



NEC

\Orchestrating a brighter world

Managed Public Cloud

Enhance agility through a structured but
flexible service, managed by experts

nec.com.au 

NEC Managed Public Cloud

28% of spending
in key IT segments
will shift to the
Cloud by 2022*

Market Overview

Organisations of all sizes are shifting to the Public Cloud with large enterprises being the early adopters. IDC expects a 5-10% pa swing from traditional infrastructure spend to Cloud infrastructure[#]. While according to Gartner, 28% of spending in key IT segments will shift to the Cloud by 2022*.

Many organisations already utilise Public Cloud infrastructure from market-leading providers such as Microsoft Azure and Amazon Web Services (AWS). These providers offer some management options, but they do not provide a full managed service which supports hybrid environments and provides direct phone access to Cloud experts.

Managing Cloud infrastructure in-house isn't recommended either. Cloud ICT deployments can be just as complex as on premise deployment, due to the inherent limitations that arise from Public Cloud being a "shared service".

With hybrid environments, there is additional complexity in ensuring that the integration of Public Cloud with the traditional ICT infrastructure maintains functionality and meets the organisation's expectations. Even in Cloud environments some support tasks require advanced knowledge around scripting and specialist commands.

Our Approach

NEC's Managed Public Cloud is part of a wider service offering from NEC that includes:



Journey to the Cloud

Supporting you on architecting Cloud deployments and migrating workloads with a structured engagement.



Optimising the Cloud

Assessing your Cloud environment to determine where improvements can be made to reduce costs or improve service outcomes.



Compliance

Identifying gaps in your Cloud security with recommendations on improvements that will ensure compliance with security policies, procedures and legal compliance obligations.



Application Performance Management

Understanding your application performance in real time to ensure your critical services are delivered to your customer optimally.



Managed DevOps

Shorten your time to market, allowing you to make informed and accurate decisions with real-time analytics across the IT value chain.

A complete journey to the cloud is never easy, at NEC we understand the challenges your business may face and offer the solutions and guidance necessary to traverse the transitional landscape effectively.

Common Challenges

Managing to employee expectations and ensuring Cloud services are available and maintained

Re-training existing ICT service teams to support Cloud and then retaining the Cloud expertise

Providing Cloud services that are useful and relevant to your employees work which will prevent the spread of Shadow IT, orphan services and unmanaged data in the Cloud

Ongoing administration of the Cloud tenancy managing user accounts, permissions and subscriptions for every department, project, and application

How to backup and archive data in the Cloud effectively using native features or connected Cloud services

How to manage end to end ICT services throughout your transition to the Cloud through interim or permanent hybrid Cloud architectures

Ensuring security policies and procedures are maintained and IT security risks are visible

NEC Managed Public Cloud gives your business the freedom to grow

Service Overview

NEC's Managed Public Cloud service helps Government and enterprise organisations that have moved or are considering moving their systems (workloads) into the Cloud by managing the Cloud environment using a structured but flexible service offering.

We provide day to day management of individual workloads as well as overarching common services such as DNS and load balancing. Our service can minimise risk and free up staff in your organisation to work on strategic ICT projects.

Cloud services are constantly evolving and business demands on Cloud vary as businesses grow. Our management services can include ongoing advice to recommend which services are the best current fit for your organisation's need.

Benefits

Flexible & scalable

Our three tiers of service can be applied in a combination to your Cloud workloads to support the business services required by the customer. Only pay for what you use and easily scale to increase or decrease storage on demand.

Reduce costs

By using NEC's Cloud engineers, customers are only paying for a leveraged resource rather than a full time salary. Your ICT team can focus on working with the business on strategic projects (e.g. further Cloud migrations) rather than day-to-day management.

Cloud neutral

NEC works with the leading vendors in the market and will provide impartial advice on your Cloud services. Our focus is on managing your Cloud services and not reselling the Cloud services subscription.



Flexible
& scalable



Reduced
costs



Cloud
neutral

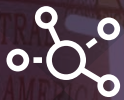
Our service can minimise risk and free up staff in your organisation to work on strategic ICT projects



Single point of contact



Managed by experts



Deployment support



Proactive management



Phone service desk

Single point of contact

Strict SLAs that support and can be accountable for existing ICT services, Cloud services and integrations without having to speak to different teams or multiple providers.

Managed by experts

No need to recruit and employ staff directly or invest in significant training. Leverage our Microsoft and AWS certified engineers who currently manage public, private and hybrid Cloud environments.

Hybrid cloud deployment support

We understand that most customers may retain some IT services on their own infrastructure in existing locations. It is crucial that these IT services and Cloud services are managed holistically to deliver a consistent support experience for your organisation. This is especially important as most hybrid Cloud deployments are integrated.

Proactive management*

We review your Cloud workloads and provide information on service health that identifies better configurations that can be used for increased performance or lower cost of services.

Phone service desk*

For increased peace of mind, customers can access NEC via phone, providing immediate support when required. 24x7 access is available as part of our Premium package.

* Not available on all service packages

NEC Managed Public Cloud

Service Packages

NEC's Managed Public Cloud is a flexible service offering and allows you to select the services which are most suitable to your organisation. We offer a 3-tiered service comprising of Essential, Standard and Premium packages.

Each package has different functions available, with the number of functions offered increasing from Essential through to Premium. We want to provide flexibility and service, whilst ensuring that packages can be used to fit different customer requirements and budgets.

Support Package Options			
	Essential	Standard	Premium
Pricing unit	Percentage spend		
Incident management support hours	8:30-17:00 Mon-Fri ¹	8:30-17:00 Mon-Fri ²	24x7x365 Inc. Public Holidays
Service Delivery Manager Access to a NEC Service Delivery Manager for escalations, project requests and general service queries.	✓	✓	✓
Service desk access Call NEC's service desk to log support and service requests.	-	8:30-17:00 Mon-Fri	24x7x365
Remote support Support from NEC's infrastructure services team remotely for support and service requests.	✓	✓	✓
Problem management Analysis and identification of probable root cause and recurring problems from NEC's problem management team.	-	-	✓
Request fulfilment ³	✓	✓	✓
Major incident management Incidents that are business impacting are managed through an experienced NEC incident manager with co-ordination of all responsible parties.	-	✓	✓

1. Essential: Essential package supports your choice of single time zone, does not include Public Holidays.

2. Standard: Standard pack supports multiple time zones in Australia for each virtual server. Does not include Public Holidays.

3. Customers can select from either paying for individual requests or paying a specified amount for a packaged amount of changes per month.

Other Features



Reporting



Infrastructure
Management



Application
Performance
Management



DEVOPS &
Automation



Compliance



Cost
Optimisation

For more information and detail about our service packages, their features and optional extras, please contact your NEC representative or complete the Contact Us form on our website.

Why NEC?

NEC is a safe pair of hands with a strong heritage of managing and deploying critical services and applications. We can manage existing infrastructure and public Cloud workloads to support customer's journey to Cloud and hybrid environments.

We believe in offering our customers the right advice and are not incentivised by Cloud providers to move workloads regardless of whether they are suitable for the Cloud or not.

NEC have a strong local presence with flexible support models (onshore, offshore or blended), combined with a global network of 303 group companies with a combined revenue of US\$26B.



NEC

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