

NEC

Orchestrating a brighter world

Managed Public Cloud

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

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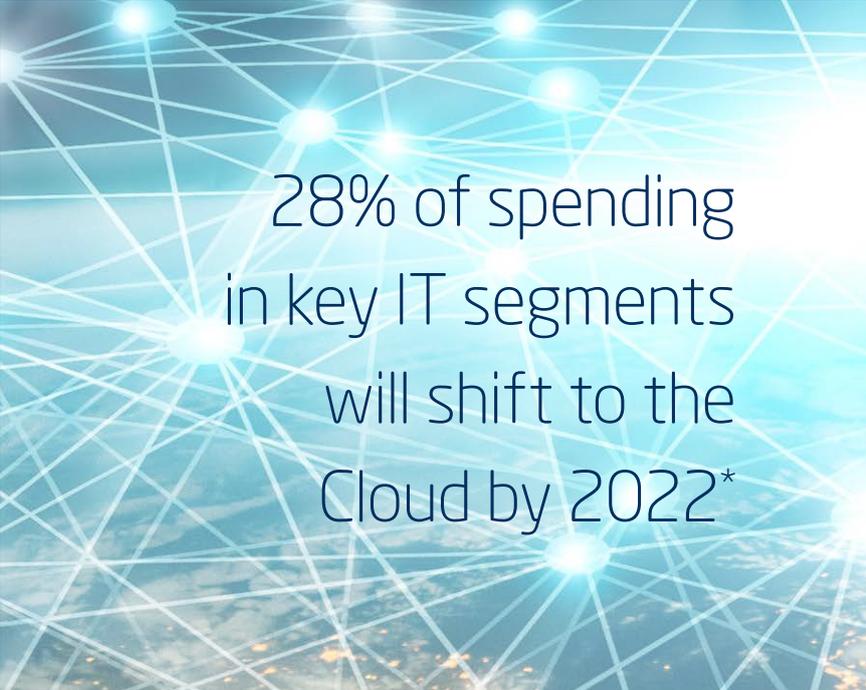
Market Overview

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 a 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.



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

#Source: IDC 2019

*Source: Gartner Press Release 18 Sep 2018

Our Approach

NEC approach Cloud migration and management through a clear and precise four point strategy.



Journey to the Cloud

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



Manage the Cloud

A structured but flexible service, managed, monitored and maintained by NEC experts.



Securing the Cloud

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



Optimising the Cloud

Assessing the customer's Cloud environment to determine where improvements can be made to reduce costs or improve service outcomes.

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

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

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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

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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

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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

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.



Deployment support

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

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

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

Support Package Options				
		Essential	Standard	Premium
Pricing unit		Per virtual server		
Incident management	Support hours	8:30-17:00 Mon-Fri ¹	8:30-17:00 Mon-Fri ²	24x7x365
	Public holidays	-	-	✓
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		✓	✓	✓
Remote Monitoring and Management				
Scheduled OS patching Regular patching of the operating system using vendor provided patches with flexibility to set when patches are applied and what level.		✓	✓	✓
Basic monitoring Configuration and reviews of monitors using NEC's recommended basic metrics of your virtual servers.		-	✓	✓
Availability zone and region monitoring Identification of zones and regions impacting your services		-	✓	✓
Advanced monitoring Daily configuration and reviews of events and monitors including CPU, memory and disk space.		-	-	✓
Health check and optimisation Monthly review of system configurations with optimisation to check for misconfiguration, slowness, scaling and other issues.		-	-	✓
OS integrated application support Support for up to 3 vendor integrated operating system applications such as web servers, DHCP, directories, print.		-	-	✓
Optional Services (per instance)				
Managed database services		Additional fee applies		

1. Essential package supports your choice of single time zone.

2. Standard package supports multiple time zones in Australia for each virtual server.

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

Support Package Options			
	Essential	Standard	Premium
Optional Services (per instance)			
Hybrid management		Quoted on request	
Network management		Quoted on request	



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.



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