

SOFTCAT CLOUD SERVICES

September 2022

HYBRID INFRASTRUCTURE

MARKET TRENDS

Cloud is popular, but not as straightforward as many think...

>50%

of enterprise data and workloads is, or will be, in the public cloud in the next 12 months and...

32%

of cloud spend is wasted



85%

of organisations are adopting, or want to adopt, PaaS (DB, Containers, Data)

83%

of organisations cite a cloud skills challenge

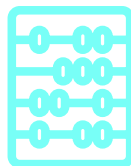
69%

of organisations are leveraging a partner for moving enterprise workloads



CUSTOMER NEEDS

Customers tell us what they want to:



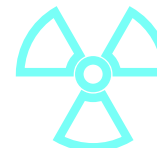
They want to get time back, removing BAU dependencies on internal IT



Reducing technical debt by migration infrastructure and modernizing applications & data to Cloud



Security is a big challenge, and many are held back by legacy technology



Reduce cloud waste, balancing cost and sustainability



SOFTCAT CLOUD SERVICES

While Cloud is a cornerstone in most businesses, many are still looking to extract more value from it.

Our capabilities are designed to support the different phases of growth and maturity across our customers, by providing access to capabilities that address many of the typical goals or challenges our customers ask us to help with.

This allows our customers to leverage our investments in skills, tooling and automation, and crucially benefit from some of our unique service features, such as, Innovation Points which we fund on your behalf, that provide you access to a range of complimentary capabilities as well as our rich specialist partner ecosystem.

Get in touch at cloudsales@softcat.com for more information



AN OVERVIEW

Discover packaged engagements with a fixed scope and price



Cloud advisory

We define where you are and guide you from the starting point to the destination you require.

Hybrid cloud strategy

Funded Assessments *



Cloud architecture

We architect and plan the most appropriate journey to the destination.

Cloud security & health

Workload architecture



Cloud implementation

We build the destination you need and migrate you safely and efficiently.

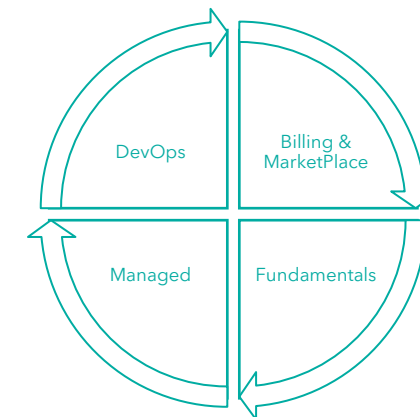
Build

Migration

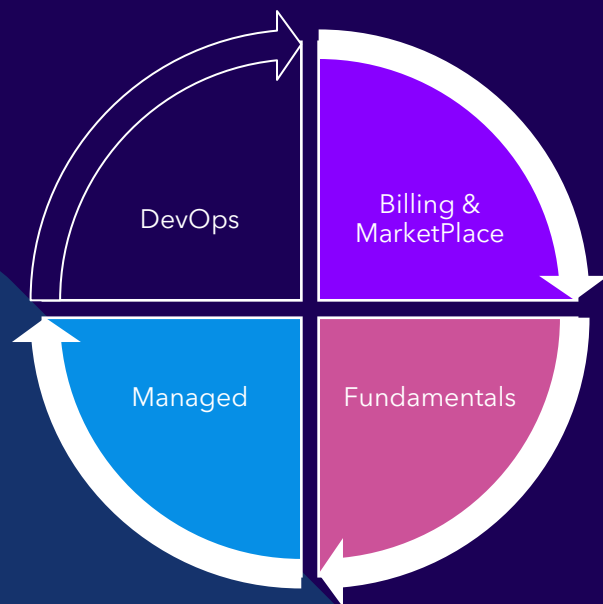


Cloud support & operations

We look after the destination based on your specific operating model.



BILLING AND FUNDAMENTALS



CLOUD BILLING:

- 24/7 service desk
- Cloud billing support
- Cloud technical support *
- Marketplace procurement channel

Enabling efficient commercial management of your cloud environments.



CLOUD FUNDAMENTALS:

- Cloud Management Platform
- FinOps
- Monthly Cloud Architect workshop
- Quarterly Chief Technologist workshop

Delivering visibility of security, reliability and cloud cost alongside your internal teams with support to shape new cloud solutions.

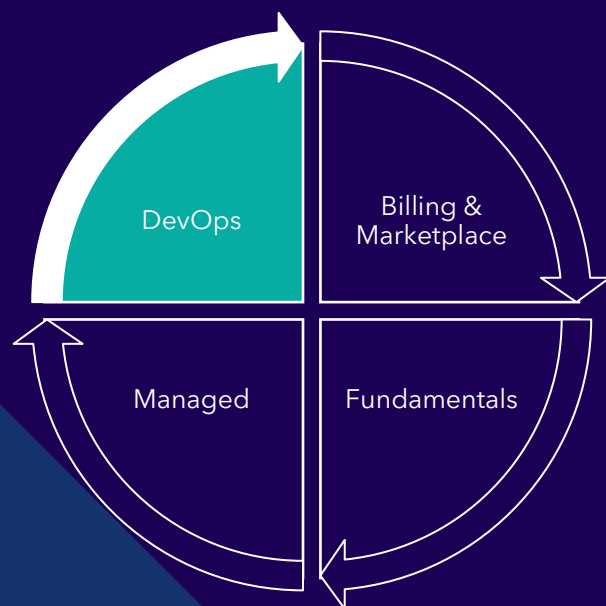


MANAGED CLOUD:

- IT Service Management including; incident, problem, change and service delivery management
- Provisioning via Infrastructure as Code (Terraform)
- Cloud Native Event Monitoring, Security Posture Management, Compliance Reporting, Patching and Backup
- FinOps with dashboards and monthly reviews to recommend savings

Fully managing your cloud environment, helping address skill gaps and freeing you up to focus on your business.

DevOps



DEVOPS ON DEMAND

- We help you modernise your public cloud stack in a simple, scalable way through our flexible and customisable DevOps service and squads.
- You can experience an increased rate of change and innovation, decreasing your time to market and benefits realisation.



The outcome of effective optimisation and modernisation is a more self-sustaining cloud environment – reducing your reliance and spend on managed services.

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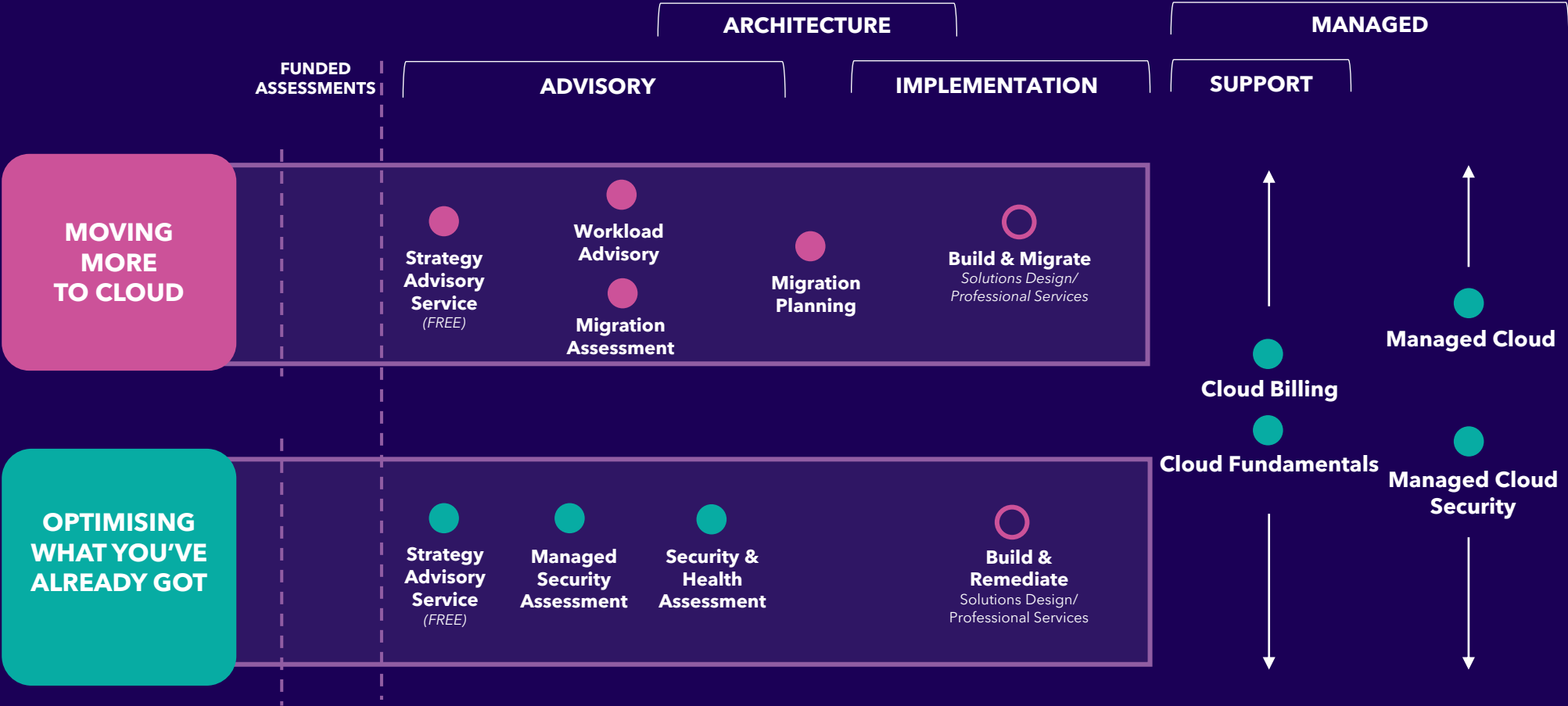


HOW IT WORKS



SOFTCAT SERVICES: BRINGING YOUR TECHNOLOGY TO LIFE

YOUR JOURNEY WITH SOFTCAT



INNOVATION POINTS

Through Softcat Cloud Fundamentals and Managed Services, customers collect Innovation Points.

These points - which are unique to Softcat - can be used against additional services that support the innovation of your cloud goals.

Innovation Points accrue based on your monthly service spend and can be topped-up if required - plus we have a sign on bonus.

Advisory



Workload strategy

Cyber essentials

Breach assessment

Incident response
readiness & planning

Architecture



Workload architecture

Implementation



POA deployment
of new workloads

Cloud health & security
assessment

Accelerators



Softcat AAA

Specialist partner
services; data
analytics, RPA

Training



Certified training

DevOps



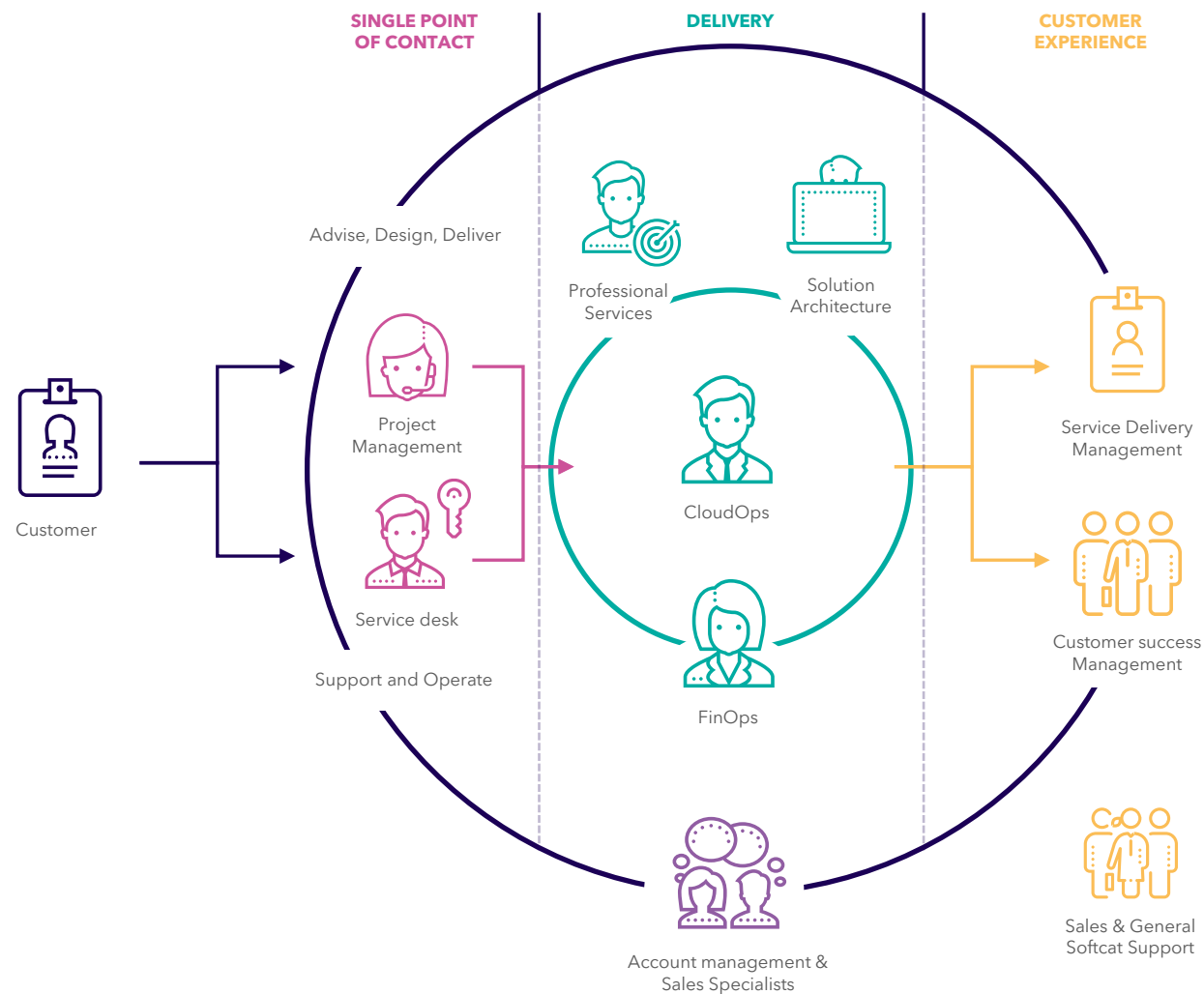
Modernisation sprints



ONE UNIFIED TEAM

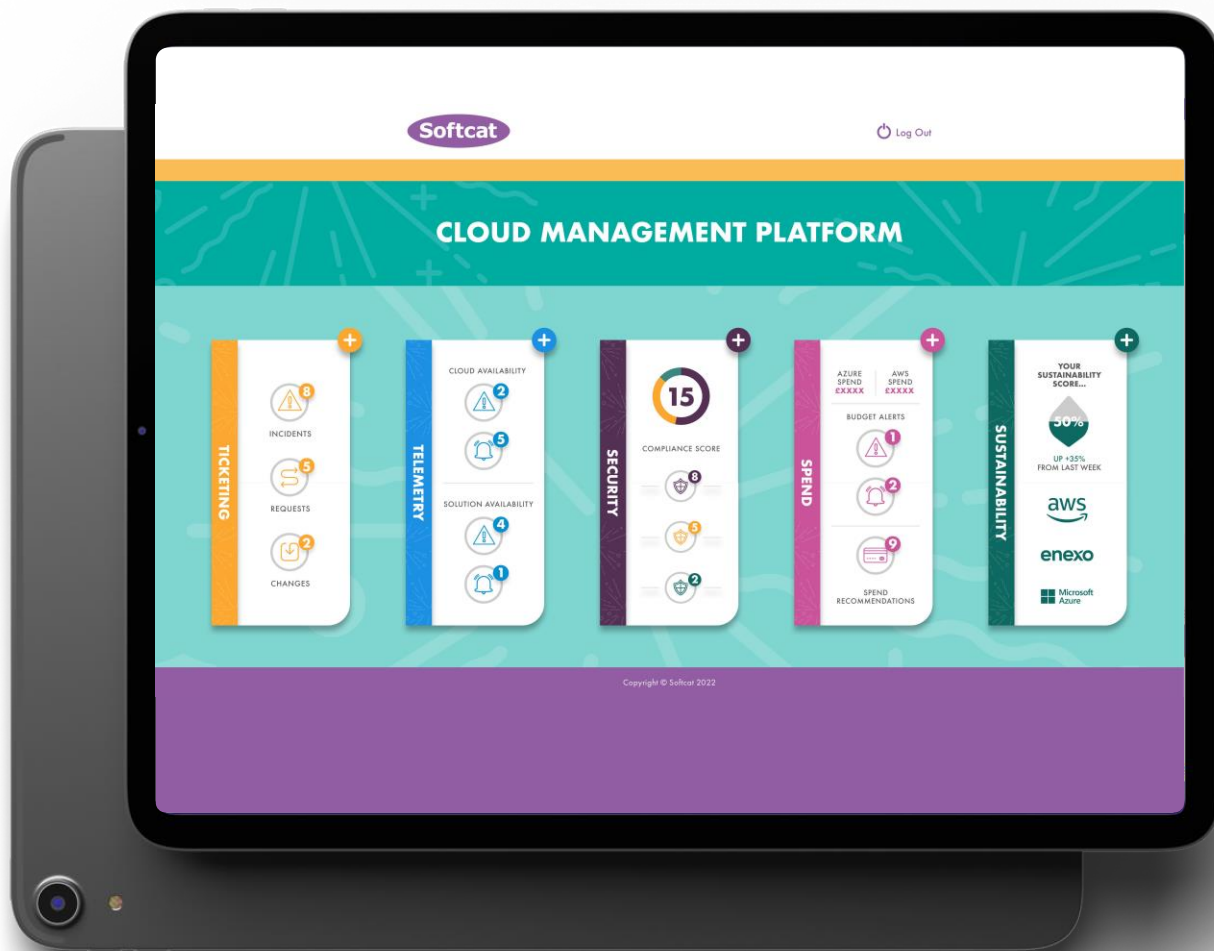
Across our various service types and levels, there are a range of skills and resources available to you.

Crucially, we go out of our way to avoid siloed teams and disjointed experiences – so from contact, through to technical support and service delivery, everybody is connected.



FLOW OF CUSTOMER CONTACT

SOFTCAT'S CLOUD MANAGEMENT PLATFORM



Central to our Cloud Services is the **Cloud Management Platform**. This is available from **Cloud Fundamentals** upwards, and provides access to:

Ticketing for incident and change management

Provisioning, orchestration and automation of various cloud tasks

Monitoring and security via cloud native dashboards

Commercial intelligence regarding cloud spend and savings

Service level management to keep you on the right path

SOFTCAT CLOUD SERVICES

WHY SOFTCAT?



SOFTCAT SERVICES: BRINGING YOUR TECHNOLOGY TO LIFE

Outcome story

DRIVING DOWN THE COST OF CLOUD SPEND

By working in close partnership with The AA, the UK's largest motoring organisation, we helped the company continue realising the benefits of cloud - while at the same time reducing their cloud spend by 27%.

Despite cloud helping to revolutionise how The AA delivers an increasingly diverse range of products and member services, the company was finding it difficult to understand the true costs associated with this new way of working. We helped The AA get to grips with ongoing costs and implemented the governance and processes needed to gain full value from its cloud landscape.

The outcome:

We enhanced the visibility of The AA's cloud-based cloud expenditure; delivered granular analysis of end-to-end processes to improve cost effectiveness; and provided hands-on support to develop policies and processes for better governance.

Our comprehensive and robust discovery process helped to identify the issues up front. Our proof-of-concept exercise illustrated our solution's effectiveness. And by leveraging our expertise and experience of software, infrastructure and operational processes, we significantly reduced cloud costs.

AA



Outcome story

GETTING UNDER THE SKIN OF CLOUD CHALLENGES

We provided professional service assistance to the UK Police Force's digital forensics units (DFUs) - introducing them to the benefits of the Softcat and AWS digital investigation (DI) platform service.

Under mounting pressure to do more with less, the UK's Police Force expressed an interest in using the AWS platform and services to speed up the analysis of devices that have been seized during operations. However, as is with any major internal IT change, there were numerous challenges to overcome, and the Police Force required support - which is where we came in.

The outcome:

The Softcat and AWS DI platform service now gives digital forensics technicians the ability to upload, manipulate and analyse data via the AWS platform in a secure, controlled environment. Built using native AWS services, it can scale both horizontally and vertically to remove bottlenecks in the forensics lab - and deliver compute and storage on demand.

This effect of this was a drastic reduction in the time spent administrating the many tools and processes required in the forensics environment. So far, initial testing of the Softcat and AWS DI platform service has shown up to an 80% reduction in analysis time for a single mobile phone image and a 90% reduction in storage costs vs. on-premises file storage.



SOFTCAT CLOUD SERVICES

PROVEN CREDIBILITY



**24x7
UK BASED
RESOURCE**

150+

SALES
SPECIALISTS

200+

DESIGN, DELIVERY
AND OPERATIONAL
RESOURCES

AWS

ADVANCED
CONSULTING
PARTNER

**MICROSOFT
ADVANCED
SPECIALISATION
PARTNER**

The background is a solid teal color. It features a central burst of light blue geometric shapes, including straight lines, dashed lines, wavy lines, circles, and plus signs, radiating outwards. On the left side, there is a single vertical orange line.

THANK YOU