

CloudOps

De toekomst van Cloud Managed Services

Who is who?



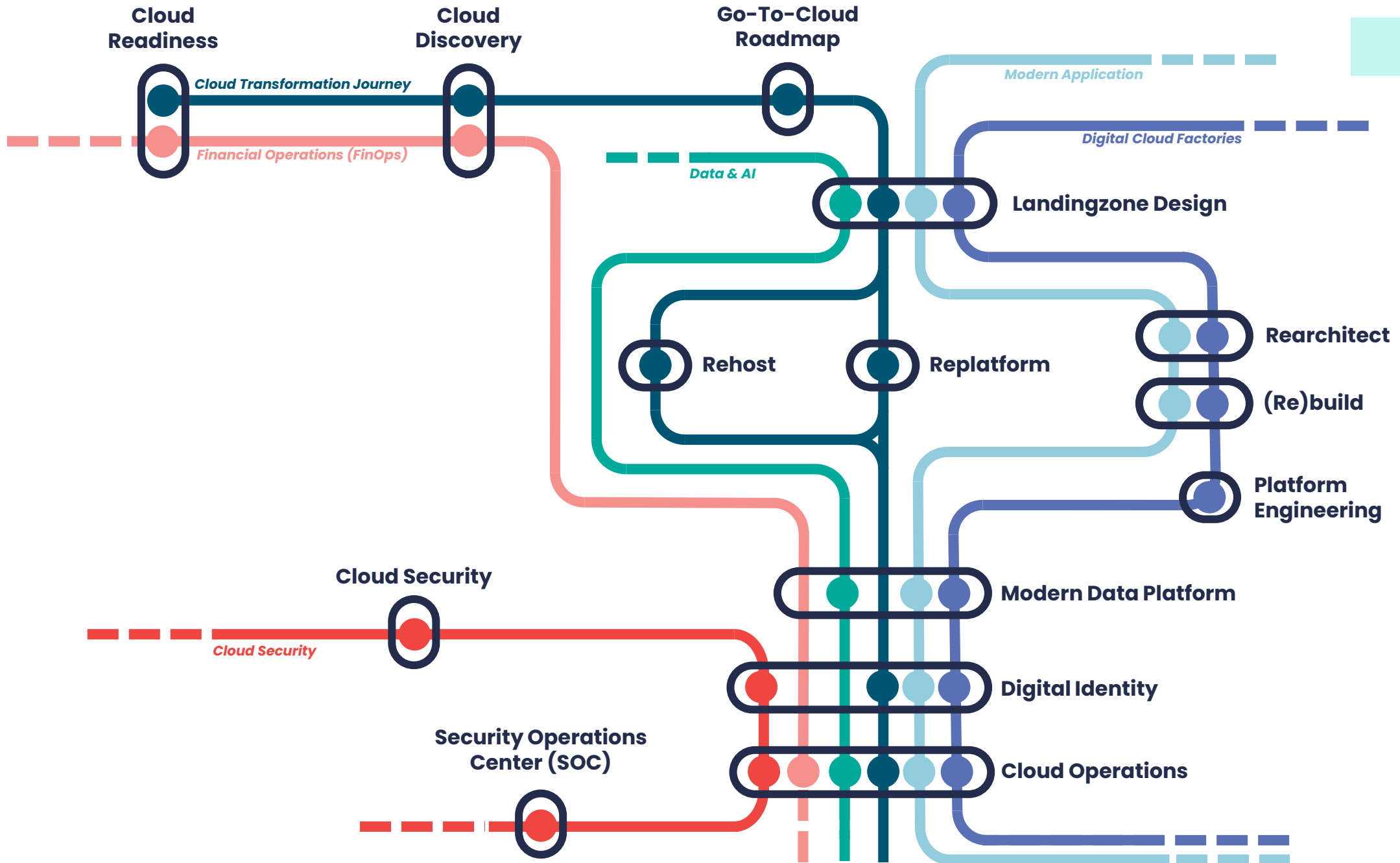
**Thomas
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Lead Engineer APS



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Specialized Sales – Cloud First & App
Modernization



Why is this important?

- Reduce operational cost
- Accelerate innovation
- Improve security & reliability



What is CloudOps?

Cloud Operations

CloudOps is the short abbreviation of Cloud Operations, and even though it is considered a managed service like any other. The model has changed **to better adapt to the 'ilities' of the cloud**. Traditional rigid processes become more flexible, automation plays a central role and the walls between the traditional ITIL lines fade away.

Proactive model

The primary focus of a well-designed CloudOps model is proactivity. Proactivity is key in managing the public cloud, **small changes can create large impact** on cost, reliability and even security. That's why **continuous improvement** requires focus and time. This can be achieved by automating routine tasks and requests, freeing up space to focus on what really matters.

Build for agility,

CloudOps aims to empower developers to operate more independently of a central governance body, allowing them to manage their own infrastructure, while at the same time, ensuring proper security, governance, backup and reliability, monitoring, cost management and more. CloudOps introduces these factors in an agile way, to **match the speed of delivery of the development teams**.

Self-service and Self-healing at the core

Already mentioned in the proactive model chapter, CloudOps aims to build reliable systems by introducing **automation** and **self-healing at the core of its service**. A self-service portal is used by customers to launch a plethora of different requests, which are handled automatically, and require an approval flow in certain situations. Combining this with automation of incident resolution, it creates a robust self-service & self-healing system.



Why is CloudOps your next step?

Business Growth

Bringing competences together enables business growth, but creating dedicated supporting teams allows developers to focus on development, while Reliability, Security and Scalability are managed by this **dedicated support team**. This team is in place to better support your business through their expertise, allowing IT staff to focus on strategic initiatives that support business growth.

Speed of delivery

The public cloud is a complex environment, which requires a **broad spectrum of competences**. This often causes tickets to move straight towards the experts, skipping the initial first and second lines. Working in an **agile team**, with no inherent walls forces **ownership**, whilst matching the speed of the business.

A Build & Run mindset

Who better to support your cloud environment than the experts building it? **Hybrid teams**, consisting of both junior through expert engineers, both on-shore as nearshore create an **attractive cost-efficient knowledgebase**. Building future cloud-environments while carrying the responsibility for supporting it, forces the engineers to build with an operation mindset. Building in self-healing and reliable systems from the get-go.

Operational Efficiency

A CloudOps way of working improves operational efficiency by automating repetitive tasks, reducing manual errors, and streamlining processes using highly standardized building blocks. This leads to **cost savings** and better resource utilization.



The Azure Platform Solution brings,

High degree of automation

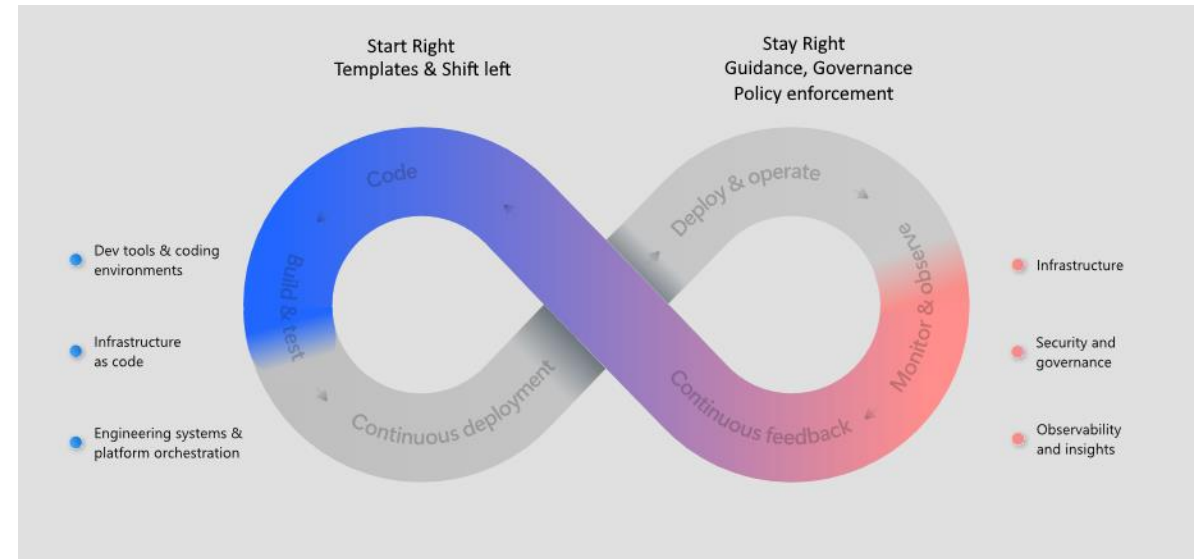
Automation is embedded in the core of our solution, from automating routine tasks to building **self-healing components** for our customers. Our platform is highly extensible, enabling our team to use Infrastructure as Code to make the environments we manage more reliable, secure and cost effective.

Agile Practices

The public cloud is the digital enabler for developers and businesses. Your support organization should never be the brake on innovation. That's why our support model matches the **agile practices**, used in the world of DevOps. While still holding on to some tried and true practices found in ITIL. A true **SCRUMBAN** way of working, to deliver **speed & agility** in a reliable way.

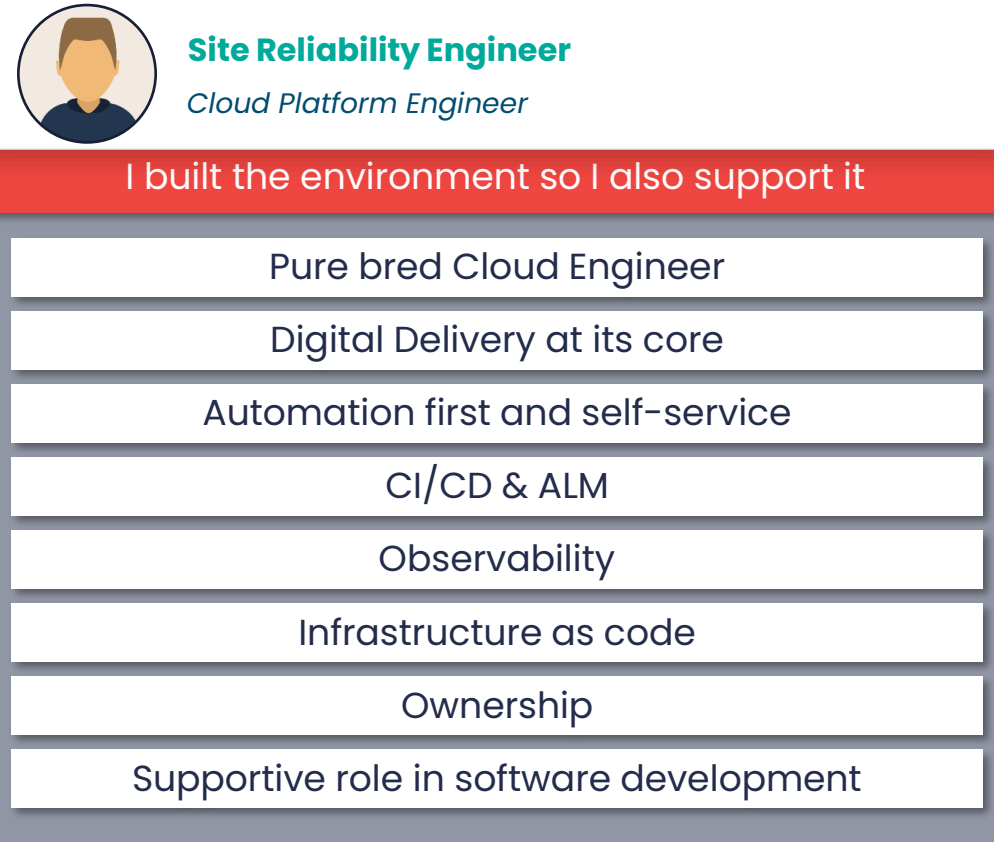
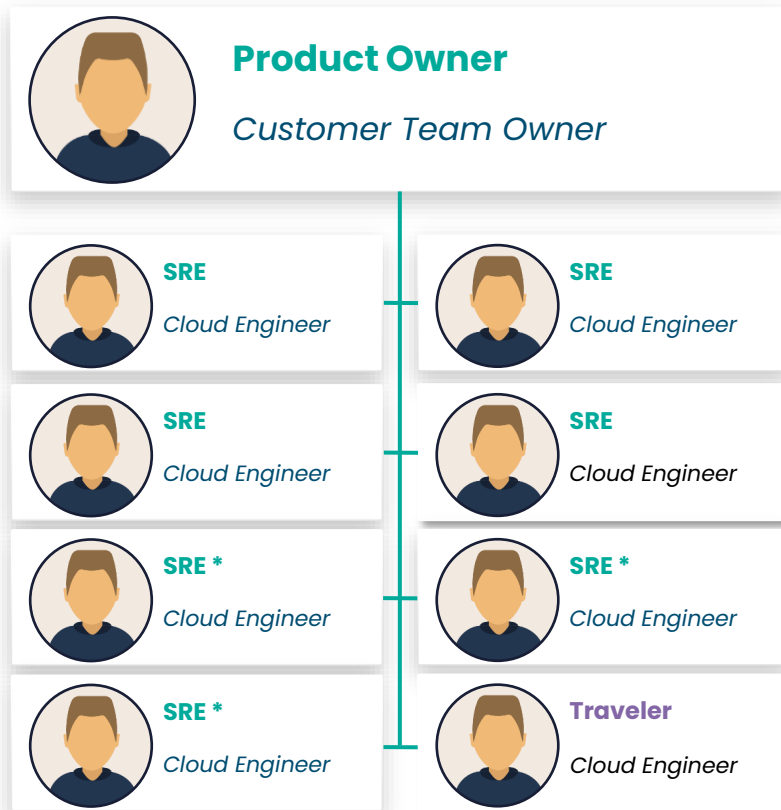
One team, one responsibility

Our team works as one team as we break down traditional support walls. There is no first, second and third line. It is a **team of Site Reliability Engineers**, working together to best serve our customers. Building and managing your cloud environment of tomorrow.



Enabling Teams

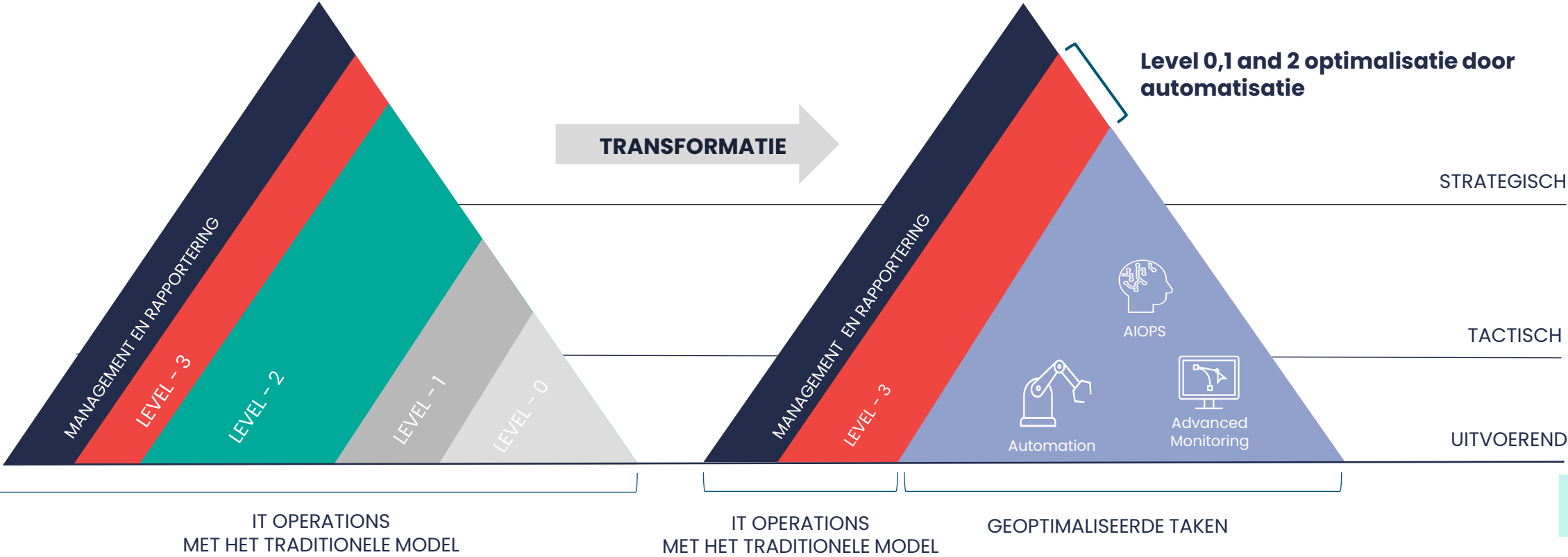
One team – You built it, you run it



Enabling Teams Shift Left

TRADITIONELE OPERATIONS
PROACTIEF & REACTIEF

IT OPERATIONS 3.0
GEINDUSTRIALISEERD & VOORSPELBAAR



Enabling Teams

SCRUMBAN

Backlog

Task-1: Create new resource pipeline

Task-3: Create new self-service form form

Task-2: Update policies

Inc-1: [P3] Dev database down

Task 4: Update policies

Proac-1: Azure Cost Management review

Task-6: Rollout new database

RUN-1: Valideer disk gebruik

Taak-5: ...

TODO

Inc-1: [P1] Prod Gateway down
Batman

Task-7: Roll-out App Service
SRE-1

Task-8: Health Endpoint
monitoring setup
SRE-2

Agile approach

Standup – Retro – Review – PBR

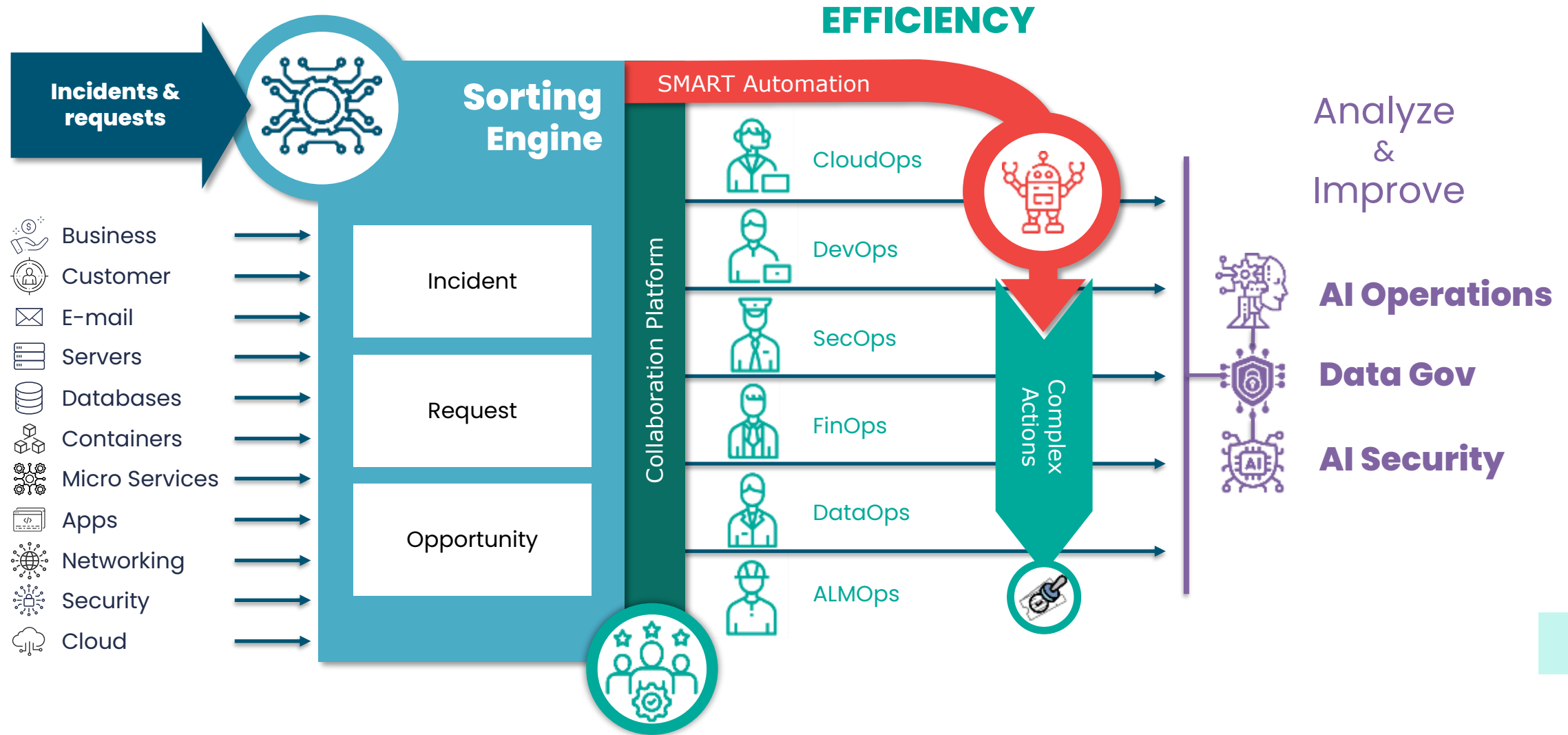
1 team – 1 board – 1 backlog

Continuous Pull principe

Top = High Prio

Hero of the day

The CloudOps operating model



Toolchain

Observability



Azure Monitor



Application Insights



dynatrace

Service Desk



Jira Service Management

Boards



Jira Software

Orchestrator



Opsgenie

Automation



Azure Functions



Azure Logic Apps



Azure Pipelines

Repositories



Azure DevOps



GitHub

Knowledge Management



Confluence

Azure Platform Solution – Building Blocks

The **Cloud-Ops** solution of Inetum-Realdolmen

Proactive Services

Assess, Optimize, Repeat

Proactive operations performed on a recurring basis tuned to your cloud subscription. This results in advice to improve your environment and create an SRE roadmap for your cloud.



Site Reliability Engineering

Site Reliability Engineering

A software approach to IT operations: software is used to manage your systems, solve problems and automate operational tasks.



Projects

You Build It, You Run It!

Building the Ops in DevOps. No one is better suited to handle your environment than the engineers running it!



Specialized Workloads

Standardized Building Blocks

Standard solutions that extend the capabilities of our Azure Platform Service.



Platform Layer

Microsoft Partnership

Inetum Belgium



Microsoft Cloud AI Partner

=partner holding all 6 Solution Designations

 Microsoft
Solutions Partner
Digital & App Innovation
Azure

 Microsoft
Solutions Partner
Data & AI
Azure

 Microsoft
Solutions Partner
Infrastructure
Azure

 Microsoft
Solutions Partner
Security

 Microsoft
Solutions Partner
Modern Work

 Microsoft
Solutions Partner
Business Applications

Specializations

- Infra and Database Migration to Microsoft Azure *
- Analytics on Microsoft Azure *
- Microsoft Azure Virtual Desktop
- Cloud Security *
- Microsoft Low Code Application Development
- Microsoft Endpoints *
- Threat Protection *
- Identity & Access Management
- Calling for Microsoft Teams *

* Obtained locally

Azure Migrate and Modernize Partner
Azure Innovate Partner
Fasttrack Partner
Cybersecurity Investment Partner (CSI)
DCO Partner
Licensing Solution Provider
CSP Tier 1 Partner (Azure)
CSP Tier 2 Partner (Licenses)

Our USPs (Unique Selling Points)



End-to-End partner for the Microsoft Platform

- All workloads
- From Strategy & Inspire over Design & Implement to Managed Services



Strong local capabilities and capacity, complemented by nearshore capacity from the Inetum group



As Microsoft LSP (Licensing Solution Provider) and Direct CSP partner, we can always propose the best licensing solution



High degree of Partner Certification

829 Certified Professionals



Local Capabilities **25%**

1850 Microsoft Certificates

Monthly Cloud Consumption (ACR)

2.3M +



Including

Euro Pool Systems, Colruyt Group, Samsonite, CIRB, De Watergroep, Retail Estates, The Joint Undertakings, Delcredere, D'ieteren, ...

Key References

A couple of highlighted references

Samsnite



First customer of the renewed CloudOps model since October 2021. Through **cost management** practices and automation their monthly operational cost has decreased by 10K €.

RE RETAIL
ESTATES



Retail Estates leverages the public cloud as a hub for their business-critical SAP system. Azure Platform Solution was the ideal fit, working in an **agile** way, focussing on **ownership** and **Automation** gave Retail Estates peace of mind.

media
dpg



Managing multiple teams that work together is critical for DPG Media, their Jira system is at the core of this teamwork. **Inetum manages** their **cloud Kubernetes clusters** to ensure business continuity. This enables DPG Media to focus on the core of their business.

CREDESCO



Driving for sustainability and independence, Credendo moves their data center from a privately owned server park towards Microsoft Azure. The **CloudOps team supports** both the **Build and Run**, running the lift & shift migration and supporting environment after the go-live.

Azure Platform Solution is...

Reducing IT costs *while improving performance*

Driving innovation *and business agility*

Safe, scalable cloud operations *with a proactive, automate-first approach!*

Further questions? Let's get in contact!



Joey Bergen

Specialized Sales - Cloud



Thomas Detemmerman

Technical Lead APS



Inetum's Cloud Transformation Journey - Whitepaper



Azure Platform Solution



Q&A