

FACT SHEET

OnDemand: freedom to drive innovation

The modern cloud engagement model for professional and managed services.

In a world where disruption is constant, traditional cloud delivery models may be limiting your business potential. You're aware of the need for innovation, but doing it alone can be daunting. That's where OnDemand can help. Whether you're scaling up, seeking new revenue streams or optimising existing ones, shifting focus or future-proofing, the one thing you're not doing is standing still. Neither should your technology services.

OnDemand gives you access to two types of pay-as-you-go, flexible, dedicated technical squads, designed to complement and extend your own teams.

By Partnering with Faptic Technology, our OnDemand solution allows you to gain access to dedicated technical squads that address every facet of cloud, data and application transformation, which always fits around your goals and priorities.

The Change Squad delivers change through infrastructure, data and application modernisation, transforming your use of technology.

The Run Squad is powered by a team of expert engineers to provide you with technology support through the Site Reliability Engineering (SRE) delivery method.

Why OnDemand?



Business optimisation: shifting the focus from infrastructure to business value and enhancements



Skills shortage: addressing a lack of internal skills and/or resources to drive enablement, automation, and transformation



Scalability and flexibility: current managed services are not flexible enough and this approach enables you to be more agile and adapt to changing market conditions



Alignment with business goals: helping your technology teams to deliver on their business requirements and priorities



Business transformation: with OnDemand we can help you with best practice approach to cloud transformation



Cost management: PAYG resource tiers for scalability, no long-term fixed contracts

What does OnDemand deliver?

Streamlined decision-making:

- Assisting you in choosing the best-fit platform and architecture
- Avoiding decision paralysis by providing expert guidance

Empowering long-term, self-sustaining success:

- Upskill existing teams through knowledge transfer and close collaboration

Rapid time-to-benefit:

- Outcome-focused delivery for quicker ROI
- Minimising time to benefit compared to traditional models

Dedicated engineering support:

- Access to dedicated teams of engineers
- Collaboration to drive initiatives and priorities forward

Tailored technology solutions:

- Customised solutions and services
- Optimisation of cloud platforms enabling efficiency
- Maximising business value through tailored solutions

Reduce risk and complexity:

- Mitigating risks and reducing complexity in infrastructure and technology usage with our experienced and flexible team

Proactive cloud operations:

- Outcome-focused delivery aligned with your business goals
- Placing you at the forefront of your cloud environment
- Ensuring complete control over your cloud operations

Accelerated innovation:

- Collaboration with internal teams for faster innovation
- Helping you differentiate in your market
- Effective execution of your roadmap

Automation bias:

- Prioritising automation to eliminate manual tasks
- Improving efficiency in managing infrastructure and applications

Flexible resource allocation:

- PAYG resource tiers for scalability
- Adapting the Change Squad and Run Squad based on evolving requirements



How it works

The Change Squad demonstrates what good looks like and helps you get there faster. We don't just force change and then run away, we are also aligned to your journey, while creating a culture and practice of ongoing innovation and operation. Forget the break-fix cycle. With our support, you can confidently build and modernise infrastructure, data platforms and applications that transform how you use technology and set you up for future success.

The OnDemand Engagement Method delivers continuous incremental improvement and is based on your vision and priorities.

The Run Squad focuses on the availability of your platform and environment, powered by the efficient, scalable principles of site reliability engineering. Run squads put themselves in your shoes. They keep focus on adding availability, improving technology and processes while you keep track of progress on our dashboard.

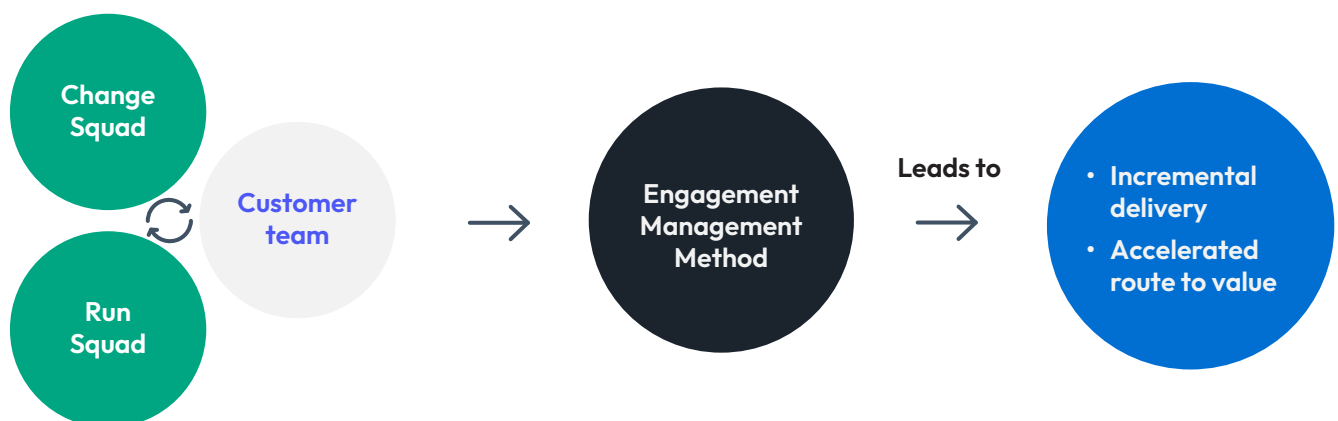
As your partner, we offer insight, guidance and best practice so you can focus on your business objectives, and less on the day-to-day detail. Best of all, because it's all OnDemand, you can scale up or down as needed. This allows you to maintain momentum without the fear of scope-change, while our involvement across your projects enables your internal teams to acquire new skills and strengthen their capabilities, so you can power your business now and into the future.

Change Squad key features

- Offer a shared resource model to customers
- Employ and implement a sprint-based project methodology
- Partnering with your internal stakeholders
- Emphasis on enablement, automation, and transformation
- Build a practice of ongoing innovation, rather than focus on break-fix
- Execute projects that deliver continuous, incremental improvement
- Help you evolve into a cloud-native business

Run Squad key features

- Provide 24x7 operational support for platforms powered by SRE
- Act as your advocate and provide value-add insights and guidance
- Partner with the your internal stakeholders
- Emphasis on management and increasing operational resiliency
- Execute projects that deliver improvements and efficiencies
- Allow you to focus on core business objectives
- Named SRE contact aligned to your requirements



Why Wavenet?

- More than 20 years' experience in managing both public and private clouds
- Tailored, agile solutions working in partnership with industry-leading partners like Faptic Technology
- Access to a large pool of certified engineers and consultants with a deep knowledge across DevOps, SRE, Data, Apps & Security in hybrid and multi-cloud environments
- Proven sustainability and innovation credentials
- Enterprise-grade cloud infrastructure management
- We currently store >15 Petabytes of data and manage 10,000 CPU customer VMs on private cloud
- We already support 30,000 end users in the cloud
- We manage Enterprise grade Intel CPUs with a current capacity of over 4,500+ CPU cores and 65TB+ of virtual RAM on our private cloud platform
- We won the Green Shoots Award for our sustainability practices

If you answer "yes" to any of these questions, OnDemand will help:

- Do you have a cloud strategy with limited means to deliver and execute against?
- Do you need help migrating and managing workloads in public cloud?
- Is your technology team constantly held up on projects where progress seems minimal?
- Are your teams experiencing a lack of in-house expertise in certain areas?
- Are your public cloud projects running behind schedule?
- Is your current managed service contract insufficient for your business needs?
- Do you have experience with consulting firms, if so, did you find the contract and execution too rigid? Did the service provided fail to match up with the cost?

Have you thought about... ?

Automation and AI:

Every project has different requirements, and a daunting mix of tools and methods. Our team of strategy consultants can help you make the most of your AI opportunities.

Microsoft 365 by Wavenet:

Microsoft 365 (M365) provides the tools necessary to bring collaboration, communication and, by extension, productivity to everyone in an enterprise.

Data Science Assessment:

To help you implement data science within your business and provide a clear strategic roadmap of what is achievable with your data and platforms.

Let's talk **0344 863 3000**



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