SPINNAKER
SUPPORT

Spinnaker Cloud Managed Services

Predictability, scalability, future-proofing, and preparing for digital transformation are just a few of the transformative benefits that organizations can achieve by transitioning to the cloud. However, this journey extends far beyond migration; it requires a fresh perspective on infrastructure and management to fully harness the cloud's potential.

In traditional on-prem IT models, companies are responsible for managing the entire spectrum of their IT functions. While migrating data workloads to the cloud can alleviate some of the burdens by reducing physical infrastructure, many cloud providers fall short in offering essential IT management services. Consequently, organizations eager to leverage cloud capabilities often struggle due to a lack of resources and expertise needed to thrive in a cloud-centric environment.

At Spinnaker Support, we believe there's a better way. As one of the few companies capable of delivering cloud solutions globally while continuing to leverage the cost-saving benefits of third-party support (3PS), we stand out in the industry. Our Cloud Managed Services (CMS) are designed to partner with you in crafting, building, and operating managed cloud solutions. This includes the management of cloud-based infrastructures that support your critical business ERP applications, including legacy database systems.

We empower you to avoid vendor lock-in and forced modernization, allowing you to maintain control over your ERP timeline and environment,

as well as your overall IT business strategy. Our advanced cloud management accelerates best-in-class practices, delivering tailored solutions that provide the scalability, agility, and rapid deployment capabilities necessary to achieve your cloud objectives and gain a competitive edge, all on your timeline.

Embodying Our Values In All That We Do

INTEGRITY | GRIT | DEDICATION OPTIMISM | FORESIGHT | EMPATHY

SPINNAKER'S APPROACH

Discovery
Understand client's technical and business needs and identify pain points.

Consultative to Collaborative
Develop a customized CMS strategy aligned with business goals.

Implementation
Deploy the CMS, ensuring minimal disruption to operations.

Enablement
Equip teams with the skills needed to maximize CMS benefits.

Continuous Support
Provide ongoing maintenance, updates, and optimizations.

SPINNAKER SUPPORT

WHY SPINNAKER'S CMS?

Category	Spinnaker's Cloud Management Environment
BUILD	Rapid deployment and setup of new client environments by utilizing Spinnaker's extensive library of tools and pre-designed templates.
MANAGE	Comprehensive suite of managed services, available on demand and delivered through Spinnaker's cloud management platform, with integrated support systems.
OPERATE	24/7 support and issue resolution from Spinnaker's global team, leveraging advanced IT service management systems and seamless integration with client systems.
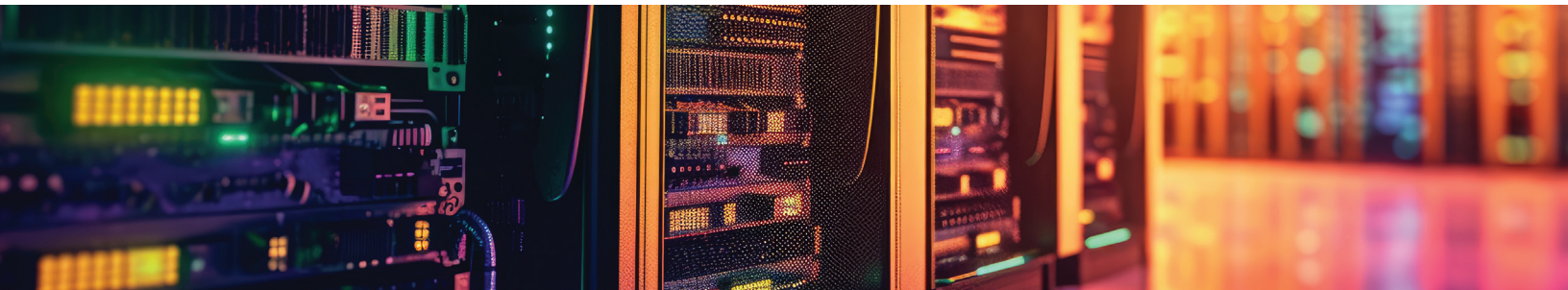
With Spinnaker Cloud Managed Services, you can achieve both immediate and long-term advantages for your cloud deployment, including:

- **Avoiding vendor lock-in:** Most MSPs push specific vendors, limiting your flexibility. We take a vendor-agnostic approach, ensuring you're not forced into a cloud model that doesn't align with your strategic initiatives or company timeline.

- **Phased cloud deployments** that align with your unique requirements, legacy environments, and timelines.

- **Save up to 60%** when combining your SCMS with our third-party support (3PS).

- **Accelerated adoption and transformation** of your cloud environment when you're ready to do so - not when you're told to do so.

- **Improved operational efficiency**: Organizations that leverage managed services see large reductions in IT workload, enabling your team to focus on strategic initiatives rather than managing everyday cloud complexities.

- **Expert guidance and support** throughout every stage—from discovery, consulting, implementation, enablement, and continuous support.

- **Scalable workloads:** Adjust to demand, ensuring optimal performance and cost efficiency. This flexibility allows you to stay agile and responsive to business needs while optimizing cloud spend.

Success Story: Large Manufacturing Company

The client expressed dissatisfaction with their current provider for their Oracle EBS environment, citing excessive delays in addressing requests, a lack of transparency regarding completed work, and a noticeable absence of collaboration, among other issues.

Technical Solution:

- Provided Third-Party Support (3PS) to maintenance of ERP environment, leading to 60% savings on maintenance costs.

- Delivered Managed Services of ERP environment, leading to 24/7/365 proactive monitoring, improved incident and problem management, standardized processes with ITIL model, performance management and tuning, database backup and restore, database security, ad hoc enhancements, and an improved client dashboard for greater visibility.

- Administered Cloud Managed Services of the cloud instance provided by the customer, allowing their resources to focus on strategic initiatives.

Business Outcomes:

- We have significantly reduced the Mean Time to Resolution (MTTR) for incidents and service requests, aligning with industry standards. Our governance methodology fosters collaboration by effectively understanding and prioritizing service requests for application enhancements, clarifying desired business outcomes. This approach has provided a greater and more accurate detail for end-of-month financial closures, alleviating the controller's concerns and increasing accuracy in financial impacts.
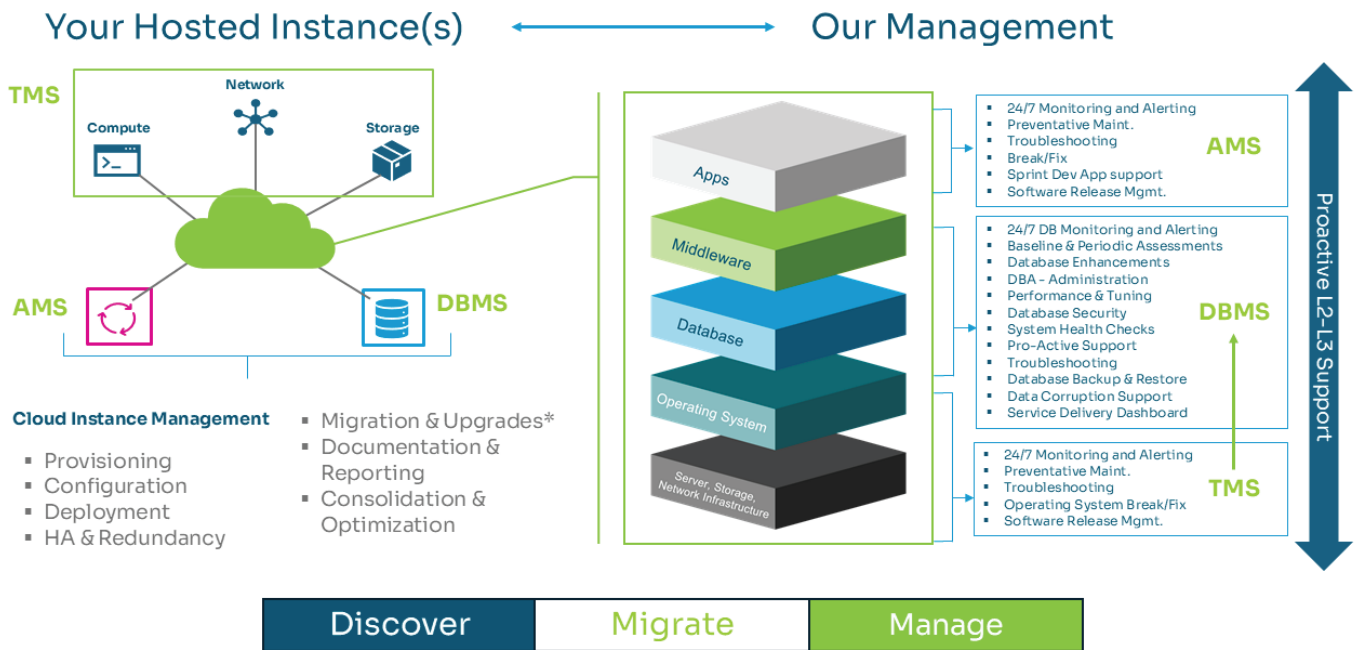
For more information on Spinnaker Cloud Managed Services, please contact us at **spinnakersupport.com**