

Enterprise application vendors are moving their software to the cloud. This transforms the way in which applications are delivered and also the approach required to manage those systems.

Cloud deployment shifts the focus towards functional solutions and business process knowledge, alongside mitigating the impact of mandatory patching cycles and multiple new version releases per year. As a result, the responsibilities of your application management services team changes significantly from traditional on-premise models.

Our experience has shown that the level of focus and resource necessary to successfully navigate routine cloud activities often results in a lack of continual service improvement and ultimately fails to deliver value to the business.

Whatever your investment level in Cloud solutions is, companies will always require access to local specialist support services from people who understand business. PwC's range of Cloud AMS offerings provide a solution for all such scenarios, with an innovative blend of cost vs. business risk. As your Cloud presence extends and stabilises, we offer the flexibility to switch between service models on an annual basis should your needs change.

If you would like further information please contact:



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# Managed Cloud Services



**pwc**

The Offerings

Cloud Managed

What is it?	When might I choose this type of service?
A fully managed Cloud service for a fixed monthly fee. This covers all routine maintenance activities, security management, release stabilisation, incident management, and proactive problem management.	As a business you've made a strategic decision not to employ any Cloud Applications Specialists and wish to reduce risk by having a predictable, fixed price agreement for all applications support activities. Our expert consultants will work closely with your key users to ensure that you receive real business value from your cloud investment.

Cloud Augment

We manage the risk of regression testing the mandatory, routine tasks that Cloud demands of you as a customer – Monthly Patch Bundles, Releases, Quarterly Technology Stack updates, and environment management. In addition we'll maintain any security/user configuration and, by segregating duties, you will limit the risk to your service and comply with industry standard service governance policies.	You intend to maintain a core team of Cloud Support Specialists but don't have the capacity to complete the routine maintenance activities the Cloud Service requires. Our AMS team will reduce the risk by completing these activities through our robust governance framework. In addition you can purchase flexible call off bundles to secure additional capability as required, for example, holiday cover, change requests, or secure 3rd line specialist knowledge.
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Cloud Supported

An on-demand model comprising access to our service desk and flexible managed service call-off time bought in bundles to be used however you decide.	You are retaining a Cloud Application Specialist function that will support the ongoing service but require an facility to request additional specialist services at critical times, for example, holiday cover or complex incident resolution/configuration.
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Service Scope

Service Type	Cloud Managed	Cloud Augment	Cloud Supported
Service management			
ITIL and ISO20000-1 Service Framework	✓	✓	✓
Named Service Manager	✓	✓	✓
Service Report	✓ Monthly	✓ Monthly	✓ Quarterly
Service Review	✓ Monthly	✓ Monthly	✓ Quarterly
Quality Review	✓ Quarterly	✓ Quarterly	X
Service transition			
Dedicated Service Desk <sup>1</sup>	✓	✓	✓
Knowledge Transfer	✓	✓ <sup>2</sup>	✓ Available via flexible call off
Incident and problem management			
Response based SLA	✓	✓	✓
Resolution based SLA	✓	X	X
Reactive Incident Management	✓	✓ Available via flexible call off	✓ Available via flexible call off
Proactive Problem Management	✓	✓ Available via flexible call off	✓ Available via flexible call off

1. 08:00 – 18:00 Monday to Friday excluding bank holidays  
2. Knowledge transfer included for augment specific processes. Other knowledge transfer available through flexible call off

Service Type	Cloud Managed	Cloud Augment	Cloud Supported
Incident and problem management			
'How To ...' advice and guidance	✓	✓ Available via flexible call off	✓ Available via flexible call off
Interface/Third Party Application Support (as agreed per RACI)	✓ <sup>3</sup>	✓ Available via flexible call off	✓ Available via flexible call off
Request fulfilment			
System Administration	✓	✓	✓ Available via flexible call off
Security Administration	✓	✓	✓ Available via flexible call off
Change and release management			
Monthly Patch and Tech Stack Regression Testing	✓	✓	✓ Available via flexible call off
Release Stabilisation	✓	✓	✓ Available via flexible call off
Enhancement Work	✓ Available via flexible call off	✓ Available via flexible call off	✓ Available via flexible call off
Vendor management			
Environment Management	✓	✓	✓ Available via flexible call off
Vendor Liaison	✓	✓ Available via flexible call off	✓ Available via flexible call off

3. Includes Local configuration changes to cloud platform but excludes a) support for custom interfaces between Cloud and other systems b) support for custom reporting, external to the core cloud product reporting. This is available through flexible call off

