Better decisions.
For a better future.

Professionalizing Cloud services for the
ERP service provider using IONOS Cloud

19th September 2024

Companies of the
proALPHA Group

PRO**α**LPHA

BÖHME & WEIHS

Corporate
Planning

DIG

=ni+

EMPOLIS

GEDYS
INTRAWARE

|m|k|g|

NEM

persis

Quiply

SKILL SOFTWARE

tisoware

Optimum support

gives confidence.

1 Cloud transformation at proALPHA

2 Service description vs platform capabilities

3 Efficient operations as a key to success

4 Growth acceleration & multi-cloud

5 Q&A

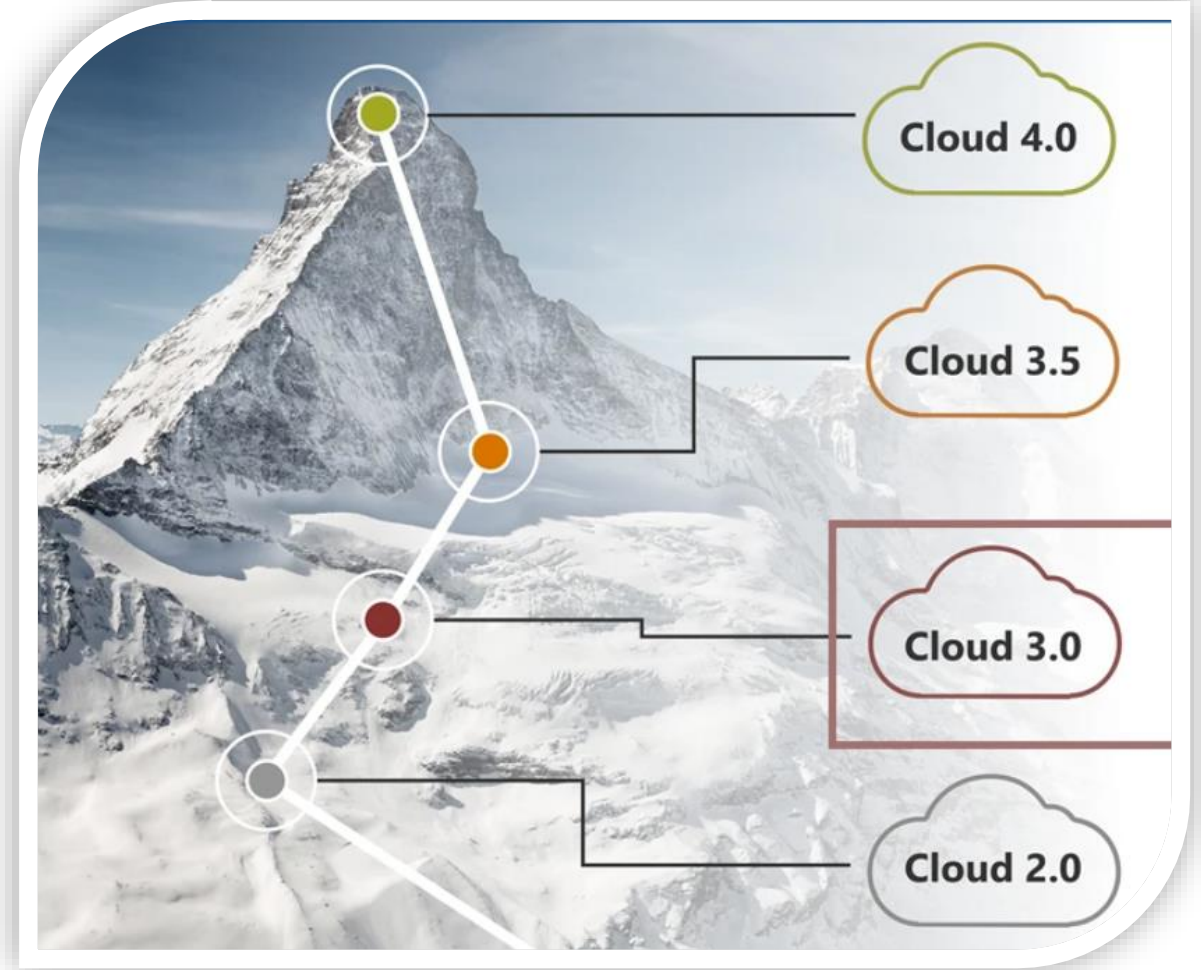**1** Cloud transformation
at proALPHA

Cloud transformation at proALPHA

- What is proALPHA ?

- Cloud transformation at proALPHA
  - How did we start ?
  - Where we are now ?
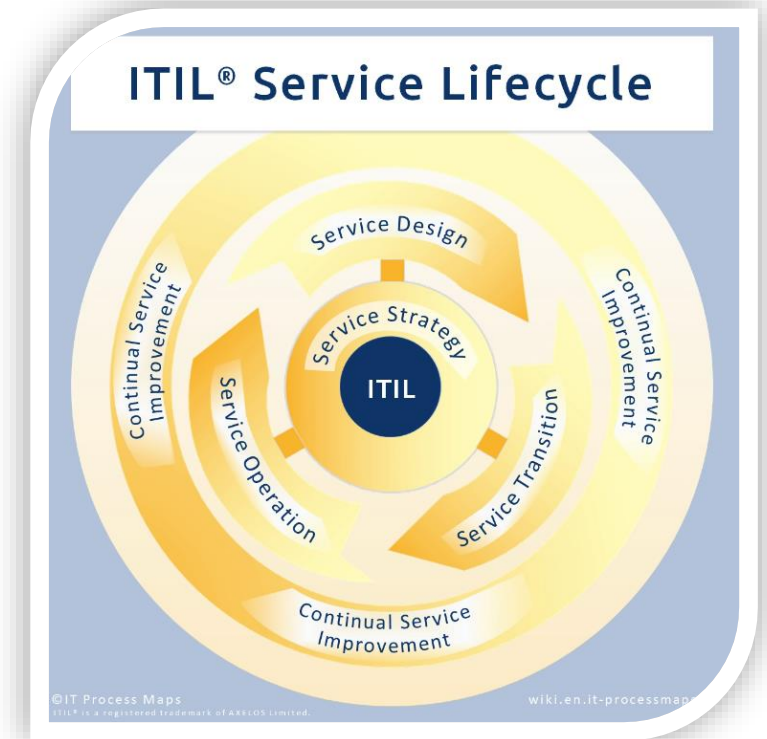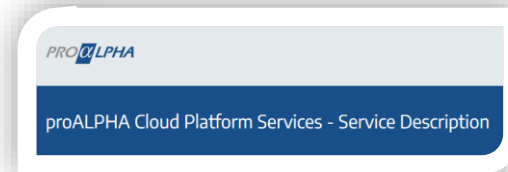 - What is the plan going forward ?

2 Service description vs platform capabilities

Service description vs platform capabilities

- Analyse demands of your customers

- Decide what you want to offer

- Analyse capabilities (IONOS platform)

- Describe your services - Service description

- Deliver – Cloud Operations

- Monitor what you promised (Service level agreement)

- Review and improve

PRO**α**LPHA

proALPHA Cloud Platform Services - Service Description

ITIL® Service Lifecycle

Continual Service Improvement

Service Design

Continual Service Improvement

Service Strategy

ITIL

Service Operation

Service Transition

Continual Service Improvement

©IT Process Maps

wiki.en.it-processmaps

3 Efficient operations
as a key to success

Efficient operations as a key to success

Cost efficiency

SLAs

Security
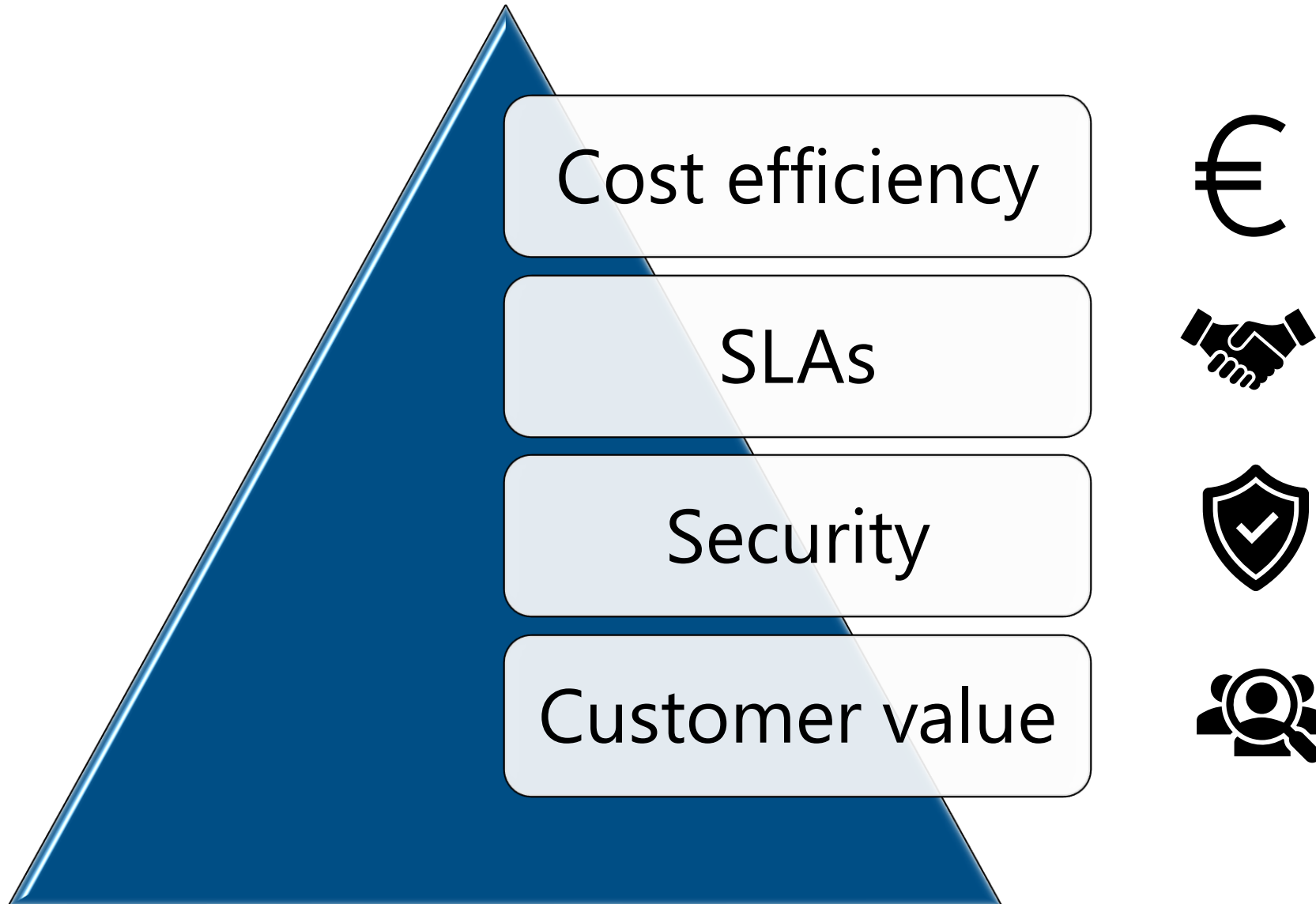
Customer value

Customer value

Customer value is the customer's
perception of the worth of your product or service. Worth can mean
several things: the benefit these products or services provide to your
target market, or the value for money they offer.

Monitoring practices – SLAs, Security

- Availability monitoring
  - **Why :** Main goal for the availability monitoring is to ensure system availability for customer. Availability monitoring consists of two parts: **infrastructure** and **application** monitoring.

- Security monitoring
  - **Why :** Main goal for the security monitoring is to detect threats, intrusion attempts, and possible data leaks.

- Backup monitoring
  - **Why :** ☺

- Business processes monitoring
  - **Why :** Main goal for the availability monitoring is to ensure system availability for customer. Availability monitoring consists of two parts: **infrastructure** and **application** monitoring. Application monitoring use predefined checks and probes to monitor health of the services e.g. Database status , INWB status etc.

- Capacity monitoring
  - **Why :** Main goal for the capacity monitoring is to ensure that system can work in a stable way and users can do their everyday jobs without any disturbance in performance.

Cost efficiency

FinOps practices

Cost reporting

P&L Reporting

IONOS Cloud Billing API (3.8.1)

IONOS

servicenow.

4 Growth acceleration & multi-cloud
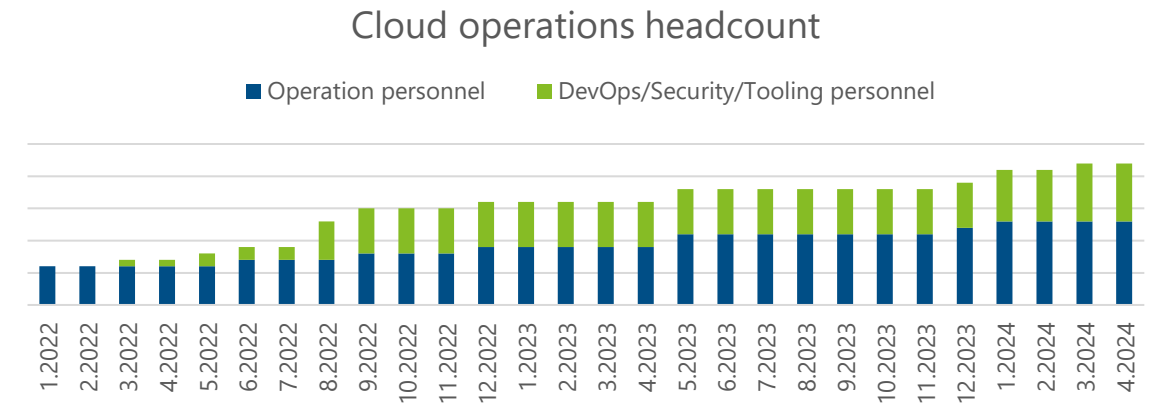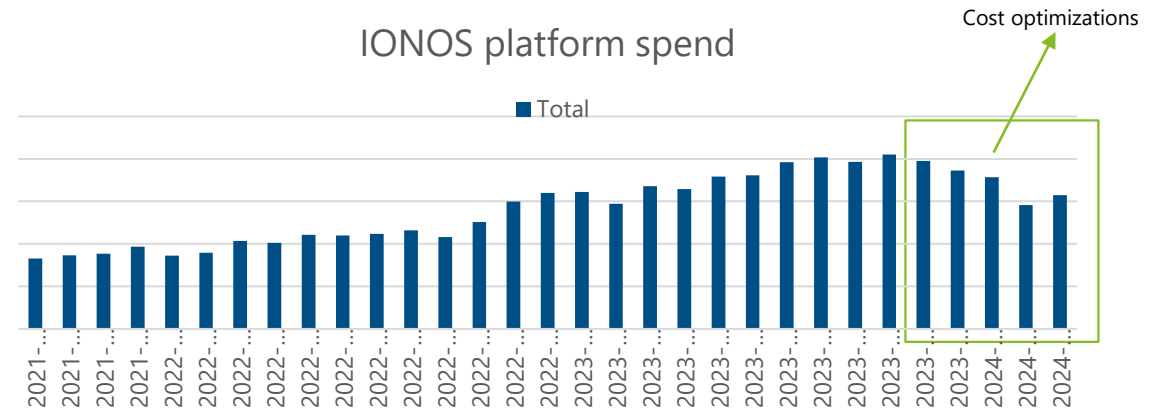
Growth acceleration & multi-cloud

Growth acceleration

- Sales enablement
- Collect customer`s feedback
- Automate – to the extend it is possible

Multi-Cloud

- Use what's best from various cloud providers
- Desing services with mindset to be cloud agnostic
- Centralize operation

IONOS platform spend

Cost optimizations

■ Total

Cloud operations headcount

■ Operation personnel   ■ DevOps/Security/Tooling personnel

Q&A