

Enterprise application vendors are moving their software to the cloud. This transforms the way in which applications are delivered and also the approach required to manage those systems.

Cloud deployment shifts the focus towards functional solutions and business process knowledge, alongside mitigating the impact of mandatory patching cycles and multiple new version releases per year. As a result, the responsibilities of your application management services team changes significantly from traditional on-premise models.

Our experience has shown that the level of focus and resource necessary to successfully navigate routine cloud activities often results in a lack of continual service improvement and ultimately fails to deliver value to the business.

Whatever your investment level in Cloud solutions is, companies will always require access to local specialist support services from people who understand business. PwC's range of Cloud AMS offerings provide a solution for all such scenarios, with an innovative blend of cost vs. business risk. As your Cloud presence extends and stabilises, we offer the flexibility to switch between service models on an annual basis should your needs change.

If you would like further information please contact:



Brian McCabe

Director Application Management Services

T: +44 (0)161 245 2791

M: +44 (0)7825 054211

E: brian.mccabe@uk.pwc.com

The great thing about cloud is...	The challenge with cloud is...	The PwC AMS solution is...
<ul style="list-style-type: none"> You are always on the latest version of the software. No more being left behind on legacy, potentially unsupported versions, with a costly upgrade and questionable ROI keeping you awake at night. It encourages your business to adopt best practice business processes. The move to cloud is more than a technology change – it can be a catalyst for transformational change to your business too. You don't have to worry about maintaining the software as the cloud services provider does all that for you. You simply 'consume' the application as part of your business processes. 	<ul style="list-style-type: none"> You are always on the latest version of the software. To achieve this you have no choice but to apply regular patch bundles and multiple core releases of the product per year – whether you need them or not! It encourages your business to adopt best practice business processes. In the real world, such change can be complex and multi-staged. Cloud applications will need to co-exist with legacy applications. You don't have to worry about maintaining the software as the cloud services provider does all that for you – but they don't know how your business operates or understand your company culture. 	<ul style="list-style-type: none"> To provide a business focussed regression testing service to limit the risk to your business as usual operations. We help identify and develop workarounds for any issues inadvertently introduced by these changes and liaise with the vendor on your behalf. To manage the integrations with on-premise and/or legacy applications, plus any complex reporting required to complement the standard Cloud functionality. To act as a business-vendor bridge. PwC AMS understand your business and we also understand the base Cloud product. This mapping inspires trust and confidence in a move to the cloud.

As a combined business and technology professional services organisation, PwC is uniquely placed to offer a flexible and complimentary set of Application Management Services (AMS) offerings to assist our clients through the transition and management of Cloud Applications. Our three recommended models are overleaf, and if one of these doesn't fit then we can work with your requirements to develop a unique offering.

This publication has been prepared for general guidance on matters of interest only, and does not constitute professional advice. You should not act upon the information contained in this publication without obtaining specific professional advice. No representation or warranty (express or implied) is given as to the accuracy or completeness of the information contained in this publication, and, to the extent permitted by law, PricewaterhouseCoopers LLP, its members, employees and agents do not accept or assume any liability, responsibility or duty of care for any consequences of you or anyone else acting, or refraining to act, in reliance on the information contained in this publication or for any decision based on it.

© 2016 PricewaterhouseCoopers LLP. All rights reserved. In this document, "PwC" refers to the UK member firm, and may sometimes refer to the PwC network. Each member firm is a separate legal entity. Please see www.pwc.com/structure for further details.

160728-093709-BM-OS

Managed Cloud Services



The Offerings

Cloud Managed

What is it?

A fully managed Cloud service for a fixed monthly fee. This covers all routine maintenance activities, security management, release stabilisation, incident management, and proactive problem management.

When might I choose this type of service?

As a business you've made a strategic decision not to employ any Cloud Applications Specialists and wish to reduce risk by having a predictable, fixed price agreement for all applications support activities. Our expert consultants will work closely with your key users to ensure that you receive real business value from your cloud investment.

Cloud Augment

We manage the risk of regression testing the mandatory, routine tasks that Cloud demands of you as a customer – Monthly Patch Bundles, Releases, Quarterly Technology Stack updates, and environment management. In addition we'll maintain any security/user configuration and, by segregating duties, you will limit the risk to your service and comply with industry standard service governance policies.

You intend to maintain a core team of Cloud Support Specialists but don't have the capacity to complete the routine maintenance activities the Cloud Service requires. Our AMS team will reduce the risk by completing these activities through our robust governance framework. In addition you can purchase flexible call off bundles to secure additional capability as required, for example, holiday cover, change requests, or secure 3rd line specialist knowledge.

Cloud Supported

An on-demand model comprising access to our service desk and flexible managed service call-off time bought in bundles to be used however you decide.

You are retaining a Cloud Application Specialist function that will support the ongoing service but require an facility to request additional specialist services at critical times, for example, holiday cover or complex incident resolution/configuration.

Service Scope

Service Type	Cloud Managed	Cloud Augment	Cloud Supported
Service management			
ITIL and ISO20000-1 Service Framework	✓	✓	✓
Named Service Manager	✓	✓	✓
Service Report	✓ Monthly	✓ Monthly	✓ Quarterly
Service Review	✓ Monthly	✓ Monthly	✓ Quarterly
Quality Review	✓ Quarterly	✓ Quarterly	X
Service transition			
Dedicated Service Desk ¹	✓	✓	✓
Knowledge Transfer	✓	✓ ²	Available via flexible call off
Incident and problem management			
Response based SLA	✓	✓	✓
Resolution based SLA	✓	X	X
Reactive Incident Management	✓	Available via flexible call off	Available via flexible call off
Proactive Problem Management	✓	Available via flexible call off	Available via flexible call off

1. 08:00 – 18:00 Monday to Friday excluding bank holidays
 2. Knowledge transfer included for augment specific processes. Other knowledge transfer available through flexible call off

Service Type	Cloud Managed	Cloud Augment	Cloud Supported
Incident and problem management			
'How To ...' advice and guidance	✓	Available via flexible call off	Available via flexible call off
Interface/Third Party Application Support (as agreed per RACI)	✓ ³	Available via flexible call off	Available via flexible call off
Request fulfilment			
System Administration	✓	✓	Available via flexible call off
Security Administration	✓	✓	Available via flexible call off
Change and release management			
Monthly Patch and Tech Stack Regression Testing	✓	✓	Available via flexible call off
Release Stabilisation	✓	✓	Available via flexible call off
Enhancement Work	Available via flexible call off	Available via flexible call off	Available via flexible call off
Vendor management			
Environment Management	✓	✓	Available via flexible call off
Vendor Liaison	✓	Available via flexible call off	Available via flexible call off

3. Includes Local configuration changes to cloud platform but excludes a) support for custom interfaces between Cloud and other systems b) support for custom reporting, external to the core cloud product reporting. This is available through flexible call off

