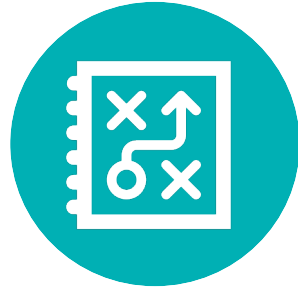


Cloud Support Services

Austin Elliot is a market leader in helping businesses setup, run and enhance their cloud services as part of their cloud adoption. We have proven track record of delivering with cutting edge organisations



Cloud Vision & Strategy



Cloud Service Design Rollout



Cloud Adoption & Migration



Better Business



Cloud Vision & Strategy



Cloud Vision & Strategy

- Definition and Analysis

- Analysis of your current operating model including architectures, scope, Stakeholders, future requirements
- Define the cloud vision and strategic blueprint (To-Be) along with target architectures
- Define the migration strategy

- Strategy Vision and Target Architecture

- Design and implement effective governance to assure quality of service migration and operations
- Define and implement your businesses hosting strategy aligned to your target architecture
- Define your businesses service strategy and implementation of service structures

- Gap Analysis and Change Impact Assessment

- **Support your businesses stakeholder management** and outward communications to facilitate common agreement and understanding.



Cloud Service Design Rollout



Cloud Service Design Rollout

Design and implement the structures required to enable you to migrate and operate in a cloud environment, this includes:

- Design and integrate a business-services migration plan
- Establish and embed service leads and assist them maintaining service quality throughout migration activities
- Establish and maintain service roadmaps
- Carry out business change and transformation activities
- Consumer-stakeholder engagement and management



Cloud Adoption and Migration



Cloud Adoption & Migration

- Conduct business-applications analysis & consumer engagement to derive target-architecture and migration options
- Deliver Business change and transformation activities in line with the Cloud Strategy to improve take-up and draw-down of 'legacy' utility services
- Establish consumer support services, e.g. helpdesks, user guides, and training
- Implement platform and application lifecycle management
- Align developer skills and developer experience (DevEx) with 'cloud ways of working' to fully realise improved CI/CD pipelines and 'DevOps' benefits
- Establish new cloud-based services as "business as usual"



Better Business



Better Business

- Embed the change and provide assurance of a stable operation of your cloud services
- Define Key performance indicators and metrics that are in line with your visions and benefits. Collate the Business Intelligence (BI) metrics to demonstrate realisation in a BI dashboard
- Quality Assurance and Performance Testing - Continuously ensure that a service does what it's supposed to do to meet user needs efficiently and reliably
- Ongoing Support - Support user needs by providing help before, during and after service delivery
- Demonstrate significant enhancement to your business operation

