

Azure Expert MSP Powers Growth with CloudSphere Governance Platform

North American Azure Expert MSP Chooses CloudSphere to Drive New Revenue Streams for Azure Transformation and Management Services in Migration, Cost and Security

This large North American Azure Expert MSP focused on providing managed services for Microsoft Azure for transformation, modernization and security. CloudSphere provides them with the platform needed to fulfill the Azure Expert MSP requirements and automate high margin services.

THE PROBLEM

Becoming an Azure Expert MSP requires foundational tools with cloud management capabilities in the areas of migration, cost management with optimization, security and governance. The large North American MSP was seeking a solution to better transform and manage customer workloads and assist them in achieving Azure Expert MSP status by meeting the audit requirements.

This required a platform with advanced functionality and automation for cloud management, governance, cloud security and multi-tenant billing capabilities. Their current toolsets were siloed and required significant human intervention with no common data set or user interface. In order to expedite capabilities that would help them achieve Azure Expert MSP, they looked to CloudSphere to solve their immediate requirements.

As outlined in the Azure Expert MSP requirements, a Cloud Management Platform (CMP) must include the ability to set up governance frameworks and policies unique to each customer. Adding to the complexity, Microsoft also requires that all systems and tools for CMP interact with each other. This presented challenges for the MSP team to consolidate disparate systems and break down existing silos so everything could be managed cohesively on a single platform and common data set.

HIGHLIGHTS

- CloudSphere was selected for its depth in functionality in the solution, quick ROI, rapid implementation timeline and overall ease of use
- The CloudSphere platform satisfied all key attributes to automate client management as outlined by Microsoft
- All system, tenant and customer information is seamlessly integrated, which allowed the MSP team to pass the audit ahead of the planned timeline
- Since gaining Azure Expert MSP status, the MSP is using CloudSphere's platform for multi-tenant billing management, and to augment and build revenue streams in their Azure Managed Cloud practice



THE SOLUTION

The North American MSP selected CloudSphere as their Cloud Management and Governance Platform for the depth in functionality in the solution, quick ROI, rapid implementation timeline and overall ease of use. The CloudSphere platform satisfied all key attributes to automate client management as outlined by Microsoft.

Microsoft Key Attributes for Expert MSPs

- ✓ Deliver & manage a full customer cloud engagement lifecycle: Plan/Design → Build/Migrate → Run/Optimize.
- ✓ Operate an automated CMP integrated with Microsoft Cloud Platform.
- ✓ Implement Cloud Assessments, Cloud Enablement Services and Cloud Operations, supported by state-of-the-art Cloud Tooling that enables margin expansion at scale.
- ✓ Demonstrate use of automation and well-articulated repeatable process and policy for operations, security and management.
- ✓ Drive application innovation.
- ✓ Manage from the application/solution down, not from the infrastructure up.

THE RESULTS

With the CloudSphere solution, all system, tenant and customer information was seamlessly integrated, and allowed the MSP team to pass the audit ahead of the planned timeline.

“CloudSphere got us on the journey to Azure Expert status faster than we could have imagined. We had started to build our own solution for the CMP requirement using Terraform and other tools, but there was too much of a reliance on people, which we knew was not a scalable solution to our business. The CloudSphere Platform allowed us to seamlessly pass the audit, and begin to automate new modernization and security services that are typically heavy on manual efforts and require multiple tools.”

Now that they've passed the audit and gained Azure Expert MSP status, they plan to begin using the platform for multi-tenant billing management and expand to augment and build revenue streams in their Azure Managed Cloud practice for:

- Migration Planning to onboard complex workloads like ERP systems to Azure
- Security Posture Management to enforce guardrails for compliance and identity access management
- Cost Management for visibility and policy-driven control to optimize cloud spend

CloudSphere is now an integral part of providing a single platform for their clients and operators to ensure the best Azure experience across their managed services.

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