

A GUIDE FOR ENTERPRISES

How to regain control from your service provider

We've got a proven track record of crafting your digital transformation through to achieving your goals. We understand the challenges and pitfalls during transformation where we set you up to succeed



INTRODUCTION

Do any of these statements sound familiar?

- **We're frustrated with our service provider**
- **Our contract no longer reflects the service**
- **We want to host in Azure Cloud, but we don't know how?**
- **We not leveraging or using Office 365**
- **We worried about Cyber Security**
- **How much is it going to cost and how will this impact us?**

If you recognise any of these situations and are feeling overwhelmed by these challenges, frustrated, and feel it's out of your control. Let us help you.

We're experts in navigating you through these complexities, we leverage cloud solutions to deliver security, flexibility and productivity gains into your organisation

This playbook outlines our approach to providing you with a range of options to transform your service provider.

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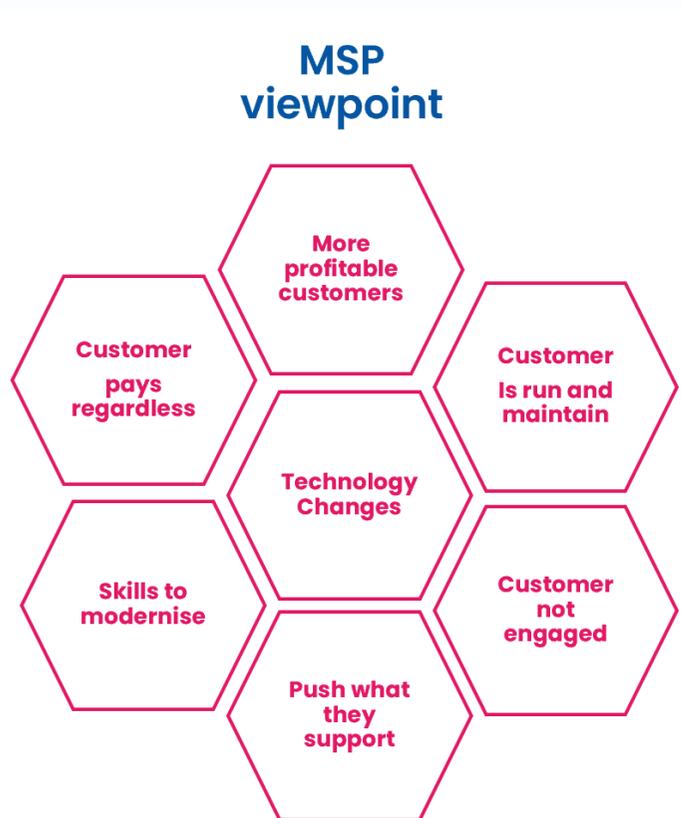
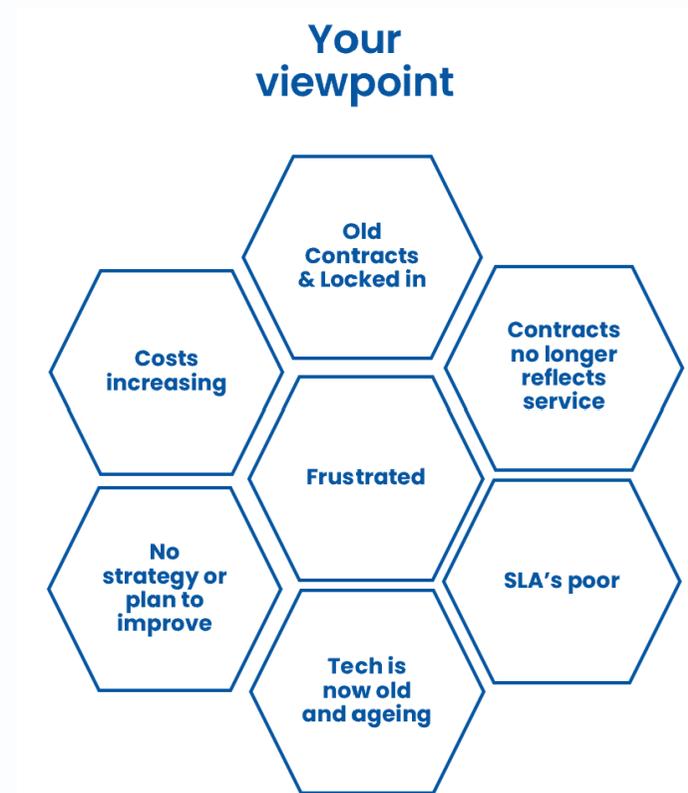
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What's gone wrong with your service provider

There are lots of reasons why the relationship has deteriorated with your managed service provider

Your point of view – Your managed service provider has left you feeling confused and frustrated. You're stuck with an outdated contract that doesn't reflect your current needs, making any requests for changes sound costly without helping to move the business forward. Trust in this relationship is broken – it's time to get back on track!

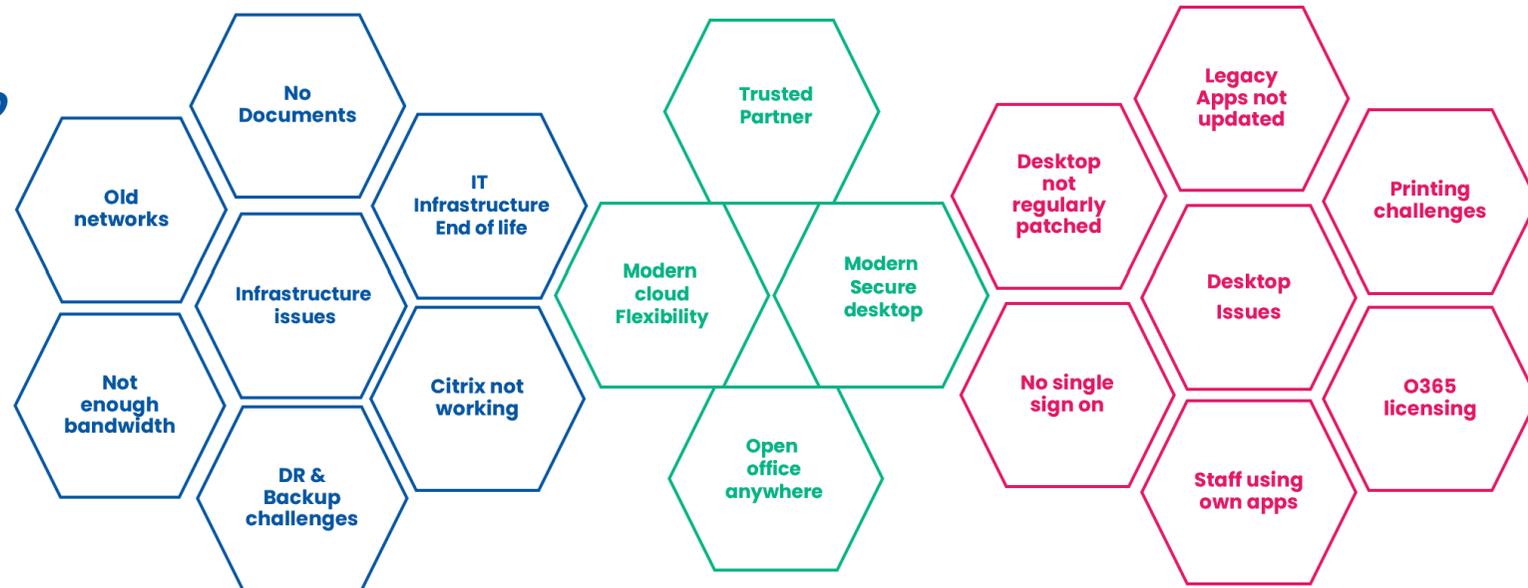


Your Service Provider view – They are profiting from larger, recent customers; you've opted out of piecemeal improvements they have suggested. They've not been able to update any documents since you've been with them for many years and some of their staff on the account have left. They've now built up propriety tools to manage at scale, which does to make it easy for the customer to migrate away or use platforms that don't work for an MSP.

Common challenges with a simple solution

There are a range of issues that we usually find, it's the interdependencies of moving your legacy to modern cloud platforms that require a solution

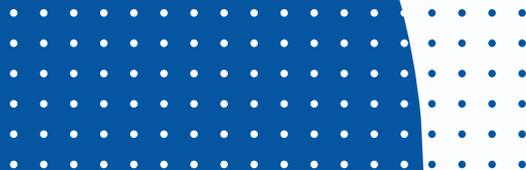
Our experts know how to move to the modern cloud



With our innovative **3S Service Transition methodology**, we can help you migrate all your services quickly and easily. Through three distinct phases

Service Discovery, Service Build, Service Migrate

We'll ensure that the transition goes smoothly from start to finish!



3S Service Transition Methodology

Unlocking the Answers - Our Discovery Service Provides All You Need to Know.

Our proven methodology can be tailored to your exact needs and requirements.

We're transparent on pricing so there are no hidden costs

At the end of discovery, stay with us or use this to support your procurement

We are here as your technology advisor that you can trust

	Service Discovery			Service Build		Service Migration		
	Assess	Technology	Options & Choices	Build	Existing	Service Planning	Service Transition Management	Service Operations
Our Approach	Your current situation	Full technical review of your estate	Define your roadmap to take back control	We build or review your cloud hosting or O365 or devices		Work out optimal timing and method for the transition of individual service	Phased transition to minimise risk	During and after transition
How	MSP <ul style="list-style-type: none"> - Contract Review Your business issues <ul style="list-style-type: none"> - challenges - problems - frustrations 	Infrastructure Hosting Licensing Network Firewall VPN Desktop O365 Network drives Printing Telephony Apps	<ul style="list-style-type: none"> - Define Strategy, Roadmap, projects, scope and interdependencies 	Azure Infrastructure <ul style="list-style-type: none"> - Build your secure Azure Platform & Integrate - Firewalls / Security Network <ul style="list-style-type: none"> - Optimise bandwidth Office 365 <ul style="list-style-type: none"> - Set up O365 - AD Connect - Exchange / Teams Desktop <ul style="list-style-type: none"> - Device enrolment and security - Azure virtual desktop 		<ul style="list-style-type: none"> - Agree on timing with incumbent MSP - Engage all service stakeholders - Agree approach & timing - Update designs to reflect any technical changes - Produce RFC and internal Change Requests as required, participate in CAB processes (internal, customer or incumbent MSP) - Produce and agree communications plan 	<ul style="list-style-type: none"> - Produce a clear RACI, kept updated - Transition individual services (agreeing on responsibility date/time to pass from incumbent) - Staff retain single point of contact, service desk, agree handoff for each individual service transitions 	During <ul style="list-style-type: none"> - user point of contact is with MSP - Incidents and Service Requests passed to TTG After <ul style="list-style-type: none"> - End users contact TTG - Easy to manage contract
Deliver	Easy to understand plan to improve service Cost of implementation and Support			Fully documented, configured platform to migrate to		Detailed transition and communications plan	Who is doing what and when	Documented service model



TTG 3S Service Improvement Methodology

We've created a structured approach which breaks down how to transform your services into three distinct phases. As an overview, we need to understand your current situation with your provider and technically understand what you have today. We then create your options, choices, roadmap, and costs with recommendations for improvement. With your agreement to proceed, we then build out your new platforms, Azure, Office 365 etc and then carefully transition and migrate away from your existing provider.

We build for exit using commodity solutions – preventing lockin 



Service Discovery – Our discovery phase provides you with all you need to know to migrate and improve your services. You can use this to help you procure or migrate your services to us

Service Build – We build & Test or configure your future estate, whether that is Azure, AD, Exchange, Device Management, Security, MFA, network, firewall, Azure Virtual desktop etc

Service Migration – We carefully plan your migration with an agreed RACI with all parties. We raise change requests to migrate service in line with our agreed communications plan for staff.

At the end of the process, you will have a standardized estate that is well-managed but most importantly you will have the freedom to change to other partners

Case study of how we applied our methodology for one of our customers

Adult and Child Services provider migrates everything to the cloud

24 Site Care Home Provider with over 800 staff supporting over 2,500 residents

Challenge	Solution	Outcome
<p>Infrastructure</p> <ul style="list-style-type: none">– Old End of life physical infrastructure with poor business continuity– Out of support server licenses– Unable to upgrade mandatory payroll upgrade (4 months) due to infrastructure– No Apps updated <p>Network</p> <ul style="list-style-type: none">– Low internet bandwidth insufficient for video conferencing/support business <p>Desktop</p> <ul style="list-style-type: none">– Old igel and Citrix VDI with significant performance issues– Office 2010, Exchange on Premise– Complex old printing solution– Lots of lost staff productivity <p>Expensive tactical MSP recommendations</p> <ul style="list-style-type: none">– Sought to purchase new hardware	<p>Next-Gen SD-WAN</p> <ul style="list-style-type: none">– Doubled internet capacity– Fully managed network, firewall & VPN integrated to Azure– Site to Site VPN with current MSP <p>Azure Cloud Hosting</p> <ul style="list-style-type: none">– Built new Azure environment– Azure backups to provide business continuity– Migrated Apps– Monitoring, alerting <p>Modern Desktop</p> <ul style="list-style-type: none">– Procured new devices– Enrolled and secured Microsoft Intune– MFA & Cloud printing Printix– Office 365 / Hybrid Exchange / AD Connect– Teams telephony– Updated Apps– Azure Virtual desktop for some legacy apps	<p>Staff & Residents</p> <ul style="list-style-type: none">– Improved Netflix's experience– Staff able to video conference– Teams' telephony to help work from home <p>Cost savings</p> <ul style="list-style-type: none">– Reduced operating costs by over 25% with major improvements in security, resilience and productivity <p>Improved productivity</p> <ul style="list-style-type: none">– 1000's of hours restored due to no loss of work– Office 2013 to Office 365 tools, including Microsoft Teams <p>Security</p> <ul style="list-style-type: none">– Major security upgrade using MFA and modern security tools <p>Partner</p> <ul style="list-style-type: none">– Trusted partner who helps them with strategy & roadmap, websites as well

The benefit to you

We have delivered our clients:

- Cost Effective managed services (20% cheaper)
- Flexible, agile platforms that evolve with your business
- Expertise across the breadth of their technology landscape supporting their future roadmap



Our 3S methodology will transform how you work today.

- Our discovery provides you with the detail of the what, how and cost
- We understand all the complexities and interdependencies to minimise costly mistakes
- We're flexible and can adapt to your needs.

As your trusted technology partner, we are here to support you at every stage of your digital transformation journey.

[Read more about the results we've delivered for our clients \(https://www.thettg.com/customer-stories\).](https://www.thettg.com/customer-stories)

You're in safe hands

We understand the importance of standards.

We've sought external verification to demonstrate that we adhere to the highest industry standards. We also win awards for the awesome tech we develop for our customers.

computing
**Digital
Technology
Leaders Awards
2021**

Highly Commended
Best Small-to-Medium
Digital Project

Change the way you change.

Change never stops — transformation shouldn't either. Book a free consultation to find out how we would delivery your digital transformation, wherever you are on your journey.

Let's talk →



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Every business is unique in its setup, processes and goals. For us, it's all about **working as trusted partners alongside your business** to consider the whole picture. We take the time to understand your organisation, people and customers so that we can support your team and develop technology solutions that enhance experience rather than hinder it.

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