

CSI CLOUD AZURE SERVICES

SCALABLE AND AGILE PLATFORMS FOR A DEVOPS APPROACH

Technology has always been critical to each component of the ecosystem in terms of 'business as usual' operations. But in recent years, with the speed of change accelerating and recent developments in public cloud capabilities, it has now become a competitive differentiator and a driver of innovation and value, vital to the transformation and growth of business.

Today it is imperative that a technology platform is scalable and agile to enable the business to respond quickly to support innovation and manage change. Azure (Microsoft's hyperscale public cloud), addresses the need for a more agile DevOps-aligned approach to IT platforms.

As a Microsoft Cloud Services Partner, CSI provides migration and managed services to ensure the Azure platform delivers the advantages of scalability and agility, while also managing costs and maintaining the high levels of security and compliance demanded in highly regulated industries. We can also provide an implementation service to ensure a successful migration to the Azure cloud either via consultancy services or professional services to ensure the transformation meets the individual client's business needs.

CSI Cloud Azure Service Offerings

We offer four levels of CSI Azure Services as detailed below:

Basic CSP: a client will only buy the subscription through CSI.

Standard CSP: a managed service typically applied to clients who do not want 24 x7 support or have non-business critical services.

Advanced CSP: a managed service applied to clients who require a 24 x7 support model for their business critical services.

Optional Services: provided either as consultancy services where CSI will advise on actions required, or professional services where CSI implements actions from the consultancy service or are engaged to implement a requested action.

Services which fall outside of the standard or advanced workload and are bespoke to the client will be delivered as Optional Services. As Microsoft adds new functionality within Azure, these will be included in the optional items to be evaluated with the client as part of a consulting engagement.

Monitoring and Management

CSI uses a monitoring toolset which complements the native monitoring tools within Azure to provide a complete monitoring service to the client. Monitoring is used to provide a detailed insight into "what's normal" and any upcoming or preventable issues in the environment.

Our monitoring service provides:

- Reporting on system health, which feeds into tuning for optimal application performance.
- Analysis of status logs, which offers valuable insights into resource consumption and root causes of any downtime.

Using this information, CSI can act on or recommend any actions to keep the infrastructure performance optimal and reliable as possible.



Service Management

Our clients have access to the CSI operational support teams, CSI Service Desk and resolver group expertise. CSI follows the ITIL framework for support encompassing incident, change and problem management.



Service Delivery Manager: Service Delivery Management is the overarching management of the end to end contractual deliverables of the business as usual service. CSI will designate a Service Delivery Manager (SDM) to act as the primary liaison between the client and CSI's operational, architectural and commercial functions.

The SDM will work with the service desk and operations team to ensure BAU service is maintained, and in the event of a hierarchical service escalation, own any deficiencies in service and act on new requirements that may modify the contract. Regular service review meetings will be conducted if the standard or advanced service is taken.

Automated Compliance and Regulation Support

Cloud computing provides a foundation that enables companies to develop, test, fail, improve and launch applications with lower investment and higher velocity than ever before, however workload environments also need to be increasingly compliant and free from risk.

DevOps teams using public clouds can set-up, use and shut-down large numbers of servers very quickly, but to do this securely with manual processes is slow, prone to errors and standards are difficult to maintain across a server estate.

Compliance is enforced by formal audits, but compliance checking should be part of business as usual rather than being an annual event before audit. Checking for compliance everyday cannot be achieved manually – it would simply take too long and be too expensive. Automation enables continuous compliance, which also means that passing an audit becomes a formality.

CSI can provide a professional service to enable clients to meet business compliance requirements. With automation-based compliance, CSI is able to:

- Minimise manual effort and the associated risk in performing repetitive operational tasks
- React quickly and reliably to standard changes
- Keep our clients' server estates consistent with best practise and compliant with regulations

Additional Services from CSI

- CSI IBM i Cloud Services
- CSI AIX Cloud Services
- CSI Cloud Services for Linux on IBM Power
- AI-optimised Cloud Infrastructure
- Network Monitoring & Management
- Backup and Recovery Simulator
- Managed Security Services built around CSI SIEM service, elevated end point protection and phishing service
- Professional Services e.g. consultancy, project management, risk mitigation and roadmap reviews

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