NASSTAR

DATA SHEET

NEXT GENERATION CLOUD MANAGED SERVICES

Experience a customer-centric approach to cloud managed services

WHAT IS IT?

Knowing that your cloud environment and services are in safe hands is critical, which is why our Next Generation Cloud Managed Services provide a uniquely flexible approach to align with your business goals.

Based on ITIL best practices and certified to ISO20000, we ensure your cloud is well-architected, secure by design, and built with self-healing and auto-scaling capabilities,

with proactive monitoring and remediation as standard. Our Next Generation Managed Service is available 24/7 ensuring the availability, security, and performance of enterprise applications at all times.

As an accredited consultancy partner with both AWS and Microsoft Azure, whatever the stage of your cloud journey, we can assist.

HOW DOES IT WORK?

Split across two workstreams, customers receive day-to-day operational support combined with a forward-looking approach to innovation.

Operational Support

Our team of experts provides 24/7 support, responding to any alerts or potential issues before they become a problem. Support hours, priorities, and service levels are aligned to customer requirements and our service teams' broad and deep expertise around cloud, application development, database, identity & access management as well API technologies means we can go further and deeper than many cloud-only MSPs.

All customers have complete visibility of every ticket and a dedicated phone number, answered by a real person, meaning that updates or escalations are simple and easy to make.

Continuous Innovation

Our approach blends current assessment with a forward-looking view to produce an architectural roadmap and continuous service improvement plan that will transform your business objectives into reality.

Utilising the expertise driven by our Cloud Center of Excellence (CCoE), a dedicated Customer Success Manager is responsible for continuously reviewing the latest cloud solution and service updates to ensure our customers continue to innovate, remain at the forefront of industry best practice and ahead of their competition.

KEY FEATURES

24/7 Support
Delivered by a team of expert engineers, underpinned by first-class tools and processes managing the health of your solutions

Bespoke Performance Dashboards
Unique for every customer, personalised dashboards measure progress, highlight opportunities, and empower teams to monitor business performance in real-time

Next Generation Monitoring
Our monitoring solution, NexMon, utilises AWS-native services to replace third-party tools and reduce licensing costs for customers. NexMon provides dynamic monitoring mapped against business performance metrics with systems automation and AI combatting problems before they become an issue

Cloud Optimisation
Leveraging the right mix of tools, best practice and real-world experience, our experts will ensure that your cloud environment is operating at optimum performance - at the best price point - while adhering to cloud governance standards. Customers experience savings of 20-30% through proper right sizing, licensing, hibernation and more

Trusted Advisor
As an AWS and Microsoft Trusted Advisor we review and assess real-world data to make recommendations to improve security, performance, utilisation, availability and cost

Well-Architected Framework Reviews
We carry out Well-Architected reviews throughout the lifecycle of your investment to ensure a workload is optimised and aligned to best practices ensuring your solution is secure, performant and resilient

Sustainability
We will carry out a carbon footprint assessment to track and measure customer progress towards their sustainability goals

Enterprise Support
As an AWS and Azure top tier partner, customers have access to subject matter experts, enhanced technical support, architectural reviews and early insight of the cloud providers roadmap.

Serverless-First & Patch Management
Where possible, our solutions are designed so that they do not require patching. However, where needed, the team performs operating system, application and dependency patching to meet business requirements. When manual intervention is required for legacy architecture, we implement cloud-native Patch Management solutions and tooling to automate

WHY NASSTAR?

At Nasstar, our cloud solutions span people, processes, and technology. Tailored to fit your organisation's maturity and capabilities, our Next Generation Managed Service covers all bases of cloud transformation and helps secure your profitable future in the cloud.

With extensive expertise in both leading public cloud platforms, AWS and Microsoft Azure, our Cloud consultants will act as your trusted advisors to help you achieve smarter business outcomes.

From cloud migration to adoption, application modernisation and optimisation, our services are Secure by Design and enable your organisation to evolve and adapt to customer demand and market trends.

We've supported household names such as Sainsbury Bank, Rail Delivery Group, Center Parcs and Jaguar Land Rover on their cloud journey; we can help you too.

WANT TO KNOW MORE?
BOOK A COMPLIMENTARY VIRTUAL CONSULTATION AT A TIME THAT SUITS YOU

If you would like to book a complimentary consultation or find out more, please contact **enquiries@nasstar.com** or call **0345 003 0000**

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