

Cloud Infrastructure & App Support

Increase the efficiency and security of your operations and prepare for future challenges.



Cloud Infrastructure & App Support

What you get:

- **Access to professionals** with knowledge and hands-on experience in Software Development, CloudOps, FinOps, DevSecOps, Data Engineering, ITSM Consulting, and Information Security with a track record working for start-ups, SMBs, and Global Enterprises
- **Tailored support and software development** for your applications
- **Proactive support** and a strategy to minimise the risk of incidents and eliminate their root causes
- **Increased security, resiliency and efficiency** of your cloud services

As a result, you can:

- **Avoid fires** in prod and fragile apps by working with professionals
- Change your services and develop your software to adjust them to dynamic market conditions and **let your business thrive**
- Deliver **quality support services** to your customers with the augmentation of your current team, processes, and tools with a single expert or the whole incident, problem, and change management teams, anytime you need them most
- Get **24/7/365 coverage** from our delivery centres across the globe, with clearly defined Key Performance Indicators and Service Level Agreements





What are the benefits?

- **Flexible support:** add professionals on-demand for various requests
- **Access to experts:** get best practices and direct access to domain experts
- **Improved efficiency:** achieve increased efficiency, effectiveness, availability, and resiliency for better resource optimization
- **Better security:** ensure better security and compliance with best practices and standards
- **Predictable results:** monitor the performance of support processes for better visibility and predictability of results
- **New opportunities:** explore new business opportunities leveraging your existing technology stack

OUR CERTIFICATES



SoDA



Cloud Infrastructure Support

– what you need to know:

- **Metrics and KPIs** management: we combine expertise for managing and optimizing services
- **On-demand expertise:** get access to professionals on-demand with our subscription-based model
- **Results commitment:** we commit to delivering results, so you know what to expect
- **Emphasis on quality:** we prioritize quality and flexible solutions to meet your expectations

WHAT OUR CLIENT SAYS:

„Future Processing Cloud Ops team provided us with an excellent service. They rapidly assembled a team that got to grips with the challenge, formulated a plan, and seamlessly conducted the infrastructure migration. For us, this was a critical project, with a compressed timescale. Future Processing also took the opportunity to review our Azure subscription and significantly reduced our operating costs in consequence. Working with the team was a real pleasure.”

Philip Vaughan

Program Director, TrustMark

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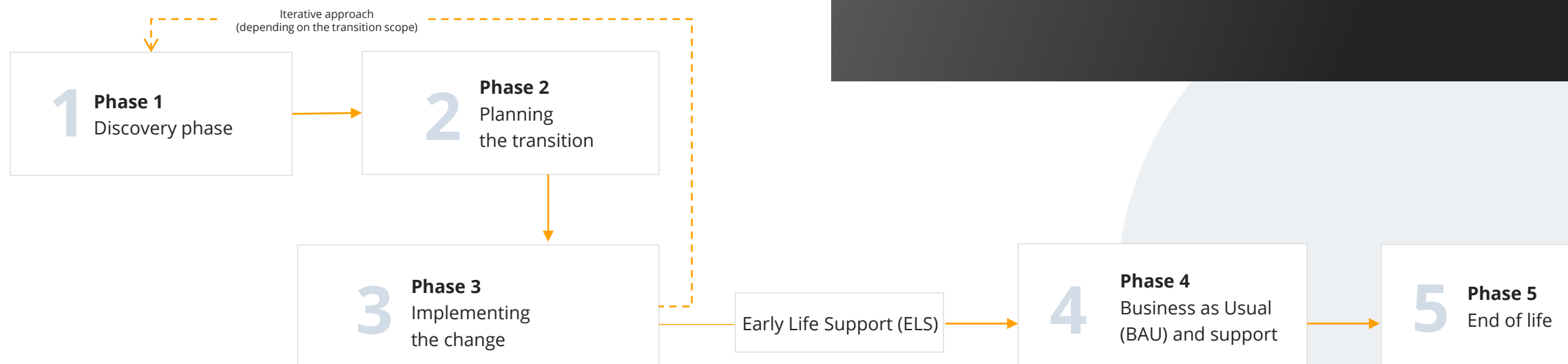


THE WAY WE DO IT

We developed a **straight-forward support services activation and transition process** in which we build a Transition Force Team for you.

The team usually includes a Project Manager, a DevOps Architect, a CloudOps Architect, an ITSM Expert, and a Security Expert.

TIMELINE



72%

A decrease of costs with the same level of performance after we optimised a client's subscription

39%

A reduction of Azure App Services, along with a reduction of 33% in Databases, 25% in Storages and 25% in Function APPs with the same client

Cloud Infrastructure Architecture

Understand your Cloud environment today and prepare for the future by aligning technology, business and customers to ensure continuous value co-creation end-to-end.



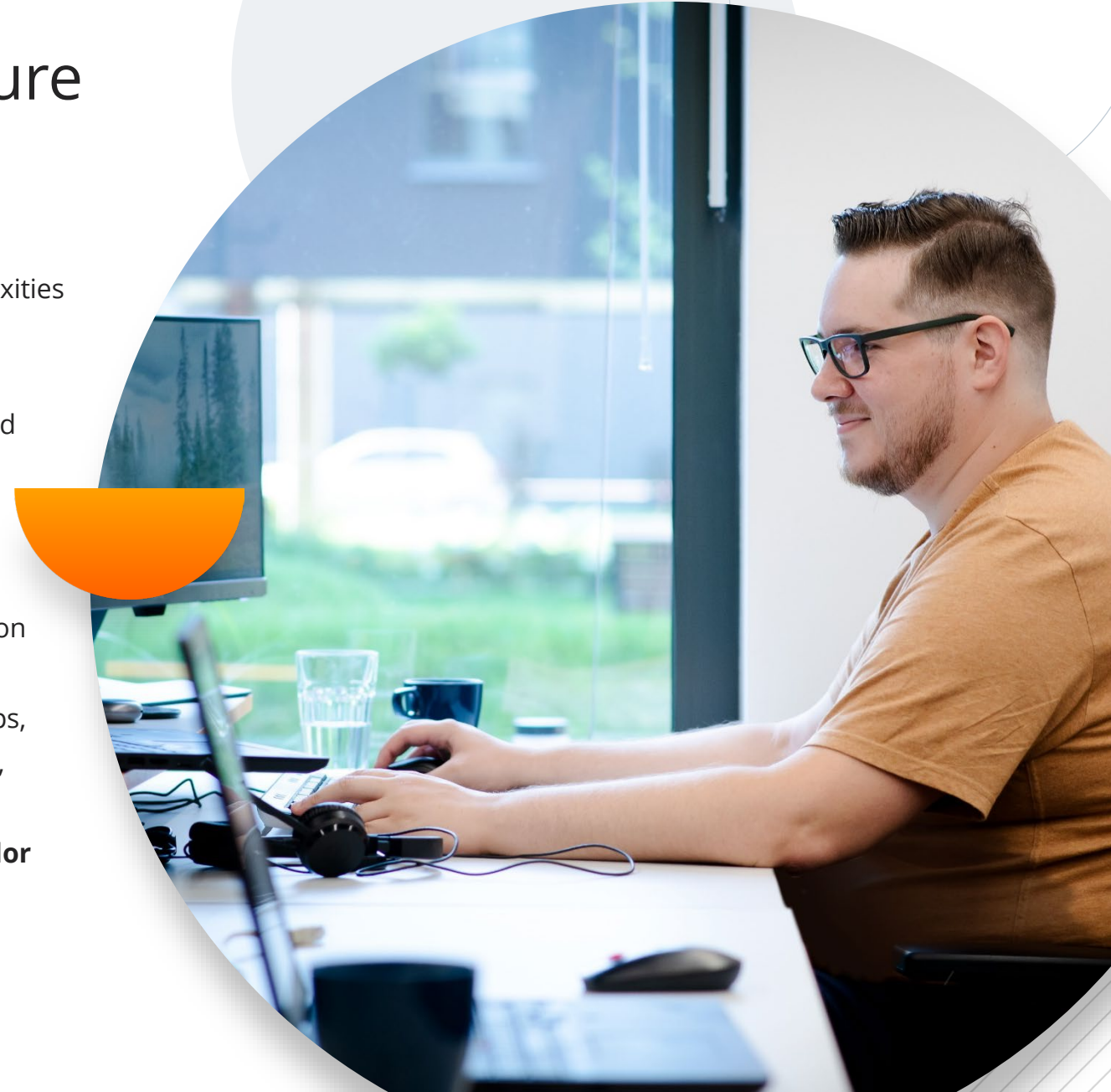
Cloud Infrastructure Architecture

What you get:

- A thorough **understanding** of modern cloud architecture's complexities
- A **strategy** to get your workloads to the cloud by leveraging **Cloud Native** products, Apps and services
- An **efficient cloud adoption journey**, accompanied by experienced professionals

As a result, you can:

- **Save time and money** by avoiding some common and less common pitfalls, thanks to the **experience of professionals** working with Architecture, AI&ML, CloudOps, Data Science & Engineering, DevOps, Software Development, Infrastructure, Information Security, OSINT, Pen Testing, ITIL and more, **all under one roof**
- **Understand** the pros and cons of **multiple architectures** and **tailor** them to **your needs and business outcomes**
- Build your business's **success** on a solid **foundation**





What are the benefits?

- **Value co-creation:** robust business case results in end-to-end value co-creation
- **Peace of mind:** understanding the complex landscape and documented architectural decisions provide peace of mind
- **Leverage existing products:** Cloud Adoption Roadmap leverages existing products and services
- **Iterative progress:** Proof of Cloud or Pilot of Cloud with iterative progress and feedback
- **Improved processes:** optimizing and automating cloud processes to excite the team with improvement opportunities

Cloud Infrastructure Architecture - what you need to know:

- We combine the expertise of multiple professionals with **end-to-end coverage of service, product and software development lifecycles**, giving you specific expertise on-demand when you need it most, **all under one roof in OPEX**
- During our **Future Vision Workshop** we build a shared understanding of the cloud concepts, evaluating the potential, and rapidly determining where to start

OUR EXPERTISE



WHAT OUR CLIENT SAYS:

„We've always been impressed by the thoughtfulness and problem solving they bring to make sure we achieve business goals. They also have the bigger picture in mind; if we ask them to do something, they don't hesitate to point out potential ripple effects we hadn't considered might negatively impact our AWS costs or other business functionalities.“

Kevin Conroy
Chief Product Officer, GlobalGiving



THE WAY WE DO IT

STEP 1. Future Vision Workshop

- We build a shared understanding of the cloud concepts, evaluate the potential, and determine where to start.

STEP 2. Future of Cloud Assessment

- An in-depth strategic assessment in which we our Cloud consultants analyse and map your workloads and determine the cloud adoption potential. We document the AS-IS Architecture, design Target Operating Model and develop the Business Case, TO-BE Architecture and Cloud Adoption Roadmap.

STEP 3. Proof of Cloud / Pilot of Cloud

- Once the workloads have been chosen the next stage is either a Proof of Cloud - where the environment is deployed and tested but not put live - or a Pilot of Cloud which takes the Proof of Cloud into production, with monitoring, support and fine-tuning of the workload.

STEP 4. Future of Cloud Accelerator

- Following viable proofs of the Cloud, we grow the capability, improve operations and scale the Cloud adoption for other workloads.

Cloud Infrastructure Auditing and Security

Ensure that people, processes, and security co-create value and are secured and prepared for current and future challenges.



Cloud Infrastructure Auditing and Security

What you get:

- A thorough **understanding** of your cloud adoption, operations, and scaling journey
- **Actionable recommendations** to deal with common and your business-specific cloud-related challenges and risks
- **Optimisation and automation** of your processes

As a result, you can:

- Gain a **professional assessment** of products, processes, and services
- **Tailored solutions** to fit your business needs and future architecture
- **Quick, actionable recommendations** for resilience and anti-fragility
- **Save time and money** by avoiding common and uncommon pitfalls
- **Access to professionals** with expertise in various areas, **all under one roof**





What are the benefits?

- **Laser-focused audits** to identify risks and pinpoint improvements tailored to your needs
- **Prioritization of risks, recommendations for improvements, and a roadmap** to the next level of maturity in your digital transformation journey
- **Identification of bottlenecks and constraints and a roadmap** leveraging your existing products and services
- **Direct access to domain experts** for specific areas and understanding of AS-IS and target operating models, people, tools, and processes
- **Optimization and automation of processes to excite people with improvements** and eliminate manual, repetitive, and error-prone tasks

OUR CERTIFICATES



Cloud Infrastructure Auditing and Security

– what you need to know:

- We combine the expertise and knowledge of multiple professionals with end-to-end coverage of service, product, and software development lifecycles, giving you specific expertise on demand when and where you need it most.
- Our Managed Services Team have successfully delivered, participated in, and actioned over a hundred audits in various areas, roles, and responsibilities.



THE WAY WE DO IT

STEP 1. Checkpoint Workshop

- We build a shared understanding of your needs, evaluate the potential, and determine where to start. At this stage, we gather the necessities like confirming Champions roles in the specific areas, which would help with accessing and understanding essential documentation, and relevant policies and streamlining minimum required access to people, services, products and environments in scope.

STEP 3. Checkpoint Report

- Detailed AS-IS report with analysis, improvement recommendations, and prioritized risks to manage.

STEP 2. Checkpoint Audit

- In-depth assessment, your products and services are analyzed and crossed with best practices and relevant industry standards, and the potential for improvements is identified.

STEP 4. Checkpoint Handover

- Following viable proofs of AS-IS state in-depth discussion about TO-BE state in your Digital Transformation Journey and the high-level or very detailed follow-up recommendations regarding improvements, risks, and actions.

Cloud Migration and Modernisation

Move to cloud quickly and efficiently and build foundations for cloud-native or hybrid cloud environments' resilience, availability, and scaling.



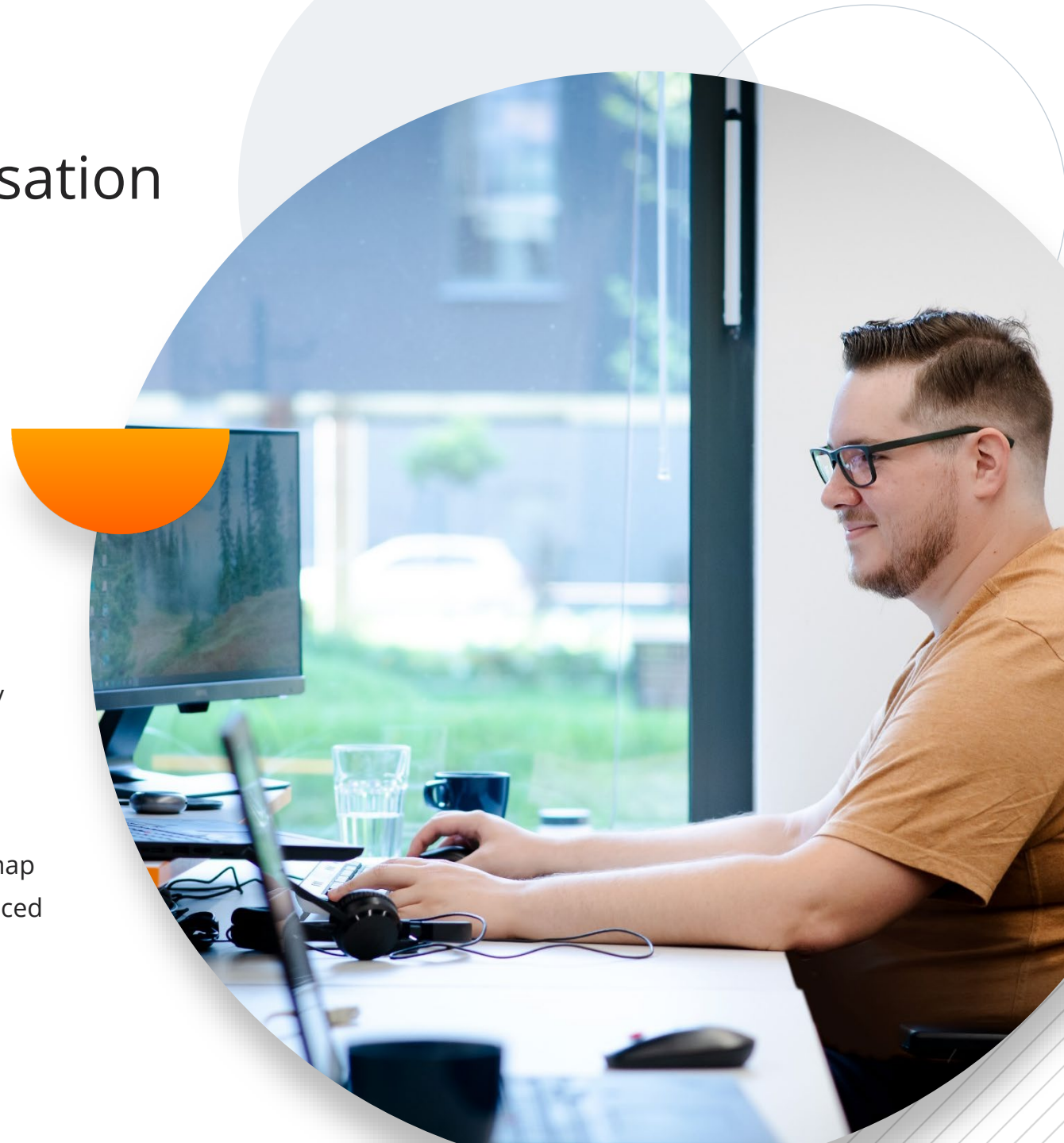
Cloud Migration and Modernisation

What you get:

- A **fast and efficient** service of **moving to cloud**
- An **efficient and informed cloud adoption journey**
- **Increased operation agility** despite your legacy on-prem systems that may hold you back
- **Increased efficiency of your cloud services**

As a result, you can:

- **Optimize costs** while improving resiliency, security, and scalability by moving critical workloads to the cloud
- Access a **robust migration and modernization framework** to prioritize migration of valuable workloads and increase velocity
- **Accelerate cloud adoption journey** with a cloud adoption roadmap
- **Avoid** common and not common **pitfalls** with help from experienced professionals in CloudOps, DevOps, ITIL, and Information Security gained through working with various companies



What are the benefits?

- **MS Azure and AWS-certified** consultants available for comprehensive support
- **Experts** in Business Analysis, Information Security, DevOps, CloudOps, SecOps, FinOps, and Data Solutions provide experience-sharing and support
- **Proven cloud & data modernisation framework** driven by best practices and metric-driven approach
- **Gain peace of mind** with cloud-related decisions through knowledge of business process analysis, cost and risk analysis, and options assessment
- **Partnership with Azure and AWS** offers technological support and favourable pricing
- **Access to a wide range of capabilities** for additional projects, all under one roof

OUR CERTIFICATES



Cloud Migration and Modernisation – what you need to know:

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WHAT OUR CLIENT SAYS:

Future Processing developed a unique identifier system for non-profit database coordination among our core organisations. They suggested and helped refine an architecture approach using AWS and a variety of technologies. They answered all our technical questions as to how the system would work and ensured that the architecture supported our business workflows. Since developing the system, they've continued to maintain it.

Kevin Conroy
Chief Product Officer, GlobalGiving



Our Cloud and Data Migration and Modernisation Framework

Please take a look at our Cloud and Data Migration and Modernisation framework. It consists of 5 stages, with carefully designed steps to help you reach your goals:



The “Adjust” wave covers the planning and aligning of the organisation for cloud and data endeavors. Foundational choices and considerations are analysed to establish a basis for the project.

The “Design” wave encompasses the complete design of primary and subsidiary cloud and data processes. The substance of the project is generated here with a broad scope capturing each element necessary for completion.

The “Connect” wave sets the stage for integration. Content generated in the “Design” wave is prepared to be activated and final attunements are made to completely align the material for migration.

The “Migration” wave sees implementation of all new processes. Planning and execution of migration is accompanied by TCO and ROI checks. Ultimately, testing and a final release sees a full connection of designed processes with the system.

The “Enable” wave consists of monitoring for optimal performance of the launch. All considerations are reviewed and processed for future endeavors in optimization and automation of processes.

Cloud, Governance & Process Consulting

Understand your Cloud environment today and prepare for the future by aligning technology, business and customers to ensure continuous value co-creation end-to-end.





What you get:

- **Cloud** that is more **secure, well-managed and better understood**.
- **Decreased cost and increased availability** of your cloud or hybrid environments
- A **robust cloud governance framework**

As a result, you can:

- **Govern** your multi-tenant environments and create new standards to **optimize costs and increase the security and availability** of your cloud, multi-cloud, and hybrid workloads
- Ensure **guidance, robust processes, and enforcement of best practices** for security to act as a value multiplier for your business and customers
- Deliver **highly available, robust, and anti-fragile services** based on well-prepared business continuity and disaster recovery procedures with defined recovery time and recovery points objectives

What are the benefits?

- **Tailored cloud governance framework** including guidelines, policies, and standards
- **Improved security, and compliance** with best practices and standards (e.g., ISO27001, GDPR)
- **Optimised costs** through guidelines, controls, and responsibilities.
- **Leveraging cloud-native** processes for development, optimisation, and automation
- **Increased transparency and less shadow IT** through knowledge sharing with employees, businesses, and customers

OUR CERTIFICATES



Cloud, Governance and Process Consulting – what you need to know:

- We combine the expertise and knowledge of multiple experts with end-to-end coverage of cloud governance standards and practices, giving you specific expertise tailored to your unique business and customers.
- Our Managed Services Team members have successfully co-created value and helped transform dozens of organisations, products, and services within start-ups, SMBs and large enterprises.



THE WAY WE DO IT

STEP 1. Future of Cloud Governance Workshop

- We build a shared understanding of your business, Cloud Adoption journey, strategy, policies, standards and procedures to evaluate the potential for improvements and rapidly determine where to start.

STEP 2. Cloud Governance Assessment

- Our Cloud consultants conduct an in-depth strategic assessment in which they analyse and map your policies, standards and procedures, and determine your Cloud Governance potential. They then document the AS-IS state and design Cloud Governance Framework. Finally, they develop the Business Case, TO-BE Cloud Governance Framework and Cloud Governance Roadmap.

STEP 3. Pilot of Cloud Governance

- We start with a Proof of Cloud Governance - where the new processes are deployed and tested but not put to live - or a Pilot of Cloud Governance which takes the Proof of Cloud into production, with monitoring, support and fine-tuning of the new processes incl. KPIs, OKRs, SLAs, and OLAs.

STEP 4. Cloud Governance CSI

- We can continue the journey with you with the Continuous Service Improvement approach. We help you ensure that your Cloud Governance Framework is evolving and improving along with your business based on proactive monitoring and the introduction of automation and self-service capabilities when possible and reasonable. We constantly gather data, information, and knowledge to follow Continuous Improvement Cycles and introduce any improvements that would benefit you, your business, and your customers.

Disaster Recovery in the Cloud

Start trusting your cloud or hybrid infrastructure and be well prepared for all the challenges and risks.





What you get:

- **A thorough understanding** of cloud or hybrid infrastructure's risks and challenges
- **Better protection and security** thanks to a strategy of regular testing
- An **efficient cloud adoption journey**, conducted by experienced professionals

As a result, you can:

- **Be proactive and well-prepared** for disasters and attacks with experienced professionals
- Deliver HA and anti-fragile services with **tested continuity and recovery procedures**
- **24/7 coverage** with clearly defined KPIs in agreements

What are the benefits?

- **Cost efficiency, better recovery objectives, and high availability** of critical workloads save time, money, and business reputation.
- **Disaster recovery** implementation and regular testing of backups and HA mechanisms build trust in infrastructure, decrease risks of data breaches, and guarantee higher availability of services and servers.
- **Better security, protection against attacks, and compliance** with best practices and standards, including ISO27001, GDPR, and Security as a Service.
- **Direct access to domain experts** in AWS and Microsoft Azure increases efficiency, effectiveness, availability, and resiliency while reducing costs.
- **Pinpointed opportunities for improvements** or new business requirements launch new workstreams in T&M and Fixed leveraging knowledge in Software Development, Data Solutions, UX/UI, and more.

OUR CERTIFICATES



Cloud Infrastructure Auditing and Security – what you need to know:

- We combine the expertise and knowledge of multiple professionals with end-to-end coverage of service, product, and software development lifecycles, giving you specific expertise on-demand when, and where you need it most.
- Our Managed Services Team have successfully delivered, participated in, and actioned over a hundred audits in various areas, roles, and responsibilities.



THE WAY WE DO IT

STEP 1. Disaster Recovery Workshop

- We build a shared understanding of environments, workloads and critical business processes. We evaluate the priorities, and rapidly determine where to start.

STEP 2. Disaster Recovery Planning

- An in-depth workloads assessment, in which we set the priorities. Document the AS-IS and design the TO-BE state aligned with your business outcomes. We then develop the Business Case, TO-BE DR Architecture and Disaster Recovery Roadmap.

STEP 3. Pilot of Disaster Recovery in the Cloud

- This stage starts with either a Proof of Disaster Recovery (PoDR) - where the recovery environment is deployed and tested but not put to live - or a Pilot of Cloud which takes PoDR into production, with monitoring, support and fine-tuning of the Disaster Recovery in Cloud service.

STEP 4. Operations and Scale

- Following viable proofs of Disaster Recovery in Cloud, we grow the capability, improve operations and the scale service for other workloads.