# Value Added Services Premium Tier

Deimos has the benefit of overseeing hundreds of cloud environments, which gives us a unique aggregated view of the habits and services that make the biggest difference. With a view to improve our most valued customers' efficiency and experience in the cloud, we put together the following value added service offering to render at no cost:

1. Free annual cloud assessment (security or infrastructure)
2. Free monthly cloud optimisation
3. Free support SLA
4. Free consumption dashboard

Below we will explain the scope of each VAS, and importantly, what cooperation we need from you, to provide the service.
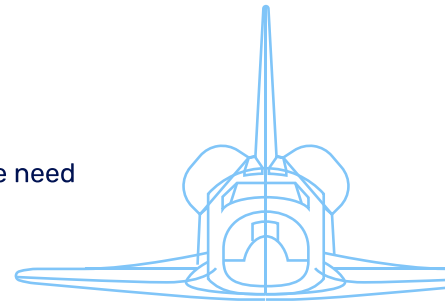
VAS 1: Annual Cloud Assessment

Clients on the Premium VAS Tier have a choice between a free annual infrastructure or security base assessment that is time-boxed at 50 hours. Clients are welcome to add paid components to the base assessment, for a deeper or wider scope.

Here is what you can expect from each of the assessments:

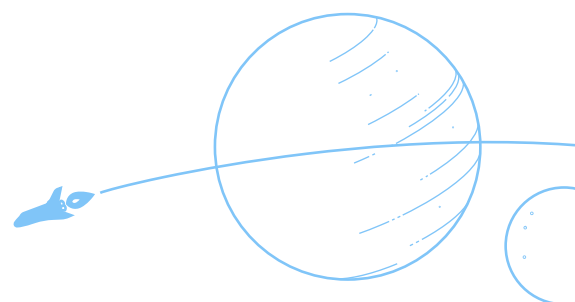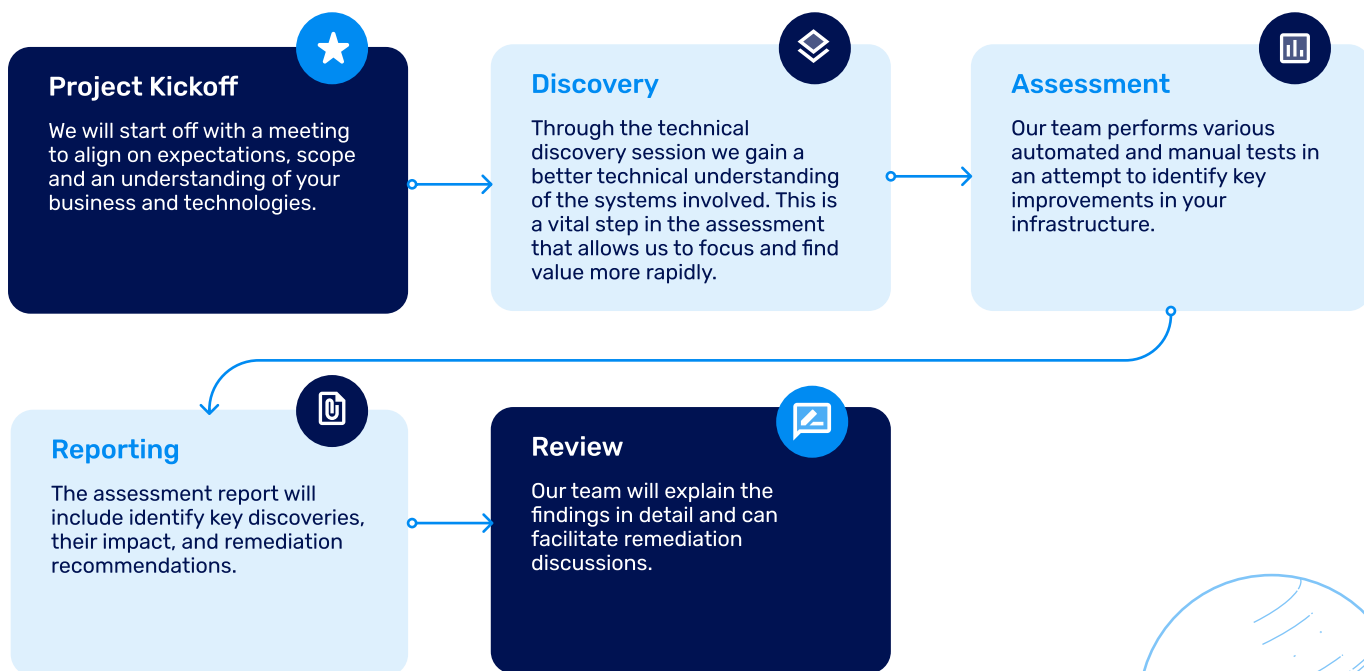## Option 1: Infrastructure Assessment

What you get

As you'll know, the cloud offers an incredible amount of features, which can save you money or deplete your budget, depending on the implementation. The Deimos Cloud Infrastructure Assessment has been developed to help businesses identify key improvements in their infrastructure, drive scalable workloads, improved time to market, advanced disaster recovery, security, and overall operational excellence in a cost effective way.Our certified cloud architects and SREs will assess your application workloads and supporting infrastructure following cloud native industry standards and the Google Cloud Architecture framework. We will examine what has been deployed and how it has been deployed. The table below outlines how your cloud infrastructure will be assessed.

ASPECT	DESCRIPTION
System Design	Deimos Engineers will evaluate the various system components through the lens of your cloud requirements, and make implementation recommendations which follow Google Cloud best practices, and leverage Google Cloud products and services.
Operational Excellence	Engineers will focus on observability, automation, and scalability of your system, making recommendations that improve your operational effectiveness and efficiency.
Security, privacy and compliance	Your services will be evaluated and assessed to ensure that you are effectively leveraging Google services to ensure privacy and security of your data and your customer's data.

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Reliability	Reliability that matches your core business needs can be difficult to achieve. The effective leveraging of Google technologies that enhance reliability is a core consideration of the Deimos Infrastructure Assessment.
Cost Optimisation	Building on the Monthly Cloud Cost Optimisation outputs, this aspect of the assessment will aim to enhance your cost effective use of the Google Cloud Platform.
Performance Optimisation	By analysing your performance requirements and metrics, our engineers will recommend scalable patterns which help to improve both performance and reliability of your systems.

The Infrastructure Assessment Process

The Cloud Assessment is comprised of the following five phases:

Project Kickoff

We will start off with a meeting to align on expectations, scope and an understanding of your business and technologies.

Discovery

Through the technical discovery session we gain a better technical understanding of the systems involved. This is a vital step in the assessment that allows us to focus and find value more rapidly.

Assessment

Our team performs various automated and manual tests in an attempt to identify key improvements in your infrastructure.

Reporting

The assessment report will include identify key discoveries, their impact, and remediation recommendations.

Review

Our team will explain the findings in detail and can facilitate remediation discussions.

Option 2: Cloud Security Assessment
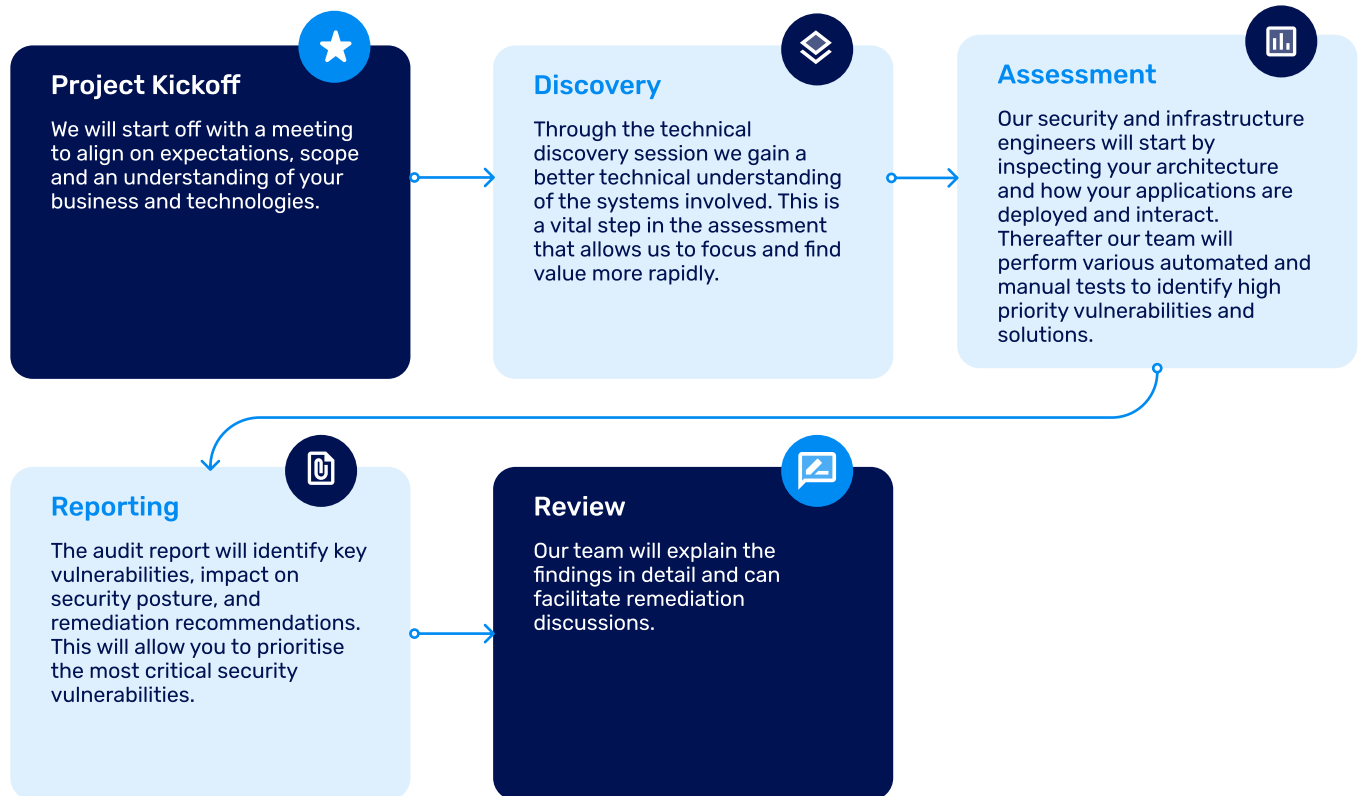
What you get

At Deimos we view system security improvement as a continuous process, requiring constant investment as your systems grow and evolve over time. Our annual Cloud Security Assessment acts as a basic health check for your security posture, that identifies the most important improvements to securing your systems.

Our free VAS offering is an open box vulnerability assessment (so-called white hat assessment) because having access allows us to identify vulnerabilities and attack vectors much quicker using automated and manual testing. Having said that, clients are welcome to add a paid closed box penetration test to the free open box vulnerability assessment for a more comprehensive audit.

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The Cloud Security Assessment Process

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Assessment

Our security and infrastructure engineers will start by inspecting your architecture and how your applications are deployed and interact. Thereafter our team will perform various automated and manual tests to identify high priority vulnerabilities and solutions.

Reporting

The audit report will identify key vulnerabilities, impact on security posture, and remediation recommendations. This will allow you to prioritise the most critical security vulnerabilities.

Review

Our team will explain the findings in detail and can facilitate remediation discussions.

Deliverables

After assessment, we will present you with a Security Audit Report identifying priority vulnerabilities, impacts, and remediation recommendations. Thereafter, our Security and Software Engineers will workshop their findings and recommendations with your team.

Prerequisites

To ensure that we are able to deliver value within the time constraints, we recommend that our efforts be focussed on a well-defined subsection of your core business platform for the Cloud Security Assessment.

In order to conduct the assessments, we will require the following cooperation and access from your team:

- Clear definition of the specific subsystem and environment to be assessed (production or pre-production), together with written confirmation that we may commence.
- Performance, resilience and business requirements for the target systems.
- Workshops with your teams and domain experts to improve our understanding.
- Access to your documentation where available.
- Read only access to the necessary infrastructure, IaC and system code repositories.
- A GCP account with read-only access for the necessary resources
- VPN access (if applicable)
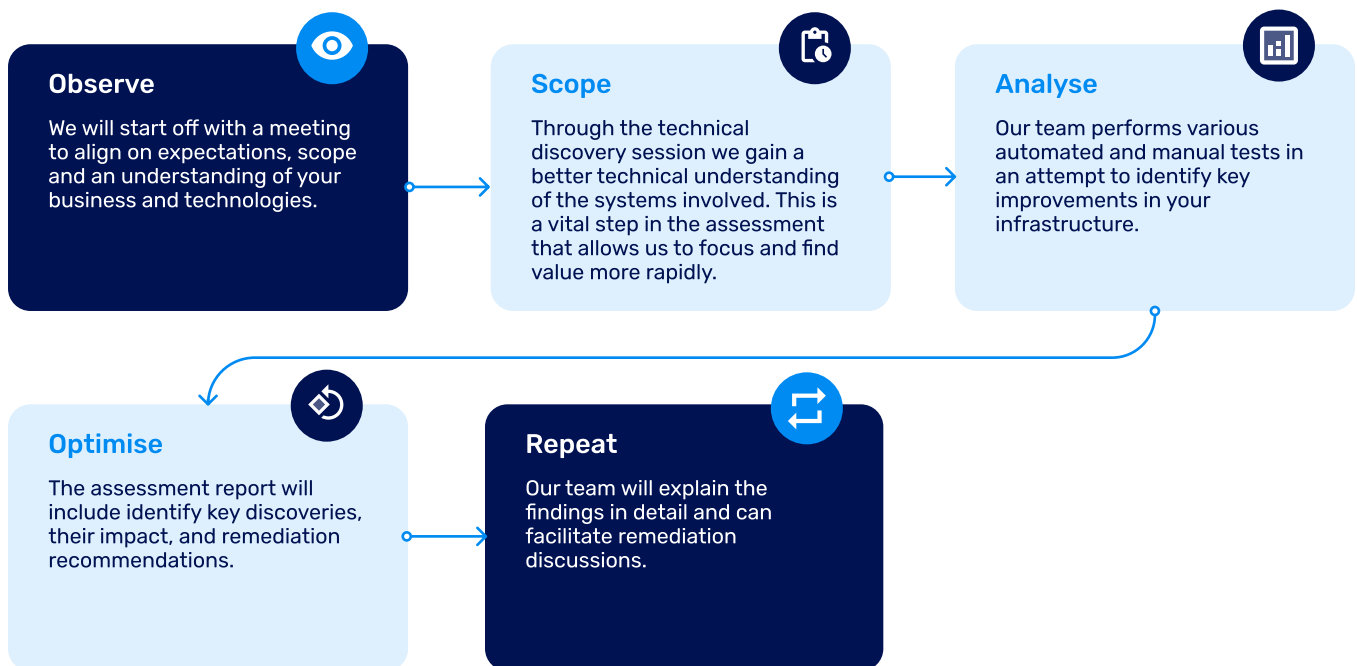- NDA

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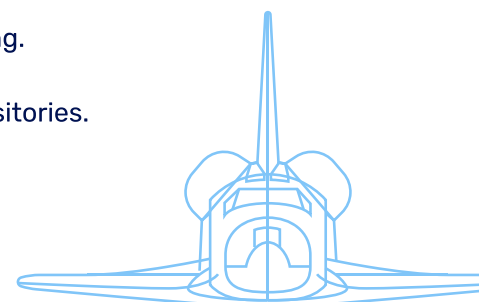
VAS 2: Monthly Cloud Cost Optimisation

What you get

Over a number of months, we will conduct monthly Cloud Cost Assessments of roughly 4 hours per month, to assess your highest consuming services for irregular or over-consumption.

An additional benefit of right-sizing is that it gives us, your Google Partner, better data and more confidence to size and propose commitment discounts that you may be eligible for.

The Monthly Cloud Cost Optimisation Process

The cost optimisation approach would be done in the following stages:

Observe

We will start off with a meeting to align on expectations, scope and an understanding of your business and technologies.

Scope

Through the technical discovery session we gain a better technical understanding of the systems involved. This is a vital step in the assessment that allows us to focus and find value more rapidly.

Analyse

Our team performs various automated and manual tests in an attempt to identify key improvements in your infrastructure.

Optimise

The assessment report will include identify key discoveries, their impact, and remediation recommendations.

Repeat

Our team will explain the findings in detail and can facilitate remediation discussions.

Optimisable components

To ensure that we are able to deliver value within the time constraints, we recommend that our efforts be focussed on a well-defined subsection of your core business platform for the Cloud Security Assessment.

The services that tend to cause over-consumption and which we will assess include:
- Cloud SQL
- Google Kubernetes Engine
- Google Compute Engine
- BigQuery
- Cloud Storage
- Idle Resources (Static IP addresses, etc)
- Traffic traversing public networks instead of dedicated links.

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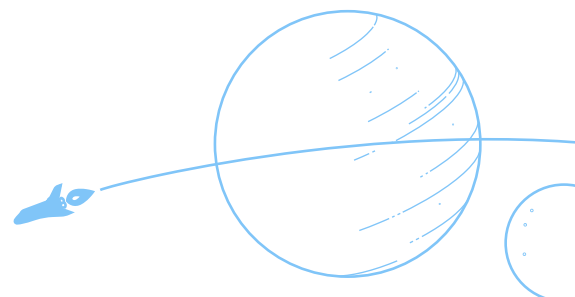
Deliverables

After assessment, we will present you with a Cost Audit Report identifying sub-optimal consumption, impacts, and optimisation recommendations, which our team will workshop with your team.

Prerequisites

In order to conduct the assessments, we will require:
access to your team to help our team better understand your systems;
viewer access on your GCP project(s) and billing console; and
Enable cloud billing data export to Big Query

A custom role can be utilised to ensure Deimos engineers only have access to the components that are under review.

VAS 3: Support SLA

Clients on the Premium VAS Tier receive free GCP and Workspace support under a time-boxed SLA.

P1 response Service Level Objective (SLO)

For Priority 1 (P1) support cases, receive the first response within 30 minutes.

Responses are either via our dedicated Support Service Desk or can be done via the email or your preferred communication channel such as Slack or Microsoft Teams.

24/7 Availability

Receive support 24 hours a day, 7 days a week (24/7) for cases of certain priority

Language support

Request support in English

IMPORTANT:

Due to the limited number of support hours under the free VAS offering, the support that our team will provide is advisory in nature. Our Cloud Engineers on call will assist your team to analyse, debug, and devise a plan to deal with the incident. Our team will thereafter provide guidance to your team implementing the plan, but will not be able to actively assist in the implementation due to constrained support hours. More comprehensive support packages are available under our paid Cloud-Native Support Engineering options, for clients who require more active support.

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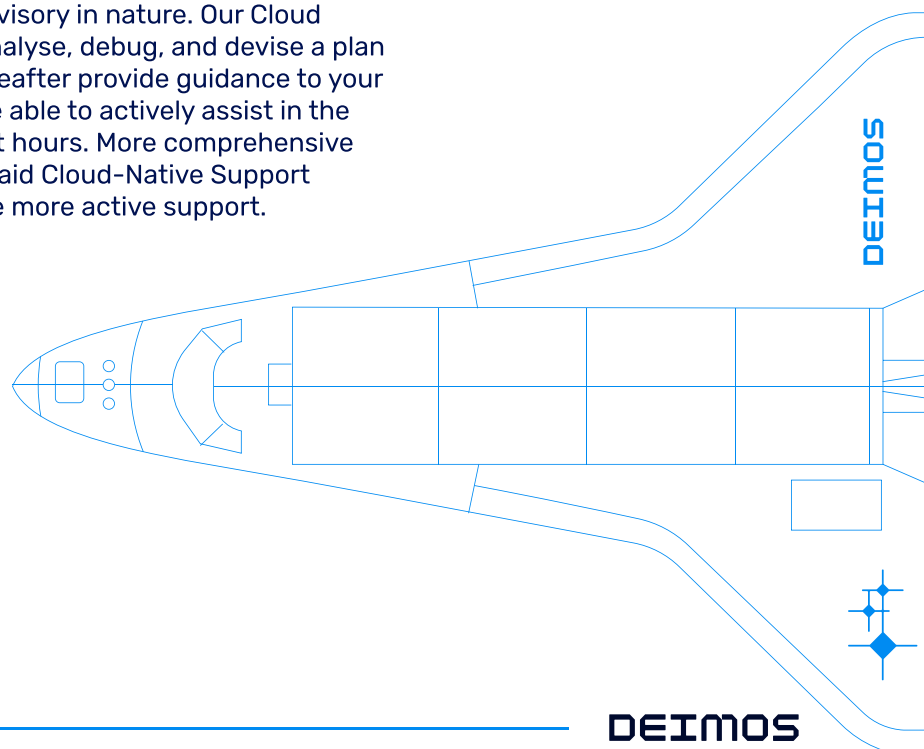
Priority Classification

The table below outlines the classification of priority in Support Cases.

PRIORITY	DESCRIPTION
P-1 (Critical)	An issue that prevents the Customer or key Users from accessing and/or utilising the Software / Product / Infrastructure or critical functionality thereof and which therefore renders it practically unusable to the Customer or key User.
P-2 (Major)	An issue that materially impairs or degrades the functioning or performance of the Software / Product / Infrastructure or critical functionality thereof even though the Customer or key User is able to access and use the Software Service and related functionality.
P-3 (Minor) P-4 (Low) P-5 (Informational)	An issue that has no material impact on the User's ability to utilise the Software / Product / Infrastructure or critical functionality thereof.

Response Times

The table below outlines the expected response times for the different support priorities:

PRIORITY	AVAILABILITY	ACKNOWLEDGE	CLASSIFICATION
P-1 (Critical)	24/7	30 minutes	45 minutes
P-2 (Major)	24/7	60 minutes	120 minutes
P-3 (Minor)	08:00 - 17:00 GMT+2, Mon - Fri.	24 hrs	48 hours
P-4 (Low)	08:00 - 17:00 GMT+2, Mon - Fri.	24 hrs	48 hours
P-5 (Informational)	08:00 - 17:00 GMT+2, Mon - Fri.	24 hrs	48 hours

Frequency of updates

The table below outlines the communication frequency for the different support priorities:

PRIORITY	COMMUNICATION UPDATE FREQUENCY
P-1 (Critical)	Updates provided every 30 minutes
P-2 (Major)	Updates provided every 60 minutes
P-3 (Minor)	Updates provided daily
P-4 (Low)	Updates provided weekly
P-5 (Informational)	Updates provided weekly

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Prerequisites
In order to set up your SLA and support portal, our team will require the following:
  • The first name, lastname and email address of all authorised users.
  • Access to your preferred communication platform (email, Slack, Microsoft Teams, etc)
  • Email address for escalations from Deimos Support Engineering team.

The following would yield great benefits to the engagement:
  • Overview of system architecture and design
  • At Least "Viewer" or "Reporter" access to your GCP account.

Technical Advisor
Technical Advisor Service provides both proactive guidance and reactive support to help you succeed with your Cloud journey. This service guides you through your onboarding experience to Google Cloud and helps you to optimise and enable your Cloud strategy and operations.

The service gives you access to our Cloud-Native Engineers and Architects to provide you with advice to help you make the most out of Google Cloud Platform.
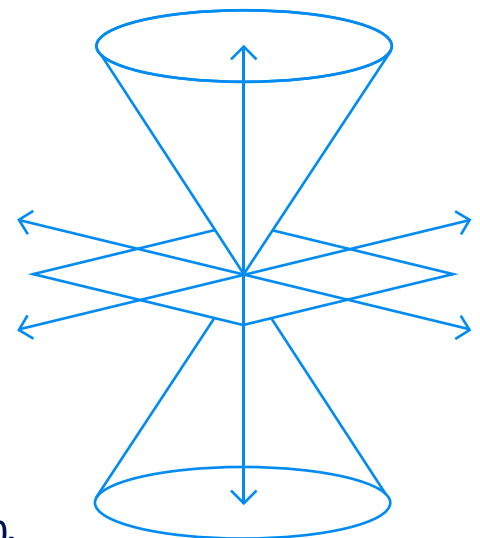

Workspace Support
What you get

The administrative support includes:
  • User & group creation
  • Password & login management
  • User deletion and associated data migration utilising the built-in functionality of Google Workspace
  • E-mail log tracing and Google Vault requirements
  • Guidance for setting up additional functionalities relating to your Google Workspace Environment (SSO, SAML, MDM etc.)

Workspace support will be provided within business hours (08:30-17:00).

Prerequisites
The level of Workspace support that we can provide, depends on a number of factors, as set out below:

Minimum licence count

Free support is available to clients who satisfy the following minimum requirements:
  • 10 + Workspace Business Starter users
  • 5 + Business Standard or Business Plus users
  • 5 + Enterprise Starter, Enterprise Standard or Enterprise Plus users

SKU specific support

  • Qualifying Workspace Business Starter & Standard SKUs will receive 5 hours of free Workspace Support per month;
  • Qualifying Business Plus and & Enterprise SKUs will receive 10 hours of free Workspace Support per month.

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Super Admin support

The following support services requires a dedicated Super Admin account for Deimos associated with your domain*:

- Email log tracing
- Google Vault support
- Security Investigation Tool support

Deimos can assist with the creation and setup of a free Cloud ID account for the Super Admin account.

VAS 4: Consumption Dashboard

What you get
The Premium VAS offering includes a Google Data Studio consumption dashboard, that provides you with real time insights into your GCP consumption patterns and potential overconsumption.

The insights on the dashboard will include:
- Cost trends
- High consumption (by project and by product)
- Areas of irregular consumption
- Cost breakdown per year, quarter, and month.

Prerequisites
In order configure the dashboard Deimos will require:

- Read access to GCP Billing Account, to replicate billing data for display.
- Read access to GCP project(s), to set up recommendations/forecasting functionality.
- Enable cloud billing data export to Big Query.

An example of such a dashboard can be seen below: