

# Get on-demand cloud experts as part of your team

It's no longer enough to just "be in the cloud." Today, businesses are under pressure to use cloud technologies to solve strategic problems, build new revenue streams, and decrease costs. And with innovation accelerating like never before, you need to transform how you operate in the cloud. Elastic Engineering Plus gives you on-demand access to highly skilled and certified cloud experts to work alongside your team to help drive your cloud outcomes, while continuously evolving your environment.

As IT organisations break down the traditional build and operate barriers and open up new possibilities to accelerate innovation — they need more than the traditional Managed Service Provider (MSP) models constrained by the boundaries of the past.

Instead, you need help with understanding how to scale your IT organisation in an agile world, how to transform your environments, and how to streamline your operating models.

## Cloud adoption is complex and requires a new way of thinking

The cloud is not a data centre. It requires new skills and mastery of new methods and technologies. This includes entirely new architectural approaches; new ways to deploy, monitor, and operate environments; and new modern technologies, such as containers, serverless, and machine learning.

All of this adds up to mean that the cloud – while exceptionally powerful – is on the bleeding edge of technology and requires deep expertise. In fact, we're transitioning to an increasingly complex multi-cloud world where different applications run on different clouds with some applications even running on more than one cloud.

Elastic Engineering Plus gives you access to a bank of cloud engineers who work as an extension of your team to shape your outcomes as you evolve to cloud native.

**No tickets, no SLAs to check** — just work directly with our multi-disciplinary and highly skilled cloud experts as you would your own team.

You'll always work with the same **dedicated** engineers and resources, in flexible and easy-to-manage hours-based tiers each month. You'll also be able to change the teams based on the outcomes required, and you can scale hours/ tiers up and down on a monthly basis.

## How can Elastic Engineering Plus be used?

Our cloud experts work as part of your team, providing best practices and knowledge amassed from years of experience working on a wide range of cloud projects.

- **Application operations:** Build, release and go-live support
- **Infrastructure build-out:** Infrastructure-as-code templates
- **Security management:** Security tools and services
- **DevOps & automation:** CI/CD pipelines and automated deployments
- **Disaster recovery (DR) planning:** Implementing and testing DR environments
- **Performance management:** Benchmarking and baselining to meet required performance metrics
- **Cost optimisation:** Implementation of architecture changes to support cost management decisions providing reporting, proactive advice guidance and strategy
- **Major event support:** Enhanced monitoring, responsiveness, and management level support of major events
- **Architectural consultancy and design:** Providing consultancy and advice for design of new services or optimisation of existing services
- **Database management:** Scaling, performance management and new buildouts / scaling out existing



# A modern, highly collaborative support model built for the new world

## Key features

### Direct access to a multi-discipline dedicated team

You won't have to worry about internal skills or hiring new staff – you'll have access to a highly skilled team of cloud experts, organised into a group based on your support needs.

### Flexible model to meet changing business needs

There's no long-term commitment, nor a fixed project team; the team can change depending on the scope of work or priority changes throughout their engagement.

### Uses customer or BT ITSM tooling

The Elastic Engineering Plus team can adapt to your existing ways of working and toolsets if needed.

### Tiered pricing model to match your requirements

We use a tiered pricing structure that can be scaled up or down depending on the outcomes required.

### Highly experienced cross-functional cloud team

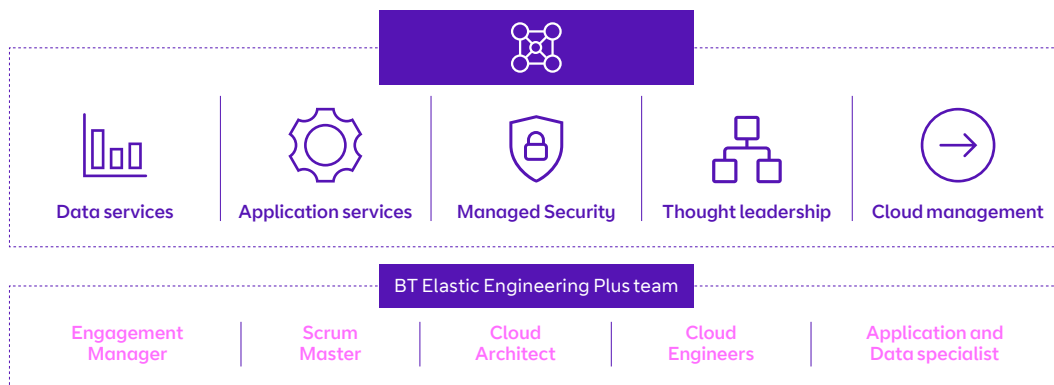
Working at CTO level, we'll review and recommend future technology paths. We also create platform tools and frameworks that can be used across all project teams (pods), so everyone benefits from our collective knowledge.

### Integrated governance model

Agile method with scrum master; quick result-based and iterative planning towards an agreed outcome.

### Optional 24x7x365 support

We can manage your cloud environments, building on environments delivered by BT – so you don't need to spend time on your critical applications. We'll do this for you while you focus on your core business.



Different outcomes can be achieved, and the engagement manager will configure the 'pod' of engineers based on your requirements

## Why choose BT?

### Global reach and scale

We serve more than 4,000 global customers in over 180 countries, satisfying data and application requirements from a performance, security and regulatory perspective around the world.

### Vendor and cloud-agnostic

We partner with leading vendors to provide next generation hybrid multi-cloud services and the latest technology innovations, across a wide range of platforms.

### Single source of solutions

Our single source SLA backed solutions simplify operations with a single service experience. With a single invoice and single provider to hold accountable, you can reduce vendor management and support costs. This is provided from our four global service hubs with 7,700 service experts.

### World-class security

Our security operations centres around the world give visibility of global threats with are handled by over 3,000 dedicated security experts. We also have access to Interpol and NCSC global intelligence.

### An integrated approach

Our cloud experts securely integrate infrastructure, networking services, application platforms, and multi-cloud services to bridge the gap between public and private cloud.

**Together, BT and Rackspace Technology create an environment for you to accelerate your digital transformation securely, connecting users, devices, data, applications, across clouds, and geographies.**

What could Elastic Engineering Plus do for you? Visit [bt.com/global](https://bt.com/global)

### Offices worldwide

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