Cloud Management Service

Expert management of your private, public or hybrid cloud infrastructure

Optimise the performance and availability of your cloud infrastructure with a comprehensive and cost-effective management service from Civica.

Migrating services to the cloud can deliver a wide range of benefits, including increased agility and lower costs. But to get the best out of cloud-based services, you need to ensure the infrastructure that underpins them is properly managed, and provides the levels of security, availability and disaster recovery capability your business needs.

Civica can help by managing your cloud infrastructure for you. Whether you're using a private cloud (in your own facilities or at a Civica data centre), a public cloud platform, or a hybrid solution, we'll use our expertise and specialist tools to keep your cloud infrastructure in peak condition.

Why Civica Cloud Management?

Our extensive experience makes us a strong partner to meet your cloud infrastructure management needs. In addition to managing more than 2,000 customer systems in our own data centres, we also manage public cloud infrastructure for more than 30 customers.

We start by taking the time to understand your business requirements and priorities, as well as the criticality of the apps and services you're running on your cloud infrastructure, so that we can ensure the management service delivers what you need.

Then, while we take care of the basics, you can focus on developing new apps and services to run on your fully managed cloud infrastructure.

Round-the-clock monitoring

We monitor your cloud environments round the clock using automated monitoring and alerting systems, so that any issues are quickly identified and handled. The information provided by those systems also helps us manage capacity and performance, and identify and address any related issues (such as storage utilisation) before they affect your service.

Service management

A named Civica service manager will be your primary point of contact and will be responsible for the delivery of your cloud management service. He or she will meet with you each quarter to review your service and its performance, and propose any changes or improvements.

High availability   **Reduced risk**   **Peace of mind**

Main benefits:

▶ **Offload the cloud infrastructure management burden to Civica experts and release in-house teams to focus on higher-value activities**

▶ **Be confident your cloud infrastructure reduces risk by providing the security, availability, performance and DR capability your business needs**

▶ **Realise the full business benefits of moving apps and services to cloud-based infrastructure**

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Business **benefits**

Reduced management overhead

With 24/7 monitoring by Civica specialists and a UK-based support desk, you'll know your cloud infrastructure is in good hands. You won't have to maintain cloud management skills in house, and your teams will be free to focus on higher-value activities, such as app development.

Data and application security

To protect your data and applications we apply anti-virus and malware protection to your operating environments, and vendor-issued patches and updates to the software components we manage within the service. We can also advise you on any vulnerability and penetration testing that should be undertaken to optimise the security of your cloud infrastructure.
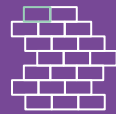
Business continuity and disaster recovery planning

We ensure that systems we host in our data centres are backed up regularly and can be restored as required for business continuity purposes. We also review the backup and recovery services available in your own hosting environment and on public cloud platforms, to check they meet your requirements.

As part of the service we will work with you to create DR protection plans and advise where further DR protection is required.

Optional services

A range of additional optional services can be incorporated into your cloud management service..

▶ **Cloud infrastructure provision**
We can provision infrastructure in a Civica data centre, at your own facilities, or on a public cloud platform

▶ **Platform services management.**
We can add management of a range of platform services to your infrastructure management. This includes management of support tickets with public cloud platform providers

▶ **Extended support hours.**
We can extend our standard support hours to provide up to 24/7 coverage for critical systems

▶ **Additional backup retention.**
We can keep backups for longer than the standard retention period to meet business or regulatory requirements

▶ **Monthly service reporting and reviews.**
The standard interval is quarterly: we can provide monthly reporting and review meetings to meet your needs

▶ **Enhanced DR planning**
We can provide enhanced disaster recovery services with shorter RTO and RPO times in line with business needs

▶ **Technology roadmaps**
We can hold regular technology reviews with you covering areas such as maximising the return on investment in your software solutions, and the likely impact on your environment of forthcoming software changes.

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