VERSION 1

ASPIRE cloud management and optimisation

Reimagine the potential of your cloud estate

ASPIRE cloud management and optimisation

Unleash agility to eclipse your market

The Version 1 cloud management and optimisation service combines cloud cost optimisation, security by design and best practice methodologies, and a continual investment in training and development of our people, to create multi-skilled resources for managing an optimised and secure multi-cloud environment.

"How do I manage and optimise my cloud costs?"

Version 1 takes a multi-layered approach to cloud cost optimisation at the design stage, at the commencement of our managed service and on an ongoing basis

"How do I ensure the security of my cloud environment give the increase in cyber-attacks via AI?"

Version 1 delivers security services that encompasses security by design, best practice methodologies, security certifications and industry benchmarking

"How do I ensure my multi-cloud environment is supported by a multi-skilled resource?"

Version 1 continually invests in our people with training and development on the latest technologies built into objectives and KPIs

Client challenges

The majority of organisations today have adopted the cloud in various forms to access the associated benefits. While there is an ever-growing range of benefits to be seized by exploiting the cloud, for many businesses, harnessing these opportunities can be difficult without a specialist partner such as Version 1. We support you by balancing day-to-day operations with the innovation required to drive transformation and strategic objectives forward.

These client challenges, if not properly addressed, have the potential to cripple your organisation's ability to grow and respond to an increasingly disrupted marketplace. You know where your business needs to go. We can help you take it there and keep it there. Through ASPIRE, we will help you evolve your cloud estate into a value-generating, intelligent engine of innovation, automation, agility and sustained business outcomes.

This guide will give you an insight into ASPIRE, a differential value-led approach to managed services - invest in transparent outcome-based value-level agreements to ensure you see the return on investment you deserve.
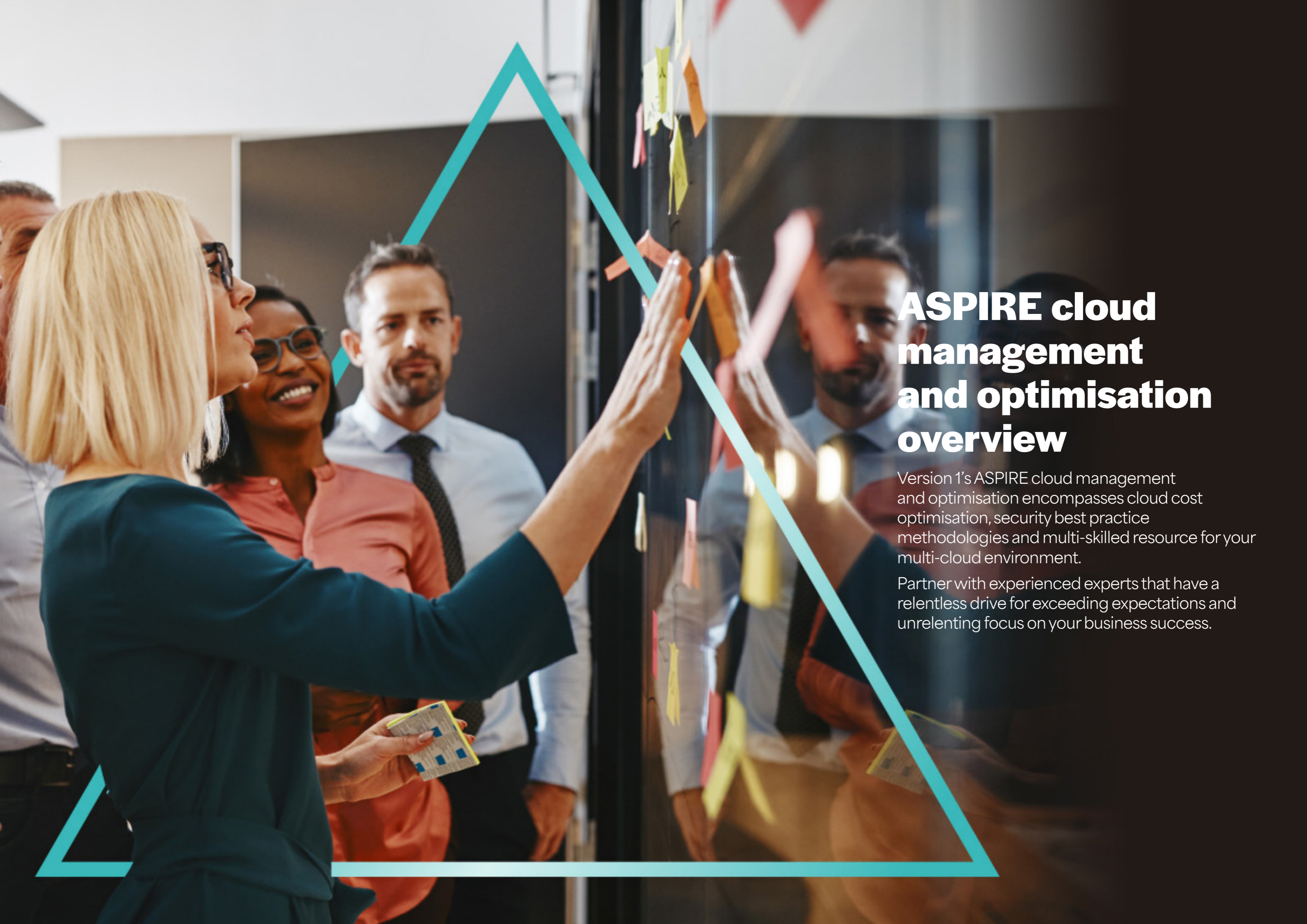
ASPIRE cloud management and optimisation overview

Version 1's ASPIRE cloud management and optimisation encompasses cloud cost optimisation, security best practice methodologies and multi-skilled resource for your multi-cloud environment.

Partner with experienced experts that have a relentless drive for exceeding expectations and unrelenting focus on your business success.
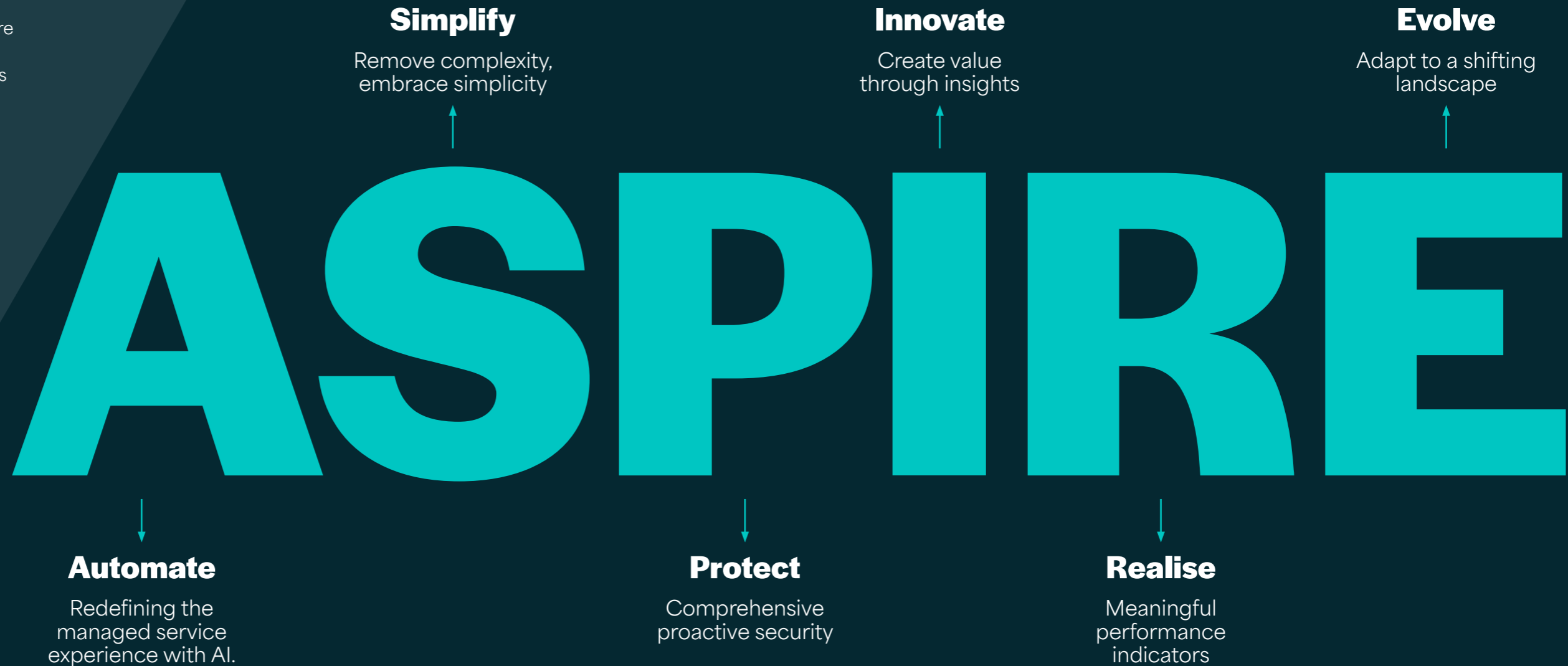
Version 1's ASPIRE

Version 1 has re-imagined managed services to resolve the problems our customers face. We expect our customers to ASPIRE for more when it comes to managed services.

Version 1's ASPIRE Framework empowers our customers to achieve better results through a focus on six key areas, expertly selected to keep IT estates evolving in line with today's digital world.

Version 1 goes way beyond keeping the lights on by delivering against a framework that helps alleviate key problems and excite end users with better digital experiences.

Through ASPIRE, we achieve much more than just keeping systems performant, available, and Service Level Agreements (SLAs) compliant – we unlock your transformational potential and deliver real business value.

Simplify
Remove complexity, embrace simplicity

Innovate
Create value through insights

Evolve
Adapt to a shifting landscape

ASPIRE

Automate
Redefining the managed service experience with AI.

Protect
Comprehensive proactive security

Realise
Meaningful performance indicators

An endlessly evolving, intelligent managed services model

ASPIRE is an endlessly evolving, intelligent managed services framework.

We continuously seek to identify new ways to pivot to our customers' evolving support, maintenance, and development needs in an increasingly disrupted marketplace.

We do this through the use of cutting-edge technologies, advancements, and processes to enhance and optimise enterprise systems, returning business advantage to our customers, tied to defined value metrics.

This commitment to innovation underpins our Automate First, Self Service Next, Manual Intervention Last, which focuses on minimising costly support efforts and improving systems quality, reliability, and performance through simplification and self-healing activities.

It also governs our approach to securing and protecting customer estates by ensuring that innovative strategies include a focus on security best practices and security by design.

Underpinning all of these ASPIRE components is a firm commitment to putting end users' needs and expectations at the heart of everything we do at Version 1.

ASPIRE framework for cloud management and optimisation

Automate

Continual integration, deployment and testing with defined industry DevOps methods and automation, will improve productivity and reduce risk

Simplify

Our principal to eliminate complexity and distraction in work processes, design and communication ensures simplicity in the overall service between you and Version 1

Protect

To ensure day to day delivery of your service and its stability we offer proactive monitoring, patching, backups, restores, capacity planning, disaster recovery and resilience to protect what's important to your business

ISO 14001 CERTIFICATION EUROPE™

ISO 27001 CERTIFICATION EUROPE™

ISO 20000 CERTIFICATION EUROPE™

CYBER ESSENTIALS PLUS

CYBER ESSENTIALS

Innovate

Our next generation services, including DevOps, automation and AI, promote innovation to continually improve your applications and end-customer service

Realise

It's not just about optimisation, it's about management and ensuring you have the guardrails in place where costs are managed, understood, optimised and realised

Evolve

A true partnership based on aligned culture and core values that evolves your service and cloud estate with the latest technologies and ways of working initiatives

ASPIRE cloud management and optimisation offerings

Configuration Management	Backup and DR	IDAM
Availability and Performance Management	Database	Usage and Spend Analytics
Cost Governance	DevOps and Automation	Cloud Architecture and Security
Service and Account Management	License and Cost Optimisation	Cloud Cost Optimisation

ASPIRE Managed Services

Value-Level Agreements (VLA)

SLA + **VLA** = **ASPIRE**

With ASPIRE, SLAs are a given

A VLA is a meaningful key performance indicator that directly impacts your business's bottom line and can be quantified, measured, and reported on.

The key difference between ASPIRE and traditional managed services lies in how we measure service success, not only by hitting SLAs around resolution and response times but also by delivering tangible 'value adds' to your business – we call them **VLAs or Value Level Agreements.**

These all help with the continuous service improvement across your systems and are measurable and reportable.

What your VLA looks like depends on your unique needs

Our client Value Level Agreements

Customer problem	What Version 1 delivered	Positive impact
SIA Achieving 100% Uptime with ASPIRE, a Next-Generation Managed Service (version1.com)	Version 1 relentlessly worked through a backlog of improvements that were identified during the initial migration engagement.	Version 1's scope and impact expanded across the organisation's Cloud and Application estate.
TRL TRL finds the road to success with a Next-Generation ASPIRE Managed Service - Version 1	The onboarding of TRL onto Version 1's ServiceNow tool.	Removed any complex API integration between National Highways, Version 1 and TRL
AerCap Elevating AerCap's digital transformation and supporting crisis management with ASPIRE	ITSM (Information Technology Systems Management) integration and development leading to improved efficiency and automation. Deployed cloud cost management and optimisation activities.	Simplified communication between AerCap and Version 1. Cloud cost optimisation realised 40% cloud consumption annual savings.

The four pillars of cloud management and optimisation

Cloud service management

A single reliable point of access for cloud expertise, services & requests process

Cloud platform operations

Proactively keeping your applications running

VERSION 1

Cloud cost control

Optimising and controlling your cloud spend

Next-Gen services

Continuously improving your applications with cloud best practices

Alignment with ASPIRE framework

Ticket lifecycle

ServiceNow alerts are immediately raised and assigned the correct priority. No manual intervention required. This automation ensures a swifter response and faster resolution time

Access to bespoke ServiceNow dashboards ensures rapid information distribution in an easy-to-understand format
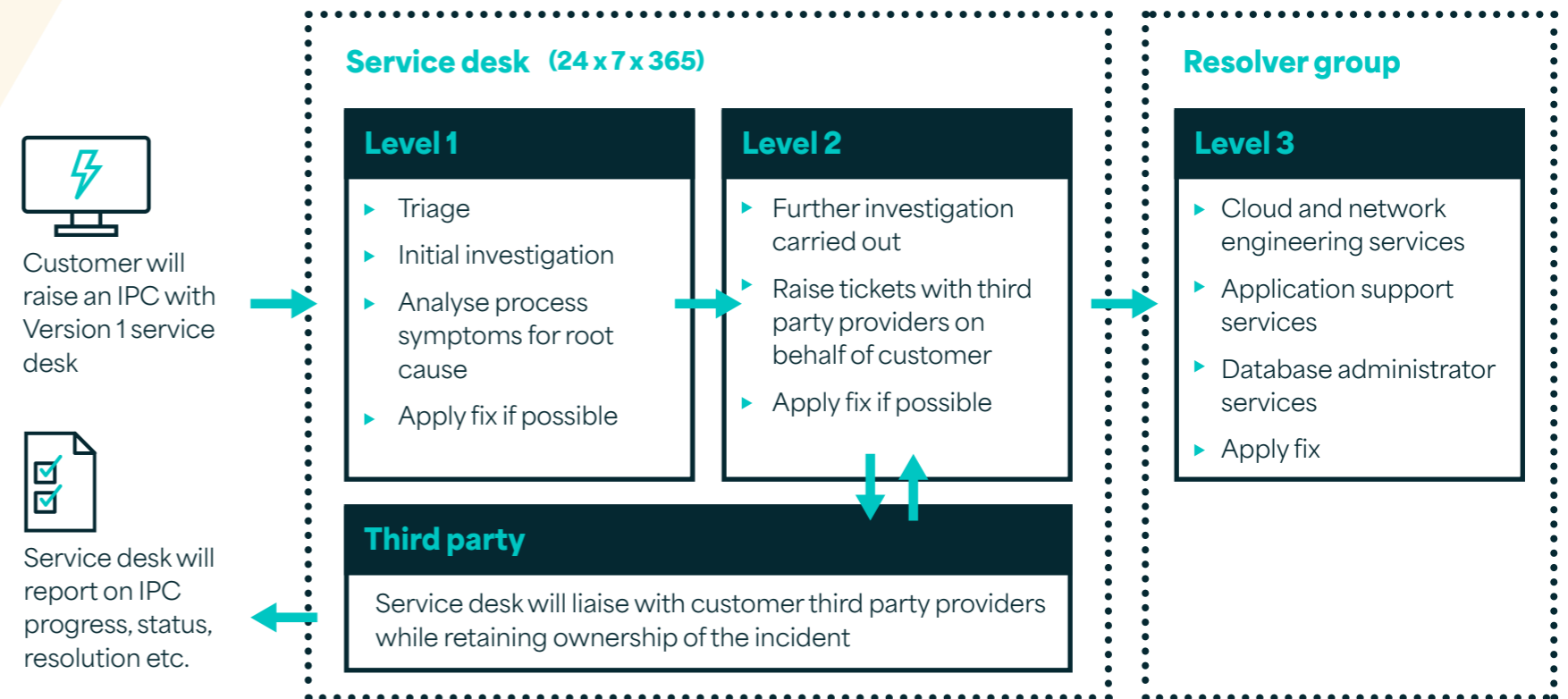
For customers with an existing SOC, we can integrate with your ITSM tool to work seamlessly with the security provider of your choice. ITIL aligned

Innovation is rooted into everything we do. From our own service delivery capabilities to embedding innovation into your technology and processes - we strive to innovate at every opportunity

We have a firm commitment to 'shift left' and heavily utilise the ServiceNow knowledge base module. This allows us to document fixes, schedule tasks and shift to the service desk to realise improvement in first time fix rates

As our business grows, our service capability, skills and reach evolves. The continual development of our people skills, toolset and technology platforms underpin the evolution of our services and support we deliver to our customers

Our customers **trust** us to **maintain, operate** and continually **improve** their cloud estates.

Customer will raise an IPC with Version 1 service desk

Service desk will report on IPC progress, status, resolution etc.

Service desk (24 x 7 x 365)

Level 1
- Triage
- Initial investigation
- Analyse process symptoms for root cause
- Apply fix if possible

Level 2
- Further investigation carried out
- Raise tickets with third party providers on behalf of customer
- Apply fix if possible

Third party
Service desk will liaise with customer third party providers while retaining ownership of the incident

Resolver group

Level 3
- Cloud and network engineering services
- Application support services
- Database administrator services
- Apply fix

Accreditations

ISO 14001 CERTIFICATION EUROPE
ISO 27001 CERTIFICATION EUROPE
ISO 20000 CERTIFICATION EUROPE
CYBER ESSENTIALS PLUS
CYBER ESSENTIALS
ITIL®

Supported by

servicenow
new relic
Terraform
ANSIBLE
CloudCheckr
kumoco

Enterprise software license and cloud cost optimisation

Multi-vendor software license and cloud optimisation consultancy

▶ Multi-vendor software on-premises migration to cloud license assessment and rightsizing, including Oracle, Microsoft and IBM

▶ Cloud cost optimisation; OCI, AWS and Azure

SAM managed services

▶ Tried and tested Software Asset Management (SAM) methodologies based on ISO 19770 standards

▶ Ongoing SAM managed service

▶ SAM advisory 'light-touch' service

▶ Ongoing cloud cost optimisation

▶ FinOps service

350+
combined person years' license experience

20+
years of successful engagements with hundreds of our clients

82%
on average financial risk reduction during audit scenarios resulting from our license optimisation expertise

£5m to £60K
database license reduction for our client, delivered by our SAM managed services team

Technical, commercial, contractual and SAM skills

Engage next generation
service delivery

ENGAGE next generation service delivery

Engage is the heartbeat of our ASPIRE Managed Services. All roads lead to Engage; this enables processes and data to be streamlined to deliver the very best digital experience.

"How can I implement more automated and streamlined ways of working to help drive down costs?"

"How do I ensure my employees remain as productive as possible with seamless, intuitive services?"

"How do I get visibility of key IT ops data to enable my teams to identify issues and make critical decisions?"

PERSONALISED DIGITAL CHANNELS

| ASPIRE chatbot | Self service portal | Mobile App | Chat | Email | Phone |

DATA LAYER

| Configuration management | Automated reporting | Real-time dashboards | API integration to datasets |

AI OPERATIONS

| Observability | Predictive intelligence | Event correlation and analysis | Automation CoE |

PROCESS OPTIMISATION

| Process mining | Process optimisation | Process harmonisation | ITIL process leaders |

ASPIRE cloud management and optimisation service model

Cloud management and optimisation:

- ► Configuration Management
- ► Backup and DR
- ► IDAM
- ► Availability and Performance Management
- ► Database
- ► Usage and Spend Analytics
- ► Cost Governance
- ► DevOps and Automation
- ► Cloud Architecture and Security
- ► Service and Account Management
- ► License and Cost Optimisation
- ► Cloud Cost Optimisation

ESSENTIALS	ADVANCED	PREMIER
Essential monitoring and support	**Advanced managed services**	**Full Suite of cloud managed services**
Suitable for organisations with relatively standard requirements, or small-scale Cloud estates seeking an 8/5 SLA	Ideal for organisations seeking advanced 24/7 support with a proactive Next-Gen managed service through an advanced SLA	Ideal for organisations with strategic sophisticated requirements seeking to optimise costs and environments through a Next-Gen managed service and Premier SLA
8x5 support with standard response SLA	**24x7 support with advanced response SLA**	**24x7 support with premier response SLA**
1hr for critical issues	30 mins for critical issues, dedicated tech lead	15 mins for critical issues, dedicated tech lead
Routine cloud and VM support	**Advanced cloud and VM support**	**Advanced cloud and VM support**
Standard backup and patching schedules	Custom backup and patching schedules, DR testing	Custom backup and patching schedules, DR testing
Standard monitoring service	**Advanced monitoring service**	**Premier monitoring service**
Alert on basic set of 15min metrics and threshold breaches	Alert on basic set of 15-min metrics and threshold breaches	Alert on detailed set of 5-min metrics with machine learning analysis and log analysis
Essential cost control	**Advanced cost control**	**Continuous cost optimisation**
Usage and spend analytics, budget alerting	Usage and spend analytics, budget alerting and governance	Full cost control service, with premier billing
Basic cloud security	**Cloud security and compliance**	**Continuous cloud security and compliance**
Firewall and key management	Firewall and CSP WAF management, compliance and security reports	Firewall and CSP WAF management, proactive compliance monitoring
Best practice advice	**Best practice advice**	**Architecture enhancement**
Access to experts during support hours	Access to experts during support hours	Recurring architecture reviews and improvements

Why Version 1
for ASPIRE cloud management and optimisation services

Strength in Balance

Our Strength in Balance model guides us to give equal priority and focus across the three sides of our triangle; our customers, our people and a strong organisation. We keep a lens on all three aspects and make decisions to ensure we maintain a balanced perspective.

Making a real difference through long-term, outcome focused relationships. Success that fulfils our people and fuels our growth.

Customer success

Strong organisation

A high-performing, financially strong organisation of the highest integrity. A strength that empowers our people and delivers customer success.

Empowered people

Deliberately selecting, empowering and trusting people who are wired to deliver customer success. An empowerment that drives customer loyalty and organisational strength.

Enhanced relationships with global technology partners

We partner with global technology leaders to provide you with the highest quality solutions and services. Our long-standing and enhanced partner relationships and market leading expertise in each partner's technologies allows us to tailor solutions to your unique needs.

We are highly accredited by our global technology partners and have been recognised and awarded for our excellence in bringing technology enabled solutions and services which drive customer success.

aws

Version 1 proudly holds the status of an AWS Partner Network Premier Consulting Partner.

Microsoft

Version 1 is a Microsoft Gold Certified Partner, Microsoft's most highly accredited independent technical support provider.

ORACLE®

Version 1 is the Platinum Partner of choice for Enterprise-scale customers across the UK and Ireland.

ASPIRE cloud management and optimisation customers

ASPIRE cloud management and optimisation services

Client testimonials

"The DevOps environment upgrade totally transformed the way our developers work and greatly improved our efficiency. We also have an SFTP site on AWS that was set up by Version 1."

Karl O'Connell from ICBF

"When selecting a cloud transformation partner, Version 1 was an easy decision. Not only did they have the technical expertise we sought in AWS, but they were a reliable partner that we trusted could deliver to our requirements.

This is a decision we consider a massive success at Martin Currie. The team at Version 1 were always on hand to assist with anything we needed throughout the migration to AWS. Whether it was advice, architecture designs, or hands-on implementation, Version 1 ensured we delivered based on our requirements and helped upskill our team in the process by continuously sharing their knowledge with us."

Levi Fletcher, CloudOps Engineer, Martin Currie

"We never felt this confident and ready to maximise our adoption of new features before Version 1 and if I were to contribute it to one specific reason, I would say it's because Version 1 and the SIA are so well-aligned in terms of values and standards. These shared values combined with Version 1's VLA-focused ASPIRE Managed Service approach have really removed any previous worries or headaches we would have had around the release cycle and now we look forward to seeing our new features and functionality go live."

Ben Harrison, Senior Manager – Operational Service Improvement, Security Industry Authority

Why **Version 1's cloud management and optimisation services**

30+
AI specialists

1300+
Front-end, back-end, full stack devs

600+
Cloud and DevOps platform engineers

130+
Microsoft certified professionals

160+
AWS certified professionals

270+
Oracle certified professionals

370+
Managed services customers

12
Global service locations

Clients across all industry sectors
Providing complete end-to-end solutions

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aws PARTNER Managed Service Provider

ORACLE | Service Partner
Expertise in
MSE: Oracle Cloud Platform - Oracle Database to Oracle Cloud in EMEA–UK & Ireland

Microsoft Partner
Azure Expert MSP
Microsoft

CYBER ESSENTIALS PLUS

CYBER ESSENTIALS

ITIL®

ISO 14001 CERTIFICATION EUROPE™

ISO 20000 CERTIFICATION EUROPE™

ISO 27001 CERTIFICATION EUROPE™

Delivering success:
our record

By partnering with a managed service partner with experience, expertise and the results to prove it, worries about support and maintenance are a thing of the past.

We will help you focus on what matters: your bigger picture objectives and strategic initiatives.

91%
reduction in manual patch time for insurance customer

70%
increase in efficiency by streamlining a public sector customer's key application

40%
reduction in cloud costs for Cafcass through one modification

30%
reduction for insurance customer in only one cost reduction initiative

£100,000
saved within first 6 months with the SIA

£280,000
of cloud spend saved in 1st year of partnership with airline

Further resources

Our website:

Reimagine the potential of your Managed Services. ASPIRE to more.

ASPIRE guide:

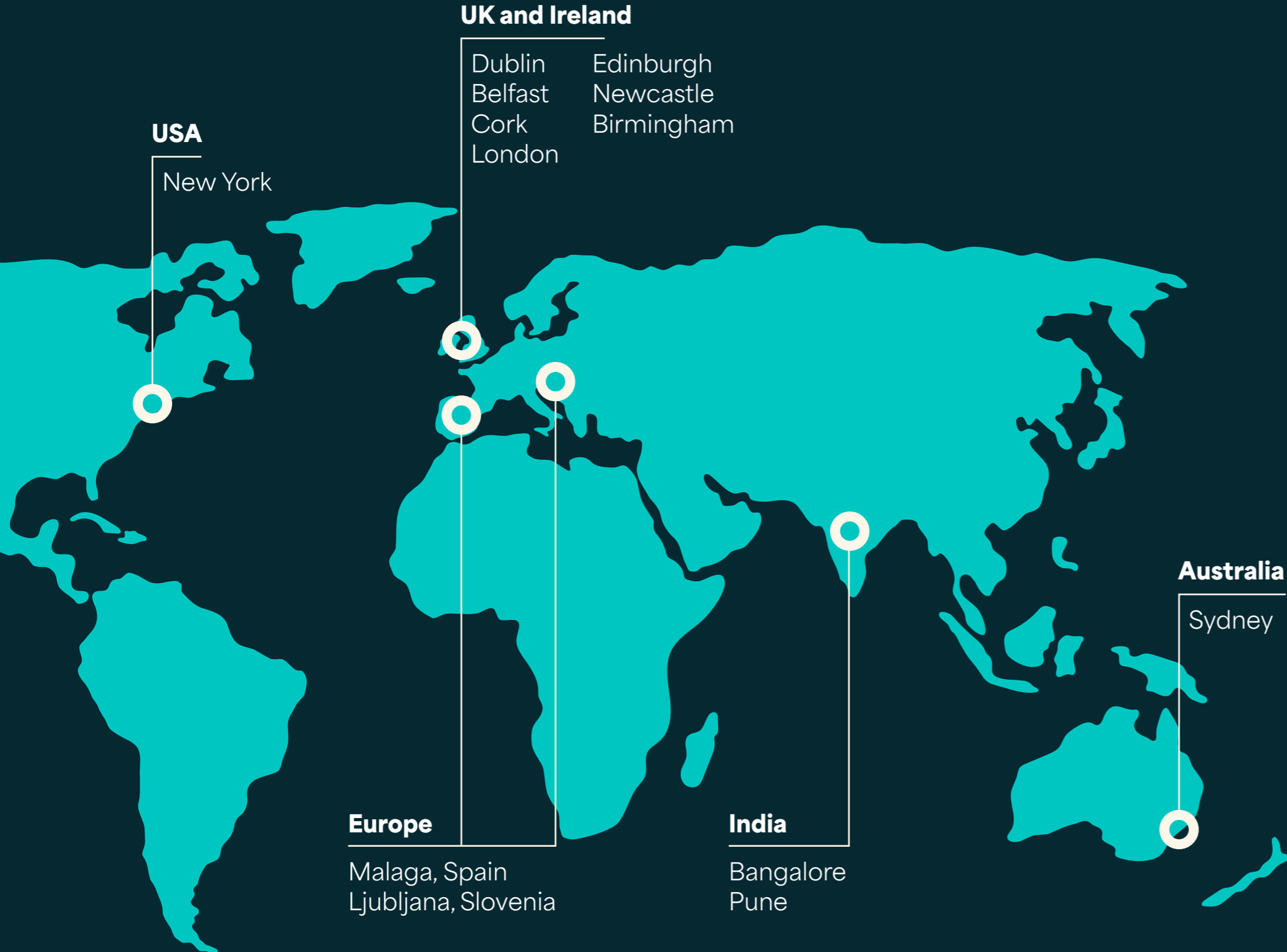**Unleash your business agility with ASPIRE Managed Services**

Our customer success stories:
Customer Success - Version 1

Our ASPIRE blogs:

Version 1 ASPIRE Blogs

Version 1 at a glance

USA

New York

UK and Ireland

Dublin
Belfast
Cork
London

Edinburgh
Newcastle
Birmingham

Europe

Malaga, Spain
Ljubljana, Slovenia

India

Bangalore
Pune

Australia

Sydney

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28 years proving value of IT

13 global locations

3400+ people

6 strategic technology partners

Microsoft

ORACLE

outsystems

Red Hat

aws

snowflake

12 years as a great place to work

Best Workplaces™
Super Large Organisations
Great Place To Work. UK 2023

Best Workplaces™
Great Place To Work. IRELAND 2023

Great Mid-size Workplaces™
Great Place To Work. INDIA 2023

Great Place To Work. Certified
OCT 2023-OCT 2023

glassdoor BEST PLACES TO WORK 2023

Industry best practice

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