

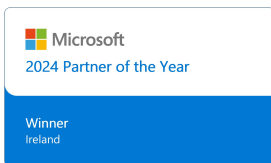
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Ergo Azure *Managed Services*

Ergo Cloud Services include carefully designed migrations, strategically aligned to the business, and ongoing Managed Services that continue to optimise the environment for performance and value



Why *Ergo*



We're proud to be Microsoft Ireland Partner of the Year 2024. The Award recognises the achievements of a company based on several factors, including, tech intensity, and cloud adoption.



The Microsoft Most Valuable Professional (MVP) award is presented globally to experts for actively supporting technical communities through unique and innovative knowledge sharing. Ergo has 5 MVPs, 2 of whom contribute to Azure projects.



Ergo is among a global elite of distinguished Microsoft partners with its Azure Expert MSP status. Ergo have one of the most advanced Microsoft practice with deep technical capabilities validated by the attainment of Microsoft specialisations across multiple solution areas, including **Data & AI, Digital & App Innovation, Infrastructure and Cloud Security.**



Challenges

A recent McKinsey survey of European cloud leaders indicates that the full advantages of cloud migration have yet to be fully realized. Despite 95% of the surveyed companies have captured some value from the cloud, only one-third actively track the non-IT related outcomes. Furthermore, only 55% are generally satisfied with their cloud investments.



Ideal Solutions

What goes wrong? Cloud has transformed the way IT is delivered and consumed but it does not negate the basics around implementing technology. When Ergo began taking clients to the cloud more than a decade ago, we retained fundamental principles of IT engagement that are part of our heritage:

- Identified desired outcomes
- Make a business case
- Design a roadmap



Desired Outcomes

For cloud journeys today, the benefits are greater but the path to achieving can be challenging. Whether it's a hybrid combination of public cloud and on-premise or cherry picking services from public and private clouds, options have to be evaluated and migration plans carefully executed.

In short, a trusted IT partner becomes essential to avoid taking a wrong turn.

Cloud Adoption Journey

Wherever you are on your journey, whatever point of cloud maturity you have reached, Ergo can add value by advancing strategies and realising goals more quickly.

1

Ergo engages with organisations in one-off projects, whether it's moving workloads to the cloud or modernising applications, but it's our partnership approach that delivers the most value.

2

We forge trusted relationships with our clients, not only by implementing solutions successfully but by ensuring cloud journeys are navigated with best-practice governance.

3

The Microsoft Cloud Adoption Framework is the lens we look through to map your journey to sustainable transformation. We use it to inform carefully executed steps that are tailored to your business and IT goals.



Cloud Adoption Journey

Manage & Govern

Support

Our 24x7 Service Desk is the primary channel for resolving day-to-day issues. We manage our service operations to the highest standards of ITIL. We draw on best practice and our own knowledge as an Azure Expert MSP.

Cost Management

We can cost optimise workloads, ensure they are right sized and available, and scale them down to reduce cost during less busy times. With 'show back' to client cost centres or subscription owners, we avoid 'bill shock' from unexpected consumption spikes.

Governance

The agility and adaptability that comes with cloud demands the highest levels of governance, particularly around data management and security. We leverage Azure Advisor to make recommendations on reliability, security, performance, cost and operational excellence.

Security

Rich security offerings are embedded in the Managed Service, spanning security management, policies, identity protection and access control. Supplementary Managed Detection and Response services can be used to remediate vulnerabilities and contain active exploits.

Cloud Operations Management

We conduct proactive health checks, monitoring and event management. Aligned with best practice, we report on the availability of workloads, ensuring that the Azure Platform is always running optimally in terms of cost, technical performance and security/governance.

Strategy & Planning

Aligned to the Microsoft Cloud Adoption Framework, tools and processes can be used to inform cloud strategies, from cloud readiness assessments for a particular application to a Return On Investment review that will ascertain the financial viability of a new project.



Manage & Govern

Enhanced Service Tiers

Service Focus	Service Features	Cloud Maintain	CloudManage	CloudElite
Service Focus	Cloud Management Platforms	●	●	●
	Standard SLAs	●	●	●
	Enhanced SLAs		●	●
	Service Window	9AM - 5:30PM	24*7*365	24*7*365
Cloud Operations Management	Native Azure monitoring and VM Insights	●	●	●
	Application and Container Insights		●	●
	Custom and Advanced Hybrid Monitoring			●
	Proactive Health Checks and Advisories		●	●
	Patch Compliance		●	●
	Backup for Azure workloads		●	●
	Azure Backups for On-premises			●
	Event Management	Defect & Notify	Defect, Triage & Notify	Defect, Triage, Respond, Notify
Security	MFA	●	●	●
	Access Management and Resource Deletion Alerts	●	●	●
	Threat Protection		●	●
	Threat Detection and Response			●
	Data Policy Governance		●	●
	Data Policy Violation Detection			●
	Hub and Spoke Security Assessment			●
Governance	Service Delivery Manager	●	●	●
	Reporting	Monthly	Weekly	Realtime Dashboard
	Azure Policy Configuration	Standard Azure Policy	Standard Azure Policy	Custom Azure Policy
	Cloud Usage Forecasting and Capacity Management			●
Cost Management	Billing Management	●	●	●
	Budget Alerting	●	●	●
	Cost Forecasting		●	●
	Cost Optimisation			●
Cost Management	Cloud Readiness Assessment		●	●
	Azure Policy Review		●	●
	Cloud Strategy evaluation and planning			●
	Cloud ROI analysis			●



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About *Ergo*

Ergo has helped IT leaders excel at the intersection of business and technology for over three decades, becoming Ireland's largest privately-owned IT services company with offices in the UK, Europe, North, South America and New Zealand. Providing bespoke, insights-led advice, expert implementation and proactive managed services, Ergo enables organisations to become more agile, more efficient, more compliant and better equipped for long-term growth.

By recommending a strategy of proactive IT investment that aligns with each client's unique business needs, Ergo has steered clients away from risk and towards reward. Cloud is the destination, where continual cost optimisation and performance improvements are service fundamentals for Ergo, where the IT estate becomes a hub for innovation and the driver for business transformation.

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