

Cloud Enablement and Management Services

For faster, better quality and less expensive creation, migration, management and support of cloud-based applications

Welcome to The Cloud

Cambridge Technology Enterprises (CTE) provides unique Cloud Enablement Services and Cloud Management Services for independent software vendors (ISVs) and IT departments who want to offer customers and end-users the benefits of cloud-based SaaS applications, including reduced computing costs, simpler technology infrastructure, infinite and elastic computing capacity, faster innovation, better application accessibility and improved ease of use.

CTE's approach to Cloud Enablement and Management provides a way to rapidly and economically build, migrate and manage cloud-based applications so that they are secure, available, scalable, efficient and comply with cloud computing standards and protocols.

Unlike other companies that only offer cloud infrastructure management services for SaaS-ready applications and software products, CTE also provides services to redesign, develop and support your SaaS applications so you, your customers or your end-users can quickly reap the economic, architectural and strategic benefits that cloud computing offers.

Cloud Computing's Silver Lining

The Cloud computing paradigm is revolutionizing how information technology and software applications are bought, sold and used. The promise of infinite and elastic capacity, automated operations, virtual infrastructure, and self-service user experience is completely transforming how IT systems are created, deployed and maintained.

For independent software vendors, cloud-based SaaS applications and software products can offer game-changing new market business opportunities and significantly simplify sales processes while also allowing faster innovation, better application accessibility and improved ease of use. ISV development can be focused and streamlined while sales cycles can be shortened without customer infrastructure and deployment hurdles.

For IT departments in commercial and private sector organizations, the cloud-based subscription model simplifies IT infrastructure, reduces the overall cost of technology operations, lowers technology investment risks by removing capital expenses, and frees financial and technical resources to invest elsewhere. Most importantly, cloud computing also increases organizational agility and flexibility with scalable infrastructure able to respond quickly to peak loads, market movements and seasonal variation.

By shifting computing costs from capital to operating expenses and gaining instant access to additional technology infrastructure, organizations can dramatically reduce time to market.

Choose Your Cloud Managed Services Providers Carefully

In order to fully benefit from cloud-based systems and pay-per-use operational billing, traditional data-center responsibilities to manage, monitor and remediate problems at the application, platform or infrastructure levels transfer from IT department to your cloud-based service providers.

This change in particular impacts ISV's, as the "*SaaS-ification*" of their applications puts ISV's in partnership with their cloud infrastructure providers to deliver everything the customer expects. Rest assured, CTE is already delivering services for ISV's with \$1Billion+ market valuation – we have the people, processes and technology experience to deliver highest data-center quality SLAs, 24x7.

Commercial and private sector organizations can simplify their infrastructure and support regimen by requiring their cloud service provider to cover 24x7 shifts, seasonal and emergency peaks, etc. Or, they can focus on their core competencies and can give a service provider complete responsibility to manage their cloud applications. In either case, management, security and support SLAs must meet your requirements and CTE has the skill and experience to surpass your expectations.

CTE Cloud Enablement and Management - Features and Capabilities

CTE offers a complete "one-stop-shop" to design, develop, and manage cloud-based solutions tailored to meet the precise business and technology objectives of both ISVs and enterprises.

Cloud Enablement Services – the first step to create, or migrate, applications to the cloud, CTE helps you navigate confusing and new technology issues. CTE's cloud enablement services include:

- **Consulting:** Recommending solutions and next steps by combining a formal methodology to understand the requirements of your applications and business with an assessment of process and technology needed to cloud-enable your applications
- **Architecting the Infrastructure:** Defining the right mix of technologies and architecture to build and run your applications securely and efficiently, including selecting tools and technologies that are scalable and manageable to ensure your applications are future-proofed
- **Transformation:** Leveraging proprietary, patented tools and best practices to automate and accelerate the cloud migration of existing applications

- **Application Development:** Building the architecture and applications as defined during consulting phases and ensuring key cloud services; for example, integrating billing systems, resource accounting, usage monitoring, metering, application security, data privacy, and user self-service
- **Quality Assurance:** Ensuring that continuous quality control practices are built-in to the application development process, as well as performing cloud-scale application stress and penetration testing

Cloud Management Services – now that everything is ready, tested and security-hardened, we will deploy and proactively manage your application ensuring the availability, reliability, SLA, and customer help you demand. CTE's cloud management services include:

- **Application Management:** Monitoring, managing and continuously tuning your application and databases to ensure availability, peak efficiency and performance so end-users and customers have the best experience possible
- **Platform Management:** Automating needed computing elasticity by ensuring that servers get turned on (and off) as needed, configuring load-balancing rules, and complete metering of resource usage statistics based on your needs
- **Infrastructure Management:** Allowing you to offer the highest availability to your most demanding users with continuous management of new “instances”, storage volumes, and system access rules
- **Help Desk Support:** People and processes answering questions about all aspects of your cloud offering, including 24x7 coverage, well defined escalation policies, SLA-driven policies, and peace of mind support to ensure any issues are identified and addressed immediately

Laser-Focused on Security

Security is paramount. That's why CTE is a CMMi Level5 and ISO 9001 Certified Company, with ISO 27001 datacenter management processes to implement, review, maintain and improve the security of your cloud-based systems, including:

- **Data Security:** File system, database and volume encryption, encryption key management and rotation, and configuration of transport security
- **Identity and Access Management:** Leveraging proprietary and 3rd-party IAM technology to supplement operating system, application and database controls
- **Network Security:** Augmenting network security available from the cloud infrastructure providers with host-based access control rules and/or VPN technologies
- **Physical Security:** Using biometric authentication to restrict access to server rooms, wiring closets, etc.
- **Backup and Disaster Recovery:** Developing with you the test and execution of customer-specific plans to ensure seamless operations and automated failover
- **Patch Management:** Ensuring up-to-date profiles
- **Log Monitoring:** Examining application and operating system logs and the event-streams from intrusion prevention systems and VPNs

The Benefits of Working with CTE

CTE's experience to enable and manage mission-critical cloud-based applications for Fortune 500 organizations and top-tier ISVs provides you the following benefits:

- **One-Stop-Shop**
 - CTE Enablement services design, develop or migrate applications to the cloud
 - CTE Management services secure, manage and deploy cloud applications
 - Including platform, infrastructure, help-desk and facilities
 - Decreasing the time you deal with IT issues
- **Deliver better results to customers faster**
 - CTE has the experience needed to get your applications to the cloud quickly
 - Increases your business agility and technology competitiveness by giving end-users and customers faster access to new features and capabilities
 - CTE's expertise cuts planning, development and testing time, accelerating time to market
- **Control Costs**
 - Scope enablement and management projects accurately and that complete on time
 - Use proven, repeatable methodologies
 - We have long experience transforming applications to run on new infrastructure using unique and patented automation tools
 - Leverage worldwide operations
- **Make sure your applications “work” on the cloud**
 - During “*Saas-ification*” of your applications, we ensure they are scalable, available, efficient, manageable, secure and technology-standards compliant
 - Quality of Service
 - CTE underwrites the SLA
 - Reliable NOC / Data Center Operations
 - Maintain redundancies for servers, data, power, temperature and Internet service
 - Highest-availability to satisfy the scalability demands your application require for an enterprise-level configurations
 - High-performing, secure infrastructure designed to enhance your customers' experience.
- **Security & Privacy**
 - We design, build, and manage security into all processes and systems
 - Application, platform and infrastructure-level security
 - 24x7x365 physical and digital security to prevent attacks from intruders, hackers, viruses etc.
 - CTE is a CMMi Level5 and ISO 9001 Certified Company, with ISO 27001 datacenter management processes

- **References**

- CTE has designed, developed, delivered and managed Cloud-based solutions for Fortune 500 Customers, \$1B public ISVs and smaller companies

Get Started – Get a Cloud-Readiness Assessment

CTE's Cloud-Readiness Assessment identifies issues and challenges that you will face moving your applications to the cloud. Specifically, this audit looks for critical business, process and technical issues to address to ensure your applications are available, scalable, efficient, manageable, secure, and comply with cloud computing standards and protocols. CTE can also help ISV's develop appropriate SaaS pricing strategies for their solutions.

A CTE Cloud Readiness Assessment gives you a concrete plan to create, launch, support and manage SaaS cloud computing offerings and a roadmap to guide future application and platform modernization.

Learn more about the Cloud-Readiness Assessment now.

Learn more

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