

Cloud Service Management

Transform legacy full stack applications into modular, future-proof, cloud-native systems



Service Overview

Cloud computing can provide significant cost savings, enhance agility, eliminate technology bottlenecks, and enable rapid business innovation. Having worked with a range of public and private sector clients to support the implementation of their Cloud objectives, Telefónica Tech can share its knowledge, expertise, and experience to help realise your Cloud ambitions.

Telefónica Tech has been responsible for the successful delivery of numerous cloud-oriented programmes and projects within the public sector. As public sector organisations adopt Cloud computing strategies, managing multiple suppliers with different service level agreements becomes more complex.

Our services have helped organisations:

- Assess the technical and non-technical impacts of their Managed Service.
- Implement a Continuous Improvement methodology to improve the efficiency and effectiveness of the services delivered.
- Achieve cost savings in managing their IT landscape.
- Reduce the complexity of managing multiple suppliers, contract terms and conditions, and service levels; and
- Provide a clear view to the business of how IT is performing to support business operations.

To successfully deliver improved services to their users, organisations will need professional and experienced Service Management to maintain a consistent data and application stack.

Telefónica Tech uses professionally qualified and experienced Architects, Developers, Consultants, Project Managers, and Service Delivery Managers to ensure the effective integration, deployment, and management of G-Cloud services.

Key Features:



Assess the technical and non-technical impacts of Managed Service



Implement a Continuous Improvement methodology



Achieve cost savings in managing their IT landscape

Reduce the complexity of managing suppliers, contract terms and conditions



Overall responsibility for service delivery in accordance with the SLA

Production of all reports required as part of the contract



Manage the resolution of issues that require escalation

Monitor the quality of service being delivered

Key Benefits:

- On-going business continuity and high levels of availability
- Minimising business disruption and improving the quality of services
- Delivering within agreed service levels, timescales and budget
- Ensures new service benefits are realised as early as possible
- Enhanced Risk Management to ensure minimal impact to Business
- Cost-effective and flexible service provision

Why Telefónica Tech?

1. Our Propel method gets you from idea to working solution fast. This lets you unlock value quickly from your modernisation initiatives.
2. We have deep expertise across the full app stack with proven customised solutions that speed your modernisation.
3. We help you adopt change with less risk and disruption, using modular delivery that keeps compliance and quality high.

We focus on high-value apps and features that deliver clear business impact.

Additional Services to Elevate Your Business

Cloud Strategy

Scale cloud adoption for maximum business impact.

GreenOps

Measure and optimise your cloud carbon footprint, making your cloud operational sustainable.

FinOps

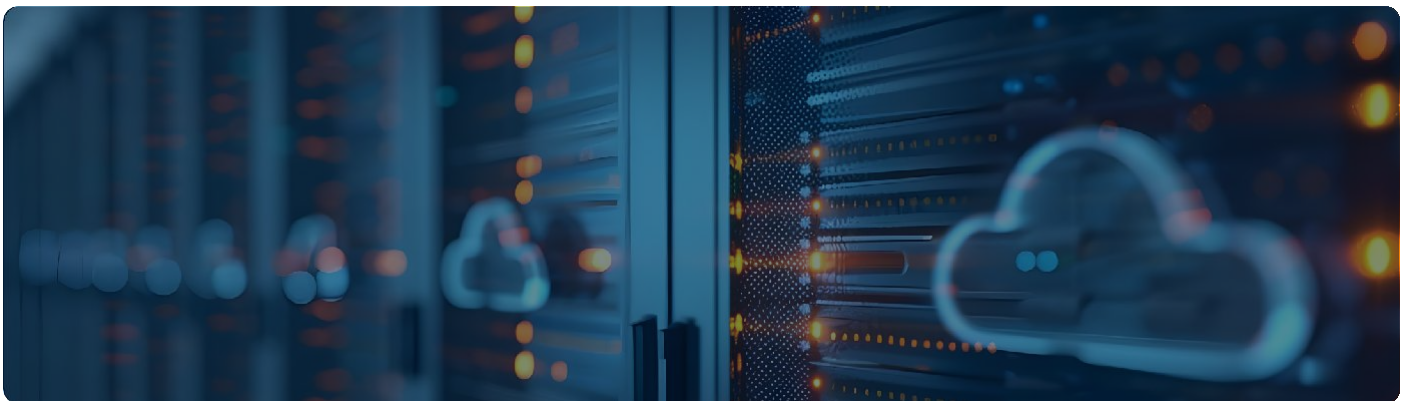
Optimise your cloud spending and boost financial accountability.

Multi-Cloud

Deliver workload freedom by deploying your workloads across multiple cloud providers seamlessly.

Cloud Managed Services

Expert management and support for your cloud environment.





Leading the Way in *Digital Transformation* for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.