Storm Technologies Design, Consultancy, Engineering and Network Infrastructure Services

Service Description

Storm Provide bespoke consultancy over a number of different Cloud platforms and services including, but not limited to: O365/Azure/Teams, AWS, G-Suite, private data centres, hybrid Cloud and LAN/WAN/Wireless/SD-WAN.

Storm have a documented process built on our Cloud Adoption Framework, which involves a feasibility study, discovery and business outcomes workshops to define whether a "cloud first" position is best on a per-workload basis.

Depending on the size of the study and the current level of engagement, Storm would propose either an FOC or paid study that revolves around three principals:

1) Challenging the hypothesis that Cloud First is the right decision for CCP

2) Any engagement should fit to a suitable cloud adoption framework for the customer

3) That Multi-cloud should be avoided in favour of a general/specialised cloud model based on workload analysis and business justification.

The initial engagement should take the client through the definition of strategy and should involve parties with vested interest beyond the IT/Infrastructure team. At the initial stage, the bigger business questions that can be answered by a Cloud adoption board should be asked in order to provide further justification for continuing with a feasibility study. For example, compliance and regulation, especially in tightly monitored industries can provide reasons why *not* to adopt cloud technologies; many of these questions can only be answered or challenged by line of business leaders. It would be suggested that heads of department from finance, personnel, major line of business and any impacted department should be included as part of the overall strategic discussion. This helps to provide guidance and direction that is less single minded and helps strengthen the overall business justification.

The above forms the strategy definition of the Cloud adoption framework (CAF). The next step would be to gather evidence to inform the strategic direction in the form of technical discovery. Typically, this would involve a data collection tool such as Azure Migrate and Analysis or LANAMARK to gain a workload baseline over time of what CCP's environment looks like. The output of this would inform a second workshop which would form the "Ready" part of the process.

Storm's view is that up to this point any engagement would follow the same process and framework of engagement. Below is a view of a specific CAF for Azure, however at the ready stage vendor selection should take place as part of the initial commercial engagement:
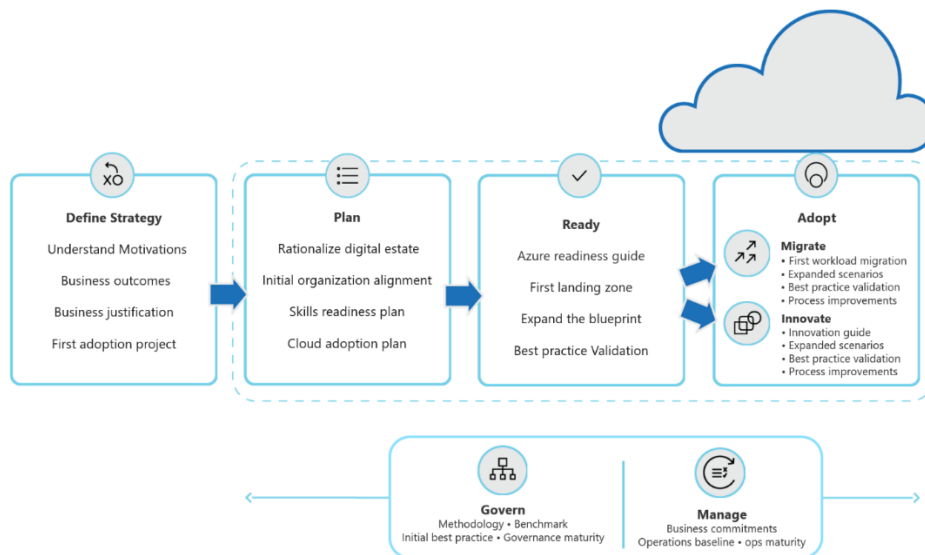
Whilst there is a considerable number of papers and industry literature on the values of a multi-cloud strategy, in practice this requires a large management team, diverse skill sets and likely third-party tooling for orchestration, which typically is not included in the financial analysis of a multi-cloud strategy.

Storm prefer to guide organisations down a route in which a general cloud for 80+% of workloads are suitable and affordable (including consideration for which organisational unit is looking after maintenance of the platform); other applications to be placed in other clouds (or COLO/on-prem/other) would have to be the exception or "specialised" cloud.

The example often cited is that Microsoft's Azure platform makes sense to most organisations from a skillset (Wintel) and cost (Azure Hybrid benefits) standpoint and meshes well with on-premise physical and hypervisor-based systems. For many DevOps teams, AWS is the lead in the industry as skillsets often lie there, whilst for data analysis Google's big data platforms are amongst the market leaders. In this case Azure would become the general cloud (DC, file systems, legacy x86 apps) and would be managed by infrastructure teams, whilst data science and LOB applications would be managed by the LOB teams responsible, under the governance arm of the infrastructure team:

Once the strategic direction and vendor(s) have been selected Storm can build out a scope of works which can be used as an output for a Cloud Transformation (read Adopt in the CAF) project. At this stage, findings would be presented back to business leaders and all interested parties to address any concerns and discuss the viability of the plan.

Storm Technologies Ltd.
Service Description

Typical engagements would follow the below framework in terms of scheduling:

- Day 1-2:
    - High level design workshop
        - Setting goals
        - Define strategy
        - Business Justification
        - Current costs/commercial commitments
        - Constitute parts of cloud feasibility study
- Day 3-18:
    - Deploy Assessment tool
        - DD for project
        - Deployment
        - Review
        - Report and documentation
- Day 19-20:
    - Low level design workshop - FOC
        - Relate findings back to report and assessment
        - Create commercial model moving forwards.
        - Preliminary vendor selection
        - Architecture considerations
- Day 21-25:
    - Redefining commercial engagements on chosen platforms
    - Creating initial PS scope

- Day 26-30 (single day to be chosen):
    - Final commercial proposal
        - Summary of findings, justification, suitability, maturity of platform

Naturally this is a larger, wider reaching engagement principal. Smaller bespoke, workload specific engagements will take considerably less time and can be included as part of general pre-sales discussions.

Levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

Not applicable

Onboarding and Offboarding support you provide

Storm's services are entirely bespoke. When suggesting any new technology to a business we go through an onboarding process and including in that is an element of understanding the skill level of the end users. At this point we can have many options to support in training. This includes, but not limited to: Shadowing, one-on-one training, free partner training, online on demand webinars, paid for training. We are continually looking to support our clients' users in training and adoption of services. We have strategic partnerships in place with industry leading training providers to facilitate the adoption and use of cloud services.

Implementation Plan

Storm's services are entirely bespoke and will be decided upon with the client at point of contract.

Pricing overview, including volume discounts or data extraction costs

Storm's services are entirely bespoke; however a professional services rate card has been provided according to the SFIA framework (below):

		Onsite					
		Strategy and architecture	**Business change**	**Solution development and implementation**	**Service management**	**Procurement and management support**	**Client interface**
In Hours	1. Follow	£500	£500	£500	£500	£500	£500
	2. Assist	£900	£900	£900	£900	£900	£900
	3. Apply	£1,200	£1,200	£1,200	£1,200	£1,200	£1,200
	4. Enable	£1,200	£1,200	£1,200	£1,200	£1,200	£1,200
	5. Ensure or advise	£1,350	£1,350	£1,350	£1,350	£1,350	£1,350
	6. Initiate or influence	£1,500	£1,500	£1,500	£1,500	£1,500	£1,500
	7. Set strategy or inspire	£1,500	£1,500	£1,500	£1,500	£1,500	£1,500
		Strategy and architecture	**Business change**	**Solution development and implementation**	**Service management**	**Procurement and management support**	**Client interface**
Our of Hours	1. Follow	£750	£750	£750	£750	£750	£750
	2. Assist	£1,350	£1,350	£1,350	£1,350	£1,350	£1,350
	3. Apply	£1,800	£1,800	£1,800	£1,800	£1,800	£1,800
	4. Enable	£1,800	£1,800	£1,800	£1,800	£1,800	£1,800
	5. Ensure or advise	£2,025	£2,025	£2,025	£2,025	£2,025	£2,025
	6. Initiate or influence	£2,250	£2,250	£2,250	£2,250	£2,250	£2,250
	7. Set strategy or inspire	£2,250	£2,250	£2,250	£2,250	£2,250	£2,250

Storm Technologies Ltd.
Service Description

		Remote					
		Strategy and architecture	**Business change**	**Solution development and implementation**	**Service management**	**Procurement and management support**	**Client interface**
In Hours	1. Follow	£400	£400	£400	£400	£400	£400
	2. Assist	£800	£800	£800	£800	£800	£800
	3. Apply	£1,100	£1,100	£1,100	£1,100	£1,100	£1,100
	4. Enable	£1,100	£1,100	£1,100	£1,100	£1,100	£1,100
	5. Ensure or advise	£1,250	£1,250	£1,250	£1,250	£1,250	£1,250
	6. Initiate or influence	£1,400	£1,400	£1,400	£1,400	£1,400	£1,400
	7. Set strategy or inspire	£1,400	£1,400	£1,400	£1,400	£1,400	£1,400
		Strategy and architecture	**Business change**	**Solution development and implementation**	**Service management**	**Procurement and management support**	**Client interface**
Our of Hours	1. Follow	£600	£600	£600	£600	£600	£600
	2. Assist	£1,200	£1,200	£1,200	£1,200	£1,200	£1,200
	3. Apply	£1,650	£1,650	£1,650	£1,650	£1,650	£1,650
	4. Enable	£1,650	£1,650	£1,650	£1,650	£1,650	£1,650
	5. Ensure or advise	£1,875	£1,875	£1,875	£1,875	£1,875	£1,875
	6. Initiate or influence	£2,100	£2,100	£2,100	£2,100	£2,100	£2,100
	7. Set strategy or inspire	£2,100	£2,100	£2,100	£2,100	£2,100	£2,100

Storm Technologies Ltd.
Service Description

Service constraints like maintenance windows or the level of customisation allowed

Storm's services are entirely bespoke and will be decided upon with the client at point of contract.

Service levels like performance, availability and support hours

Storm's services are entirely bespoke and will be decided upon with the client at point of contract.

How you'll repay or compensate buyers if you do not meet service levels

Storm's services are entirely bespoke and will be decided upon with the client at point of contract.

The ordering and invoicing process

Storm's services are entirely bespoke and will be decided upon with the client at point of contract.

How buyers or suppliers can terminate a contract

Storm's services are entirely bespoke and will be decided upon with the client at point of contract.

After sales support

Storm's services are entirely bespoke and will be decided upon with the client at point of contract.

Any technical requirements

Storm's services are entirely bespoke and will be decided upon with the client at point of contract.