



UNBOXING MANAGED SERVICES



devoteam

About Devoteam

Devoteam is a leading consulting firm focused on digital strategy, tech platforms and cybersecurity. By combining creativity, tech and data insights, we empower our customers to transform their business and unlock the future.

With 25 years' experience and 10,000 employees across Europe, the Middle East and Africa, Devoteam promotes responsible tech for people and works to create better change.

Creative tech for Better Change



Unboxing Managed Services

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Welcome Letter

If you are the proud owner of a Cloud Managed Service you already know what a game changer it can be. The Cloud is at-your-service along with specialists and services that can run your Cloud effectively and safely - what more can you wish for? If you are not already a Managed Services owner, this unboxing will show you what you are missing out on!

No matter what the status of your Cloud, we hope you will leave these pages feeling more informed, knowledgeable, and curious about Cloud Managed Services and how they can transform the way your business handles the Cloud.

We should all be so wise as to know the difference between soldiering on and asking for professional and optimised help when we need it. Cloud Managed Services provide exactly that: A way to take control and ownership of your Cloud cost, its compliance status, and the security measures around it.

If you own a Managed Service, you can also count on getting more time: Time for you, your team, your support, and even your finance department to innovate, push the limits, and create better change in your organisation instead of spending your time on fixing the same small issues over and over again.

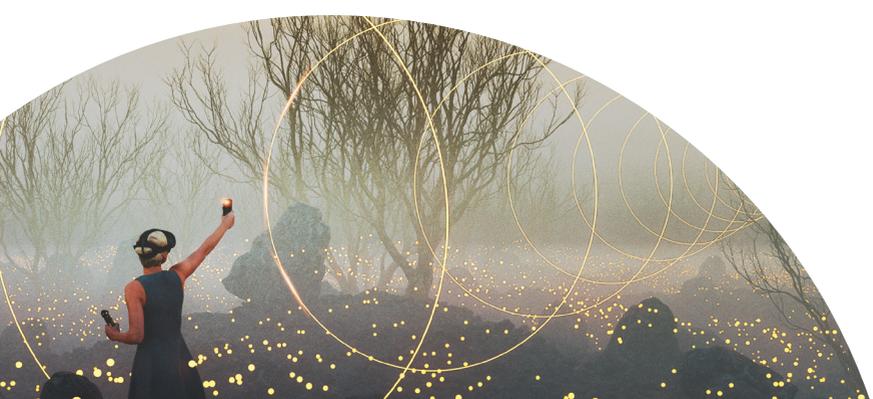
The customer and user facing services you are building for your business using the Cloud have the potential to be sensational and propel your business to new heights. Our catalogue of Managed Services at Devoteam is rapidly growing and already contains Managed Public Cloud that automates cloud adoption processes for you, as well as Managed Cloud Compliance and Managed Cloud Security that can help you make your cloud environments more secure and consistently compliant. Finally, we also offer Managed Hybrid Cloud and its benefits in bridging the gaps between your different cloud solutions.

Rather than moving attention from your critical business development to cloud management, you can outsource a lot of your daily tech headaches to these services. Managed Services can change your work life by affording you time to focus on what matters most. Continue reading and 'unbox' our catalogue further as you go along...

Magnus Mårtensson

Microsoft Regional Director, 11 x Azure MVP,
and CPO at Devoteam M Cloud

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Cloud doesn't have to be difficult:

Introducing Managed Services

Introduction

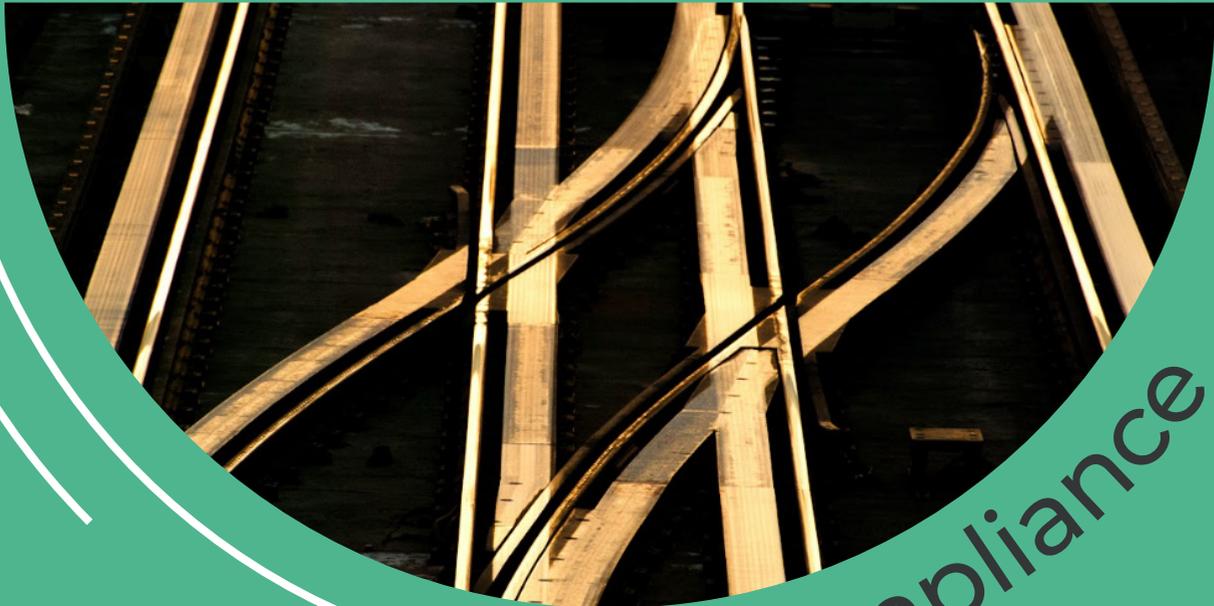
At Devoteam we do not claim that cloud is or should be easy. What we believe is that cloud should not be impossibly difficult for you to take full advantage of!

Making a transition to the cloud means a substantial number of changes and new opportunities for your business. We are sure you recognize some of these motivational factors:

- Business agility
- Time to market
- Green values
- Global reach
- Pay-per-use
- Adherence to security and compliance standards

Today, cloud platforms offer sophisticated services that will empower and rationalise your business services on all levels. In this respect, it is hard to even compare the modern IT landscape to the pre-cloud IT organisations.

Much of what is a powerful, simple cloud service today was a strenuous manual effort in the past. This unboxing will present you with solutions and services that assist your public and hybrid cloud environments, as well as your security and compliance states.



Compliance

Compliance is a canonical example of the benefits of Cloud Managed Services. It is easy to explain - both in terms of the difficulty of keeping up manually and in terms of the clear benefits in switching to a Managed Service.

The compliance standards for business applications constantly change and evolve and are complex in nature, and yet we are all required to keep up with them.

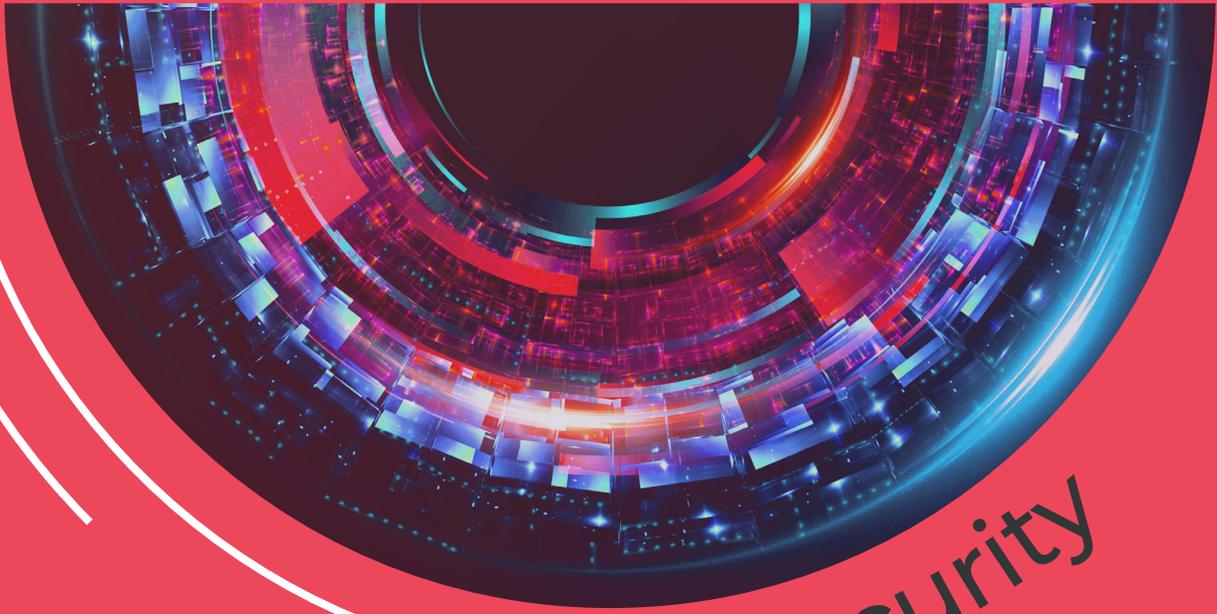
The team of compliance experts that have built our Managed Cloud Compliance service continuously watch the compliance space to monitor for change. For each change they classify and respond to the policy update, or new policy, and they turn that into a compliance update that they can roll out to your organisation and keep you up to date.

The same supplier also updates prebuilt components that pass the compliance checks. With a library of these components, your teams can easily create new services in the cloud that are compliant from the get go! This way, your teams do not need to keep up with each compliance update and they save time trying to configure a new update.

Magnus answers



"The way to become truly compliant is to never actually be non-compliant to begin with. Having access to a Managed Cloud Compliance service helps you start off safely and correctly. For the future of your cloud estate, it is the rational businessmove to make."



Security

As the IT landscape is rapidly changing, so are the requirements for security. Modern cloud security management can be broken into two subjects, **Detection** and **Response**.

For threat detection it is important to be able to identify threats and at the same time continuously evaluate resources for potential vulnerabilities. Your team should also ensure that the endpoints are covered by the detection services. A gap there could create an opening for an attack.

When it comes to proper threat response, the shift to cloud native technologies forces a change in the skill set required by the security staff. They must learn how to handle remediation and vulnerabilities with a specifically cloud native approach.

With Devoteam's Managed Cloud Security service, you free up your team's time to spend on more advanced matters that can drive business value - while still protecting your company and IT assets at the highest level. It is a classic win-win situation.

Magnus answers



"With a Managed Service you have direct access to a dedicated expert team that handles one specific business challenge in the cloud for you. As you consume the managed service you pay only for what you use!"

Access Industry Expertise and **Meet Global Standards Now**



Who are we?

Creative tech for Better Change

At Devoteam, we believe that technology with strong human values can actively drive change for the better. We have been working in IT consulting for over 26 years and are a leading partner in the field.

Holistic advice and an end-to-end portfolio

From centrally managed and used systems to specialized systems in labs, production, or clinical trials, Devoteam's risk-based and pragmatic approach provides audit security and market benefits.

We offer process, technology and implementation consulting from a single source. Devoteam's service area is divided into all Microsoft products.

Trusted and expert Microsoft partners

Devoteam M Cloud is a Microsoft Alliance Partner, Business Critical SharePoint Partner, a member of many Microsoft Inner Circles, and a member of the SAP-Microsoft-Unite Partner Connection. We also currently hold 15 Advanced Specializations and an Azure Expert Managed Services Provider [eMSP] status.

Devoteam M Cloud: a preferred partner in EMEA

Sized for agility and trust



Azure Expert +1400
MSP +2100

Experts
Certifications

Our expertise



17 Gold competencies



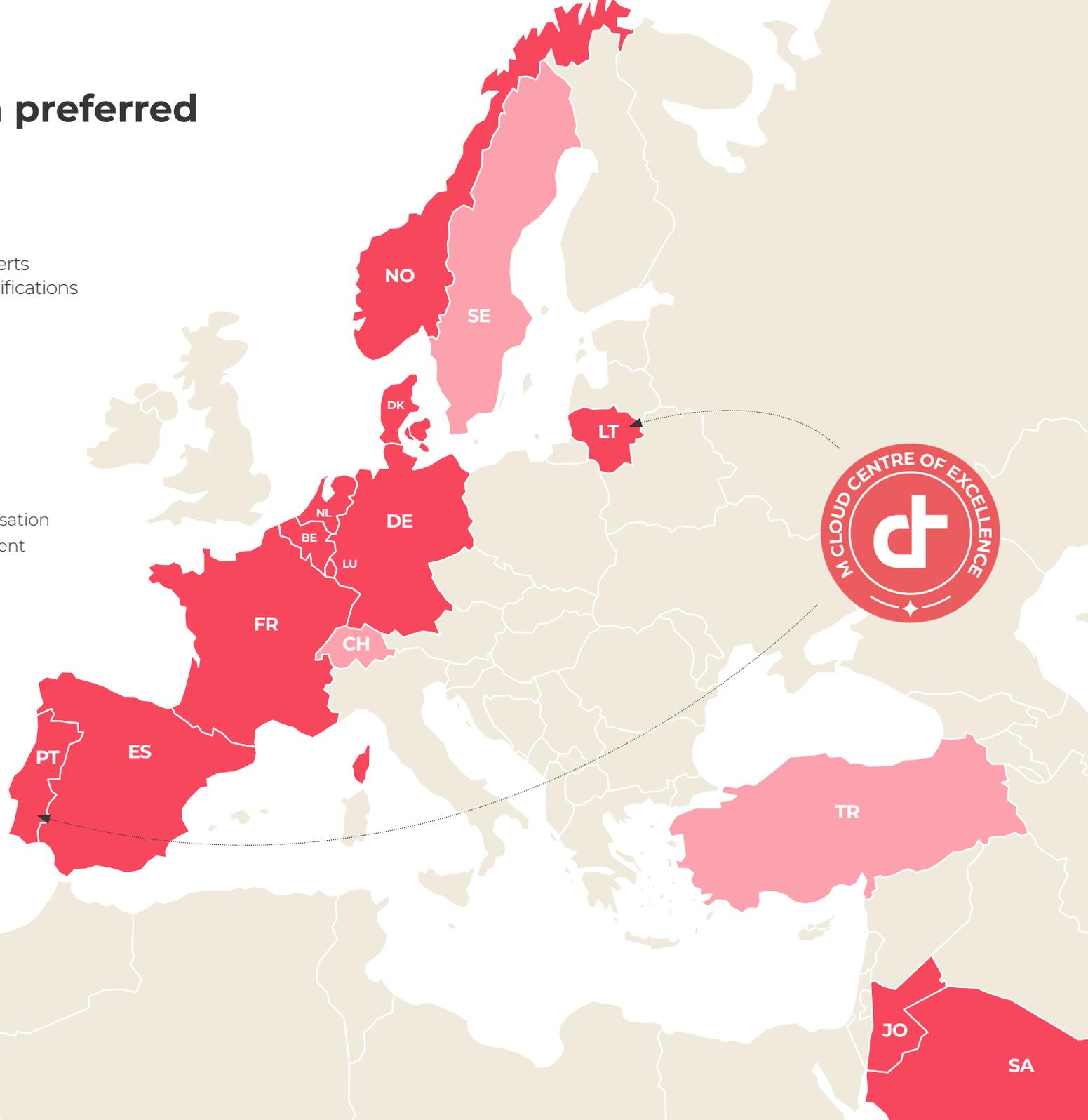
16 Advanced specializations:

- Change & Adoption
- Windows and SQL migration
- Kubernetes on Azure
- Low Code Development
- Calling for Teams
- Meetings and Rooms for Teams
- Threat Protection
- Application Modernisation
- Teamwork Deployment
- Linux and OSS DB Migration to Azure
- SAP on Azure
- VMWare Solutions
- Modernize Endpoints
- Azure Expert MSP
- Analytics on Microsoft Azure
- Identity & Access Management

- ✓ FastTrack Ready
- ✓ Direct Reseller (CSP)
- ✓ Cloud and Hybrid Managed Services with own IP
- ✓ Authorized Training Partner



2019-2022
Partner of the
Year Award



Specialization in Microsoft Azure with **skills and services**

Holistic advice and an end-to-end portfolio



Staff Microsoft certifications:

AZ-104, AZ-204, AZ-301, AZ-400, AZ-500, AI-100, MS-500, DP-100, DP-300, SC-300



Experienced staff with expertise

Average years of experience with-in IT: **12**
Average age of experts across teams: **33**

Gold
Microsoft Partner
Azure Expert MSP
 Microsoft

Microsoft Partner
 Microsoft

- Gold Application Integration
- Gold DevOps
- Gold Data Analytics
- Gold Data Platform
- Gold Application Development

Microsoft Partner
 Microsoft

- Gold Cloud Platform
- Gold Datacenter
- Gold Cloud Productivity
- Gold Security

ISAE ✓ 3402
TYPE 2 CERTIFIED



We provide highly capable skills relief and focus time for you and your employees

From staffing and resource perspectives our Cloud Managed Services offer immediate relief and provide you with time for business focus.

In many ways, Managed Services function like the IT outsourcing most people used to do before they adopted Cloud technologies. And, after all, the Cloud is just another IT provider.

For instance: Instead of having 24/7 operations in-house , you obtain a Managed Cloud Platform service to operate your Cloud platform for you. In general, you should consider which Cloud business functions you are willing to bet on handling in-house, and what other functions you should consider shipping off to a supplier by getting a Managed Service!





Operations

With Cloud Centers of Excellence located all over Europe, we at Devoteam are more than covered when it comes to skilled operations, support, and development teams.

Currently, our Managed Services operations are supported by our dedicated Global Managed Services Center in Devoteam Lithuania. Our teams are experienced and specialized in the field and will help lead your organization through any challenges you might have in security, compliance - and just with your cloud solutions in general, whether hybrid or cloud native.

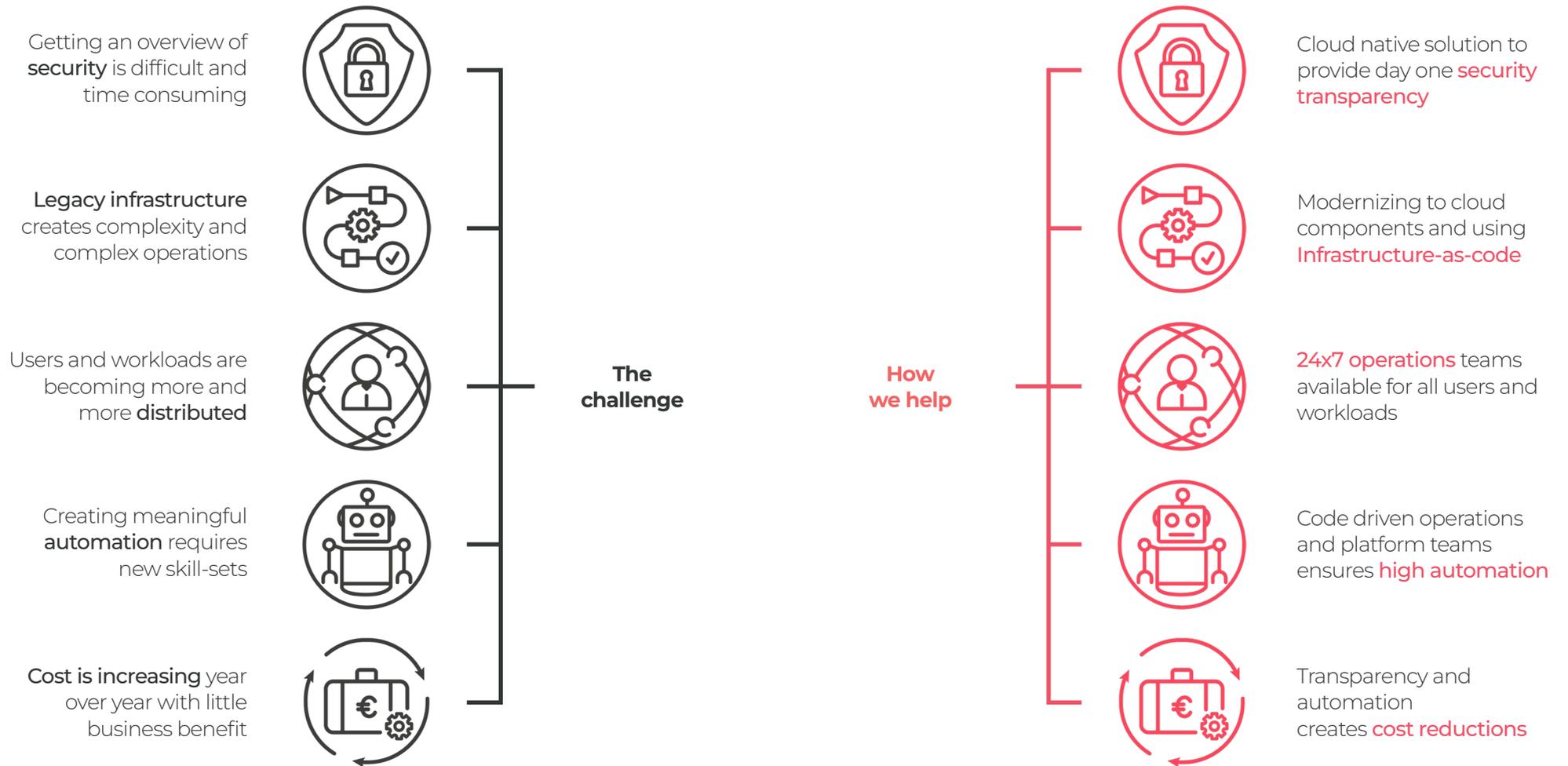
We know cloud - and we love to share our knowledge with you.

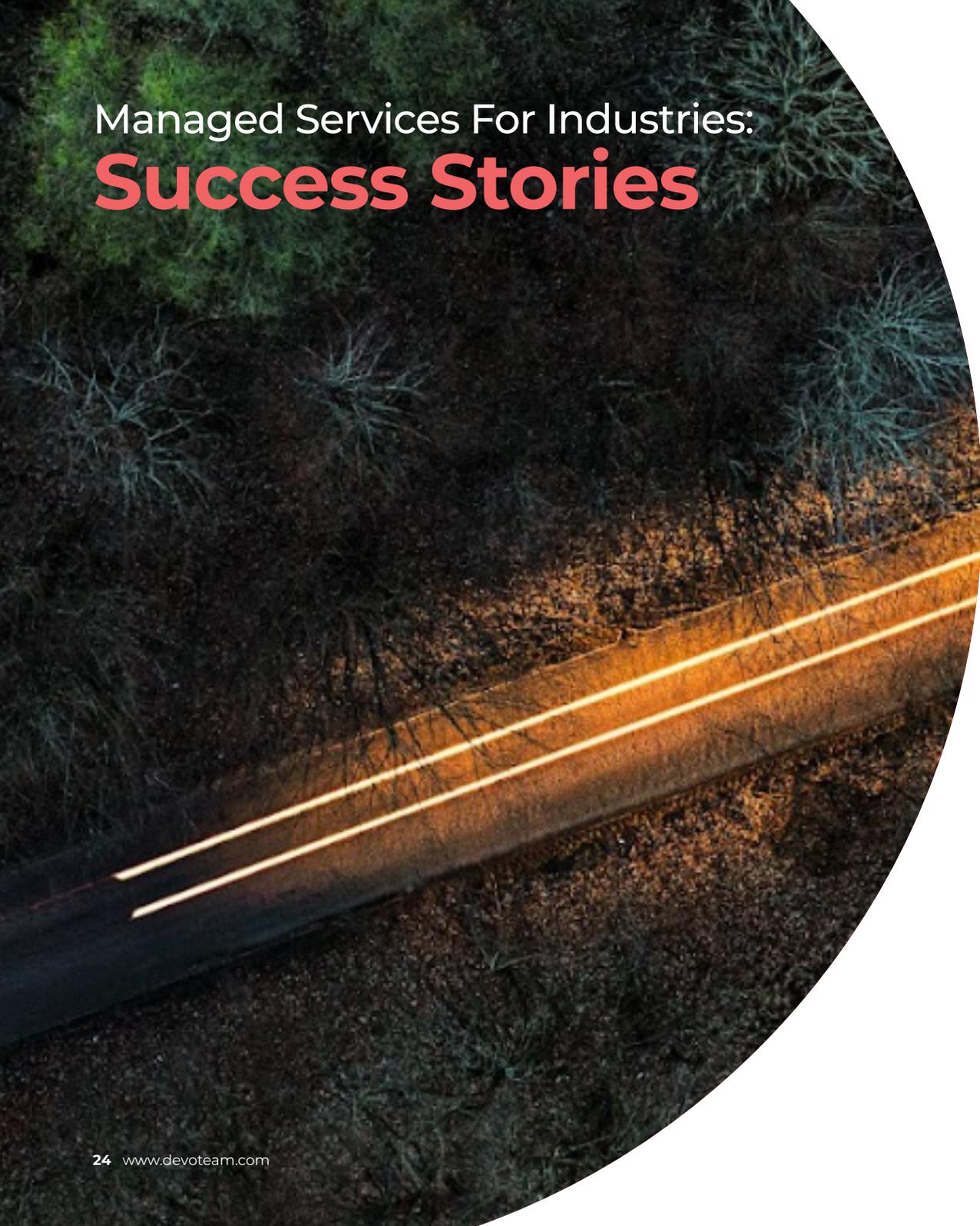
Magnus answers



"For any company approaching Cloud technologies, a trusted and experienced partner is a must. Over time and across industries, we have gained enough experience to look up and keep an eye on the game, rather than focusing solely on managing the details of our own solutions".

How we can help you achieve **operational excellence** in cloud





Managed Services For Industries: **Success Stories**

Where can we help?

Whether your business is retail, healthcare, manufacturing, financial services, non-profit, or something else entirely, many parts of your journey in the cloud will look similar.

The exact compliance standard policies may differ per industry, but the underlying analysis, the AI engine, and the remedies remain the same.

Working as a trusted cloud partner across industries we at Devoteam find clear cases of common needs and requirements no matter what the customer's field of business is.

While every industry has unique standards and requirements, there is much that unites them in the ways they need to take better advantage of the cloud. There are often reasons to work in alliances across industries, such as manufacturing to retail, for instance.

The pressure to adapt to cloud technologies and methodologies is rapidly growing, and it has only been amplified further by the global pandemic.

This has made it abundantly clear to us at Devoteam that growing capacity to take full advantage of the cloud and and innovate in cloud environments is key for success in the cloud. At the same time, companies often lack the personnel or experience to even keep up with the daily maintenance.

All our customers are seeking the same. To improve the time to value for their cloud investments so they feel confident enough to proceed with the next wave of digital transformation of their business.

At the same time, across industries we see that the waste of effort and resources in the cloud is a major concern. In fact, cloud waste has been identified to amount to as much as one third of all cloud consumption today. When it comes to optimizing cloud resource utilization, monitoring usage patterns, and autoscaling, we have the mileage from multiple cloud journeys to navigate directly to the desired outcome.

On these pages you will find an overview of some of the cases where we have helped companies scale, optimize, and secure their business in the cloud.

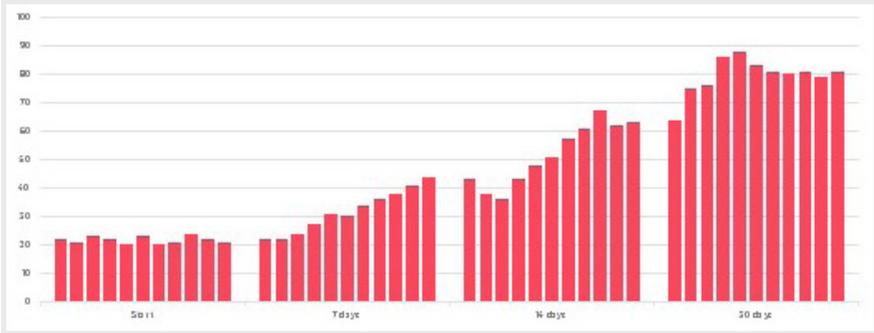


Driving **environment compliance** to the next level

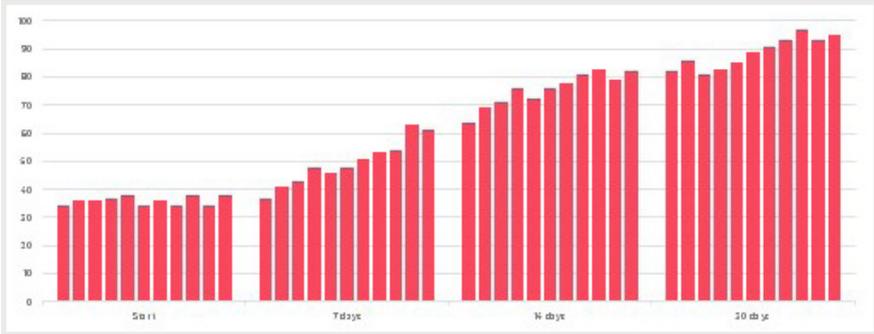
- Utilizing global compliance standards
- Platform process automation
- Automated remediations execution
- Automated exemption flow
- Data driven remediation planning

↑ **40%**
Average Score Improvements

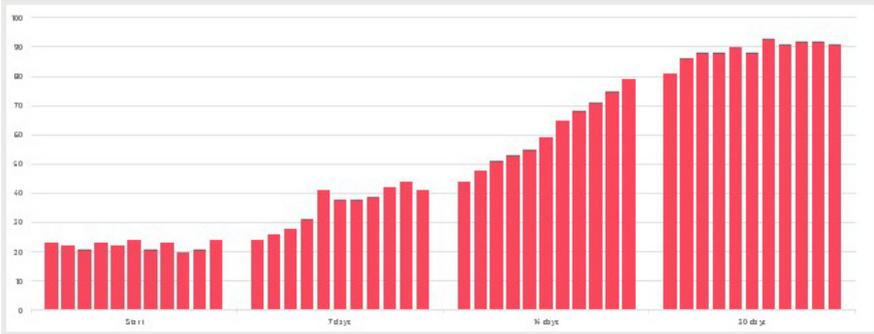
Recruitment (Switzerland)



Energy Provider (Denmark)



Manufacturing (Sweden)



Driving **operational excellence** to the next level

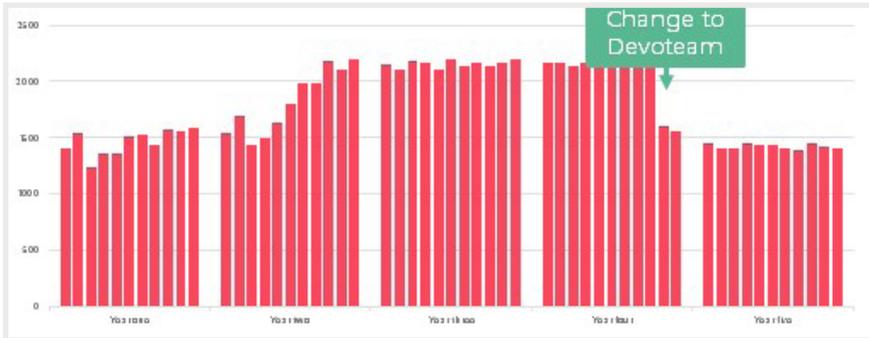
- Reduce cost from automation
- Code driven Infrastructure
- Known cost drivers before starting
- Cloud native transparency
- Customer owned | partner driven

↓ **23%**
Lower TCO for operating hybrid

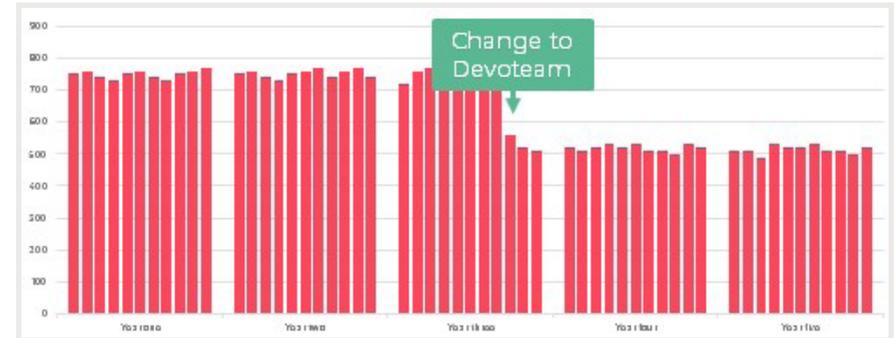
HR Provider (Denmark)



Transportation (Denmark)



Manufacturing (Sweden)



Open the Box:

Managed Services Catalogue

Delivering key value - a direction to and a foundation for success - for our customers in the cloud is as exciting as it is professionally challenging.

Over the years we have worked alongside different customers to map the essence of the work that we tend to need to repeat again and again for each customer.

Because we are responsible and skilled engineers, cloud consultants, and project managers, and because we do not like to waste our time, or our customers' time we started to envision a body of work that may be effectively reused across customers and industries.

Managed Public Cloud

Devoteam Managed Public Cloud at a glance



Managed Public Cloud

A platform to stand safely and securely on the cloud. This service enables secure and predictable fundamentals with an emphasis on self service and empowerment for customer teams that opens the path to true business focused innovation and agility.

Service Management Reporting <ul style="list-style-type: none">• Cost optimization suggestions• Change and maintenance events• Problem and change reporting• Cloud provider changes that could impacting customer business• Security improvement suggestions	Reporting Key Performance Indicators <ul style="list-style-type: none">• Support tickets• Monitoring events• Backup success and events• Cloud consumption comparison• Security score trend
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SOAR

- Advanced orchestration fuelled by Microsoft, open source, and Devoteam
- Access to hundreds of connectors from Microsoft and 3rd party suppliers
- Creation of custom connectors for customer specific needs
- 24/7 monitoring, investigation and remediation team

What has changed

Adoption of cloud requires a cloud native response

Cloud Expertise	Cloud Automation
<ul style="list-style-type: none">• New tasks and procedures in cloud requires new expertise and experience• Continuously moving standards requires continuous evolution of the cloud workloads• Increasing the stability of the platform as well as delivery of new services requires experiences cloud operators	<ul style="list-style-type: none">• Supporting agile development practices requires automated operational coding elements• Fast paced changes to the workloads and platform requires a code driven platform• Ensuring governance control across cost, security, compliance and operational excellence, necessitates a new code driven operating model

Focus On Your Business

As an Azure Expert Managed Service Provider we have built customer specific stable and secure bridge heads in the cloud for many years. All this experience has turned into a platform service that makes inhabiting the cloud uniform and straight-forward to the benefit of our customers. It is our core business to operate your cloud.

Our expert cloud engineers drive our cloud platform based on incoming data. This allows you to reliably focus on your business and the market while we tend to the day-to-day structures of your secure and optimised platform. This is a trust game, and we are ahead of the curve.

We improve your operations metrics, deliver standardized and customized reporting, defined service levels, and operational insights.

Our managed cloud platform teams are available 24x7x365 to support your business across cloud service technology, ITIL, and DevOps processes. They are further backed by cloud vendor premier support agreements to ensure rapid escalation.

Managed Cloud Security

Devoteam Managed Cloud Security key figures



Managed Cloud Security

In the security space the cloud is fast-moving and innovative. Understanding the security posture, setting up active guardrails inside which business innovation may securely accelerate is key. This service is the shield that protects our customers in the cloud.

<p>Platform</p> <ul style="list-style-type: none"> • Leverage Defender for Cloud to achieve Cloud Security Posture Management and Cloud Workload Protection • Cross cloud tooling supporting engage on-premises and multicloud (Azure, AWS and GCP) • Continually assess security posture for progress and react to recommendations and alerts 	<p>SIEM</p> <ul style="list-style-type: none"> • Central collection of logs across cloud and on-premises sources • Utilize Advanced Security Information Model (ASIM) security content • Collection and correlation of Microsoft 365 sources and events • Implementation of global frameworks such as MITRE ATT&CK
<p>SOAR</p> <ul style="list-style-type: none"> • Advanced orchestration fueled by Microsoft, open source, and Devoteam • Access to hundreds of connectors from Microsoft and 3rd party suppliers • Creation of custom connectors for customer specific needs • 24/7 monitoring, investigation and remediation team 	

What has changed

Evolving cloud **security management** to match your digital transformation

Detection	Response
<ul style="list-style-type: none"> • Continuous detection of threats across a changing cloud environment • Evaluation of resources to identify potential vulnerabilities • End-to-end detection from cloud native resources to VM 's and endpoints 	<ul style="list-style-type: none"> • Staff trained in cloud security and remediation of vulnerabilities and threats • Remediation of identified events, alerts and vulnerabilities for cloud services and endpoints • Capable of creating new code driven policies, connectors and automation

Next Generation Security

Utilising decades of cybersecurity work from Microsoft, M Cloud leverages cloud native tooling to elevate your security detection and response.

Threat Intelligence

Extensive data collection is used in combination with deep threat analytics and intelligent threat detection to respond to unknown threats.

Rapid Response

Making your threat detection and response smarter and faster with artificial intelligence (AI) helps you prevent damaging incidents.

Expert Knowledge

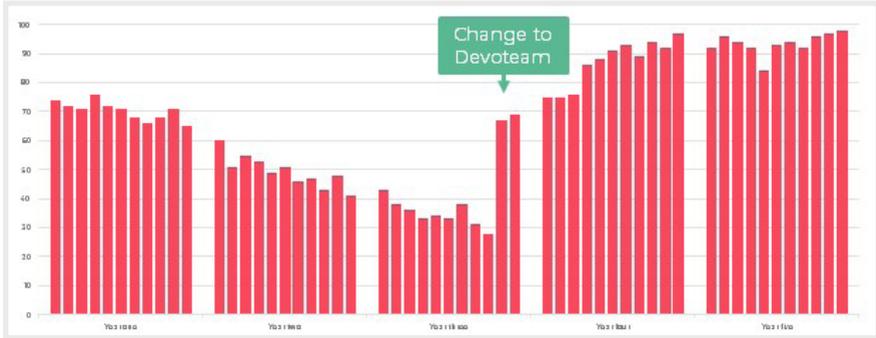
Choosing an Expert MSP as a partner provides expert assistance to your security team to ensure Cloud threat identification, protection, and remediation.

Driving **security excellence** to the next level

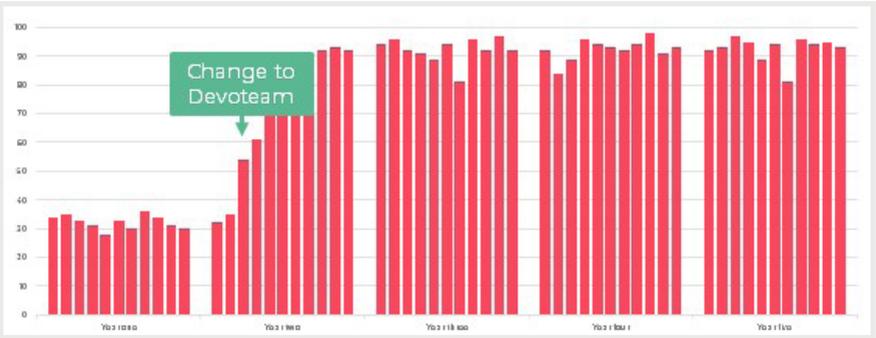
- Reduce reaction time via automation
- Prioritized remediation efforts
- Leverage global standards
- Cloud native SOAR transparency
- Customer owned | partner driven

↑ **42%**
Higher security posture score

HR Provider (Austria)



Manufacturing (Global)

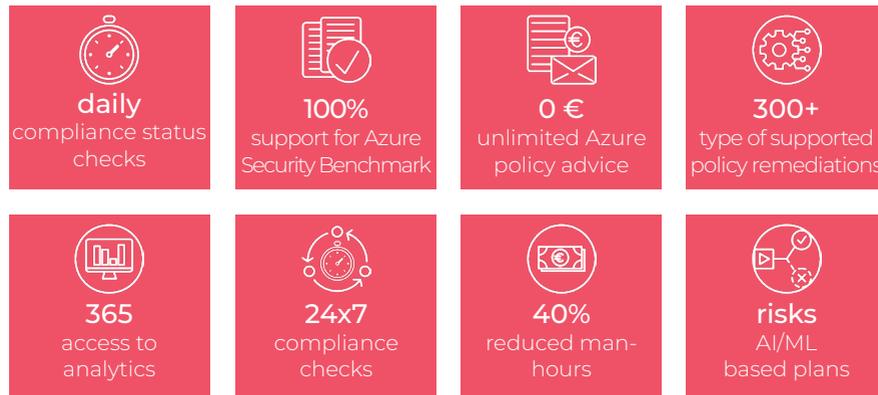


Financial (Denmark)



Managed Cloud Compliance

Devoteam Managed Cloud Compliance at a glance



Managed Cloud Compliance

Just as the 'real' clouds are ever-changing, all Cloud consuming customers must also be able to change with their Cloud when it comes to compliance. This Managed Service keeps you updated on the current compliance requirements, and it helps you understand what problems to solve to achieve better compliance. As a byproduct, we offer a catalogue of Software Assured always-compliant components.

Meet Global Standards

Cloud Compliance helps you meet your governance, risk, and compliance goals, by supporting your compliance and risk teams with expert assessment and continuous improvement of your cloud environment to comply with internationally recognized standards for cybersecurity and compliance.

Automated Remediation

Leverage Automation to investigate and remediate non-compliance issues across your entire cloud estate.

Access to Expert Knowledge

Ensuring Cloud Compliance requires expert knowledge of Cloud Security and Compliance standards. Use our experts to assist your security & compliance teams and to ensure your Cloud is continuously secure and compliant.

Modern security compliance requires an **automated response**

Compliance Observability

- Dashboard based policy management ensures completely overview of current and new policies
- Dynamically adjusting security and compliance score provides actionable intelligence
- Posture gamification creates end-to-end views across teams and departments

Compliance Automation

- Automated and policy driven enforcement of ISO, CIS, NIST standards
- Remediation and exception flows are automated with know approval flows and audit trails
- Library of automated remediation tasks and enforcement of policies throughout the platform

Finding The Compliance Unicorn

Perfect compliance is something of a unicorn, but we must always strive toward it. Compliance has only one constant - change - and that makes it hard to accomplish permanence within and an overview over the state of your Cloud. Your service in the cloud might be compliant today but will not necessarily be compliant tomorrow.

That leaves your business with a lot of continuous hours spent trying to keep up with new standards for compliance. For most people, that is not a sustainable practice - and that is where Managed Cloud Compliance comes in.

The way to become compliant is to never actually be non-compliant to begin with. When compliance inevitably changes, the Managed Cloud Compliance service monitors the changes and updates the components used by your development teams. Your teams can simply roll deployments forward to a new compliant state. This dance is perpetual. Having access to an expert team to get compliance-as-a-service for starting off safely and correctly, and for the future of your cloud estate, is the rational business move to make.

Managed Cloud Hybrid

Devoteam Managed Hybrid Cloud key figures



Managed Hybrid Cloud

Our Managed Hybrid Cloud solution provides tools for bettering your security, operating model, automation, and economics in a hybrid environment. You will get central visibility of your public and hybrid cloud resources and applications, be able to consistently build cloud native applications anywhere in your environment, and run data services where they matter most in your business.

Observability

- 24/7 operations center monitoring infrastructure and applications
- Cloud native insights across performance and cost metrics
- In-depth alerting to security event across the estate
- Pre-defined operational procedures to ensure consistency

Governance

- Policy driven security implementation across infrastructure and platform
- Single pane of glass for management and insights
- Cloud native practices for deployment and maintenance
- Cloud extended controls for cost, security and compliance

Automation

- Zero-touch compliance and configuration for Kubernetes clusters
- End-to-end automated patch management of VM
- Fully automated inventory and configuration change tracking
- Native GitOps integration for deployments to Hybrid infrastructure

What has changed

Bringing a re-envisioned way to manage your **hybrid estate**

Cloud Operating Model

- Leverage DevOps practices on hybrid estate to support cloud patterns in your environment
- Public and Hybrid cloud implementation and governance consistency
- Utilize cloud-based services in hybrid and edge computing cases

Edge innovation

- Unified inventory, governance and security across environments and resources
- Zero-touch compliance and configuration for virtual machines and Kubernetes clusters
- Next generation of data services running in hybrid installations including scaling and management

Hybrid Cloud Security

Devoteam delivers multiple security and compliance models for both cloud native and hybrid environments. We provide cloud native solutions that can be hosted on-premises.

Operating Model

When you are operating on-premise a high degree of manual tasks are involved. We offer a purpose built platform with built-in automation from the time of deployment.

Automation

The heavy lifting is done via code, reducing the need for human interactions and the manual work that usually comes with on-premises solutions.

Economics

Reduce costs by reducing the number of man-hours that are required to provide business value.



About Devoteam M Cloud

Devoteam M Cloud, an Expert Azure MSP Partner, is one of the world's leading providers of Microsoft Cloud technologies currently with 17 gold certifications and 16 Advanced Specializations. Our team of 1400+ Microsoft Experts in EMEA modernize companies and public administrations' IT architecture, support our customers on their journey to the cloud, make it fit for the digital future, and provide you with high-level managed services.

Key figures

500+ clients

1400+ Microsoft Experts in EMEA

2100+ certifications

17 gold certifications

16 Advanced Specializations:

- Change & Adoption
- Windows and SQL migration
- Kubernetes on Azure
- Low Code Development
- Calling for Teams
- Meetings and Rooms for Teams
- Threat Protection
- Application Modernisation
- Teamwork Deployment
- Linux and OSS DB Migration to Azure
- SAP on Azure
- VMWare Solutions
- Modernize Endpoints
- Azure Expert MSP
- Analytics on Microsoft Azure
- Identity & Access Management

2 Centres of excellence: Portugal & Lithuania



Microsoft | Multi Area Partner Orchestration



mcloud.devoteam.com
Contact: mcloud@devoteam.com

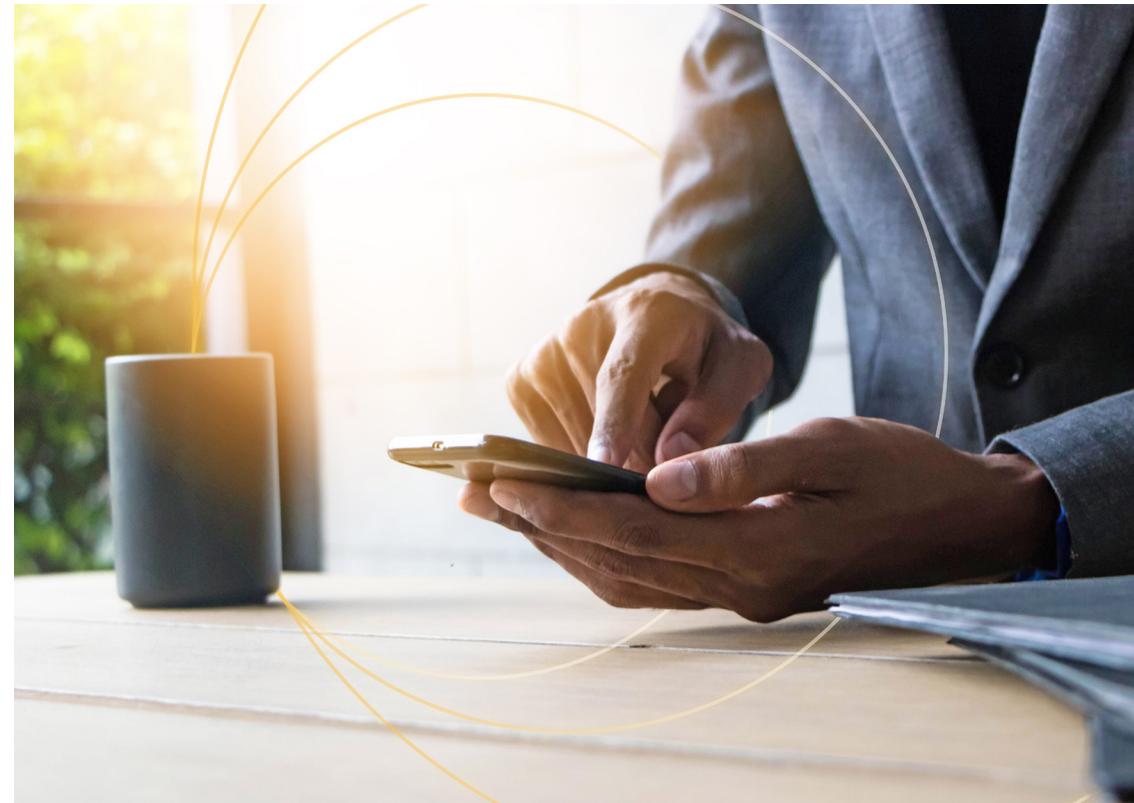
Our social media presence

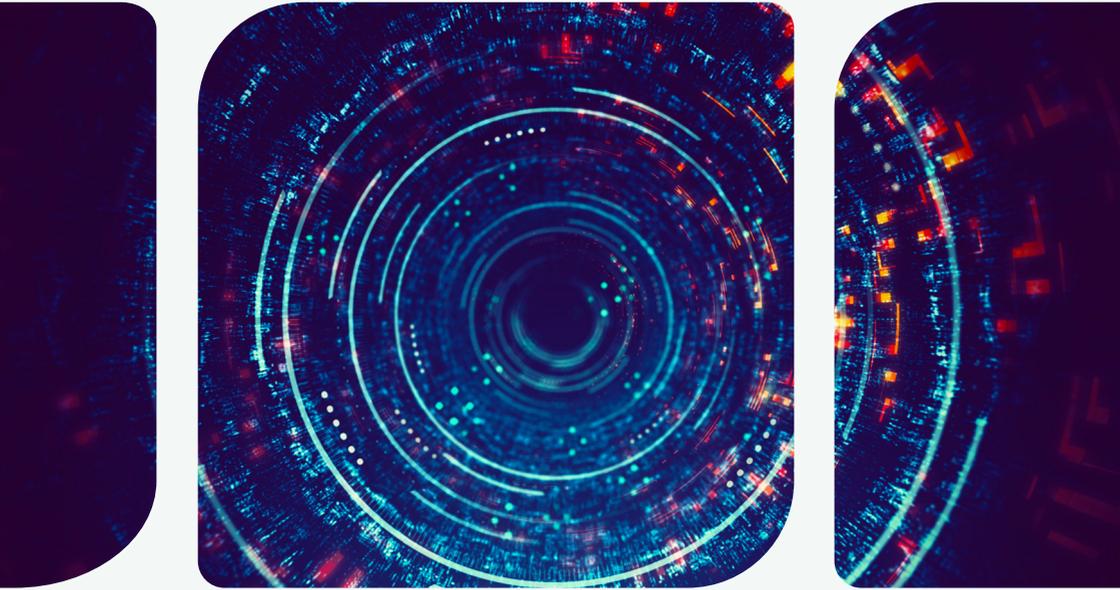


M Cloud LinkedIn Page: <https://devo.team/qPoEs>



Managed Services playlist: <https://devo.team/RjfWG>





Creative tech for Better Change