft Tenant is required for Microsoft services, otherwise there are no pre-requisites for our cloud services. 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

New customers can be technically on-boarded within a matter of days using Altiatech's automated secure configuration templates. A standard requirement gathering exercise will be managed by Altiatech to review the customer's technical prerequisites, including network connectivity, email domain name configuration, key points of contact, system integration requirements and hand over and training. For any complex requirements, Altiatech will charge for a Cloud Readiness Workshop.

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.

Ongoing Support

Altiatech can provide you with on-going support, from 3rd line to a fully managed service with a range of support hours/ SLAs to meet your business needs depending on the severity of your support issue.

Typical services we provide are as follows:

Monday – Friday 0900–1700 with 4-hour Response
Monday – Friday 0800–1800 with 4-hour Response
Monday – Sunday 0800–2000 with 4-hour Response
24x7 with 4-hour Response

Altiatech can also provide a tailored support package to meet your business needs.

Empowering Business Through Innovation

About Altiatech

An established Gold Partner with Microsoft, with registered access to Google and AWS, our consultants offer fast deployment, proactive cloud management and expert support to keep your IT environments optimised, secure and stable.



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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