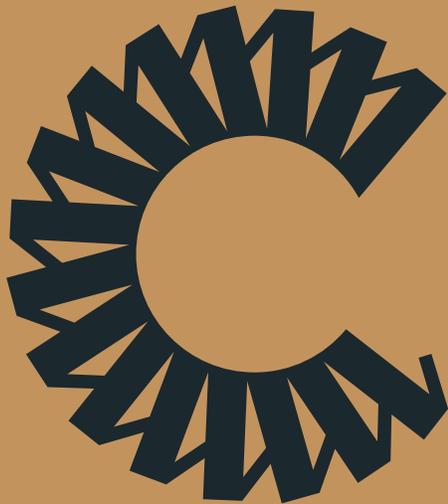


Combined Solutions Overview

cloudfirst.host



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Document Purpose

Combined Solution Overview

CloudFirst's Combined Solution Overview document provides a comprehensive summary of all our solutions and services, offering a clear, concise breakdown of our industry-leading technological offerings, strategic goals, and key benefits.

Designed to equip clients and stakeholders with a thorough understanding of CloudFirst's IT solutions, this document highlights how they align with business objectives, drive efficiency, and deliver exceptional value.

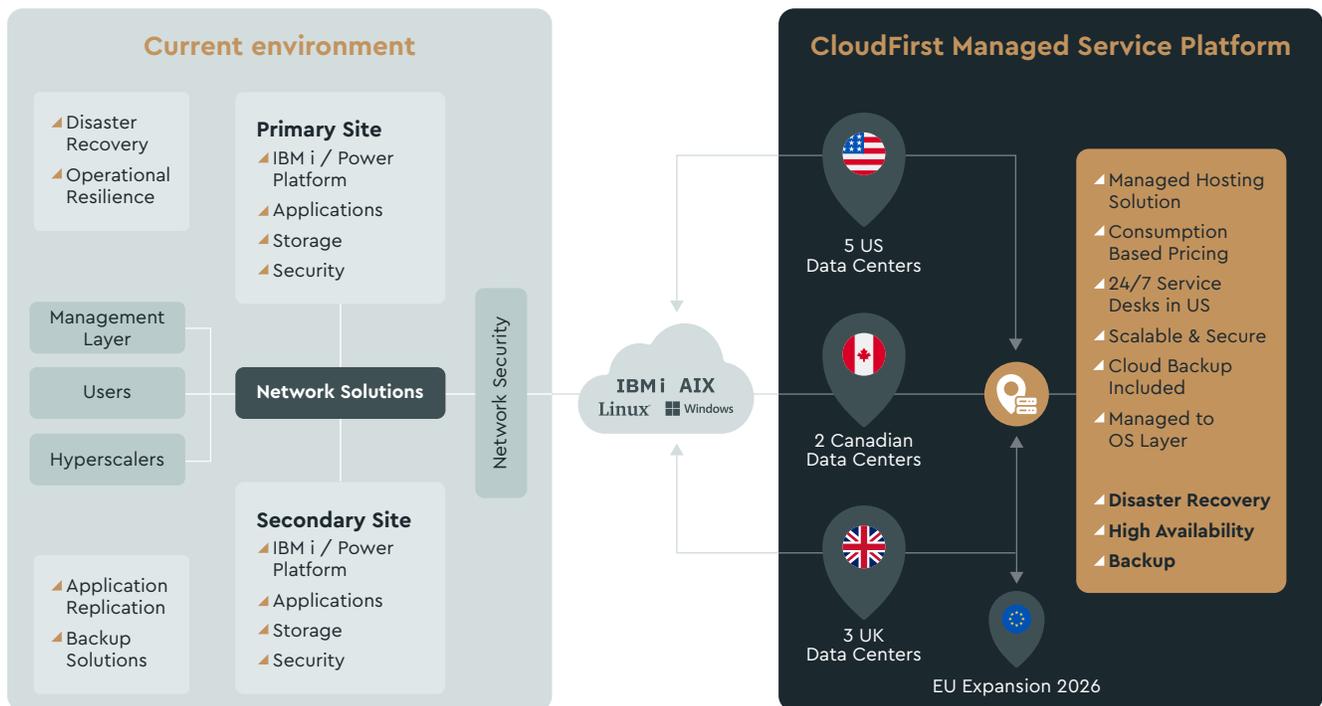
By presenting a cohesive overview of our solutions, this document ensures that all relevant parties are well-informed, aligned, and empowered to make strategic decisions regarding the integration and utilization of our IT offerings. Our ultimate aim is to facilitate stronger communications and business alignment for both our customers and partners.



CloudFirst Solutions Overview

At CloudFirst, we deliver a robust suite of cloud solutions designed to optimize and modernize IBM i, AIX, Linux, and Windows environments. Our comprehensive portfolio ensures seamless integration, enhanced performance, and unmatched reliability, empowering businesses to achieve agility and efficiency in an ever-evolving digital landscape.

CloudFirst Solution Overview



Our industry-leading Managed Cloud Hosting solutions deliver enterprise-level cloud hosting for mission-critical applications, ensuring scalability, security, and seamless performance. Designed to minimize complexity, enhance productivity, and reduce costs, Managed Cloud Hosting is the ideal platform for businesses seeking to modernize their IT infrastructure while maintaining operational efficiency.

Beyond cloud hosting, we provide robust Managed Backup and Recovery through our Backup as a Service (BUaaS), and Disaster Recovery as a Service (DRaaS) solution. These services offer seamless data backup, secure solutions, and rapid recovery, featuring built-in redundancy and client-controlled encryption for enhanced security.

With our High Availability as a Service (HAaaS) solution, we guarantee availability by enabling quick failover to high-end hardware and geographically distributed data centers, significantly reducing downtime and costs.

CloudFirst's IBM i Security and Protection Suite delivers comprehensive security solutions tailored to safeguard critical systems and data. By integrating advanced threat detection, encryption, and compliance tools, we ensure robust protection against cyber threats while maintaining the integrity of business operations.

Our Managed Services empower businesses with streamlined operations and enhanced efficiency. From Systems Management that ensures optimal performance and proactive monitoring, to IBM Power VS delivering scalable virtualization, we provide enterprise-grade solutions designed for reliability and agility.

Leveraging our Automation Suite, we help organizations drive automation, reduce manual processes, and optimize IT workflows. Additionally, AI for Business enhances decision-making and operational intelligence, enabling companies to harness the full potential of artificial intelligence for innovation and growth.

We specialize in providing a trusted migration to the Cloud for customers that have mission-critical applications running on expensive, legacy systems.

CloudFirst empowers businesses to transition seamlessly to a resilient, modern cloud environment. With proven migration strategies, program management, and service delivery best practices, we help minimize disruptions, enhance performance, and optimize mission-critical applications for long-term success.



Data Center Overview

CloudFirst provides its world-class cloud hosting with our cutting-edge platform, seamlessly powered by an interconnected network of global Tier 3 data centers.

Our customers are moving their critical workloads to the cloud to take advantage of the availability and protection of critical IT assets in a cloud environment.

We have carefully selected our global data center partners based on the following criteria:

- ▲ Location
- ▲ Tier Level
- ▲ Data Center Technology
- ▲ Security
- ▲ Connectivity
- ▲ Compliance Certifications
- ▲ 24/7 Support Model

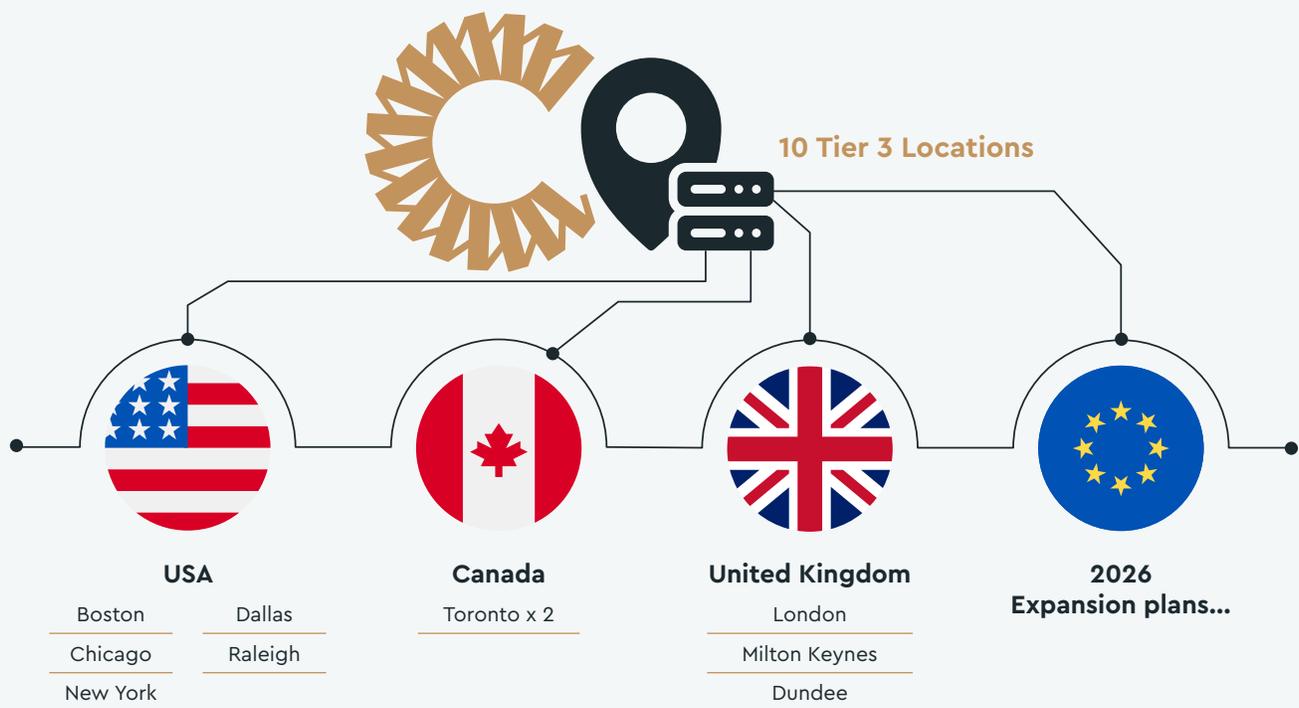
CloudFirst are fully transparent with our customers and are happy to provide the data sheets for any of our partner data center sites for review. We are also proud to arrange tours of any facility to review the site with our customers.

We also provide dedicated hosting solutions for customers in North America, Central America, South America and Europe. This solution provides a complete, secure & dedicated solution for customers who require a bespoke solution to meet their requirements.

For specialized or complex requirements not covered in this overview, please get in touch, we're here to help tailor a solution to your needs.

Data center locations: Expanding our global networks

CloudFirst are constantly expanding their network reach and currently provide multi tenanted cloud hosting services from 10 data centers, 5 in the USA, 2 in Canada and 3 in the UK.





Managed Cloud Hosting

Infrastructure as a Service (IaaS)

Elevate your Infrastructure and achieve significant savings with CloudFirst IaaS – our next generation cloud that merges latest technology with our Managed Services.

Our cloud hosting solution meets and exceeds your future IT requirements by providing scalable compute, storage, and network infrastructure with unbeatable ease. Our enterprise-class platform is crafted to power your mission-critical workloads while taking away the hassle of managing on-premises systems.

Experience CloudFirst seamless migration and integration that protects your data and legacy core applications, while enjoying unparalleled performance with genuine cloud optimization.

- ▲ We deliver a 100% Uptime SLA, ensuring continuous business operations with built-in failover and redundancy mechanisms.
- ▲ Our pre-configured cloud templates accelerate deployment, reducing onboarding time and eliminating complexity.
- ▲ CloudFirst's high-speed cloud connections maximize workload performance, while our dedicated IBM-certified specialists fine-tune resource utilization, security, and optimization strategies.
- ▲ Our broad system compatibility supports IBM i, AIX, Windows, and Linux, enabling seamless hybrid cloud integration.
- ▲ With CloudFirst IaaS, you're not just choosing a hosting provider you're partnering with a dedicated team invested in your long-term success.

Seamless cloud migration & optimization

Migrating legacy applications can be complex – but with CloudFirst, it's simple. We provide seamless integration with data centers and cloud providers like IBM Cloud, AWS, Azure, and Google Cloud, all through our carrier-agnostic "Direct Connect" solution to eliminate latency and ensure a smooth transition.

- ▲ **Reduce IT burden:** Free up your internal resources and focus on core business initiatives.
- ▲ **Cut costs:** Move from unpredictable CapEx to stable, predictable OpEx.
- ▲ **Boost reliability:** Experience uninterrupted network availability with proactive monitoring and management.

With proven methodologies and automation tools, we provide a risk-free cloud transformation, reducing IT burdens while enabling a cost-effective transition.

Service/Support Options

Our flexible support options empower clients to tailor the level of service they need, maximizing value, enhancing operational efficiency, and significantly reducing unnecessary costs.

Included in our Services: 24/7 system and networking monitoring, hardware updates, network and firewall security patches, 24/7 hardware and software maintenance. Our infrastructure redundancy includes N+1 throughout the entire infrastructure all supported by 5 shifts of expert staff.

PPU (Patches, Program Temporary Fixes (PTFS), & Upgrades)

Keeps your operating system patched and up to date as part of the monthly service.

All updates are reviewed, coordinated, scheduled and installed to meet your business requirements.

- ▲ Patches include security and other recommended updates in between major OS releases.
- ▲ PTFS are program temporary fixes for IBM i Operating System and license programs.
- ▲ Upgrades and migrations to newer OS releases and hardware when required.

Admin support

Provides system administrators an escalation path for advanced issues, problem determination and consultation. This allows the system administrators to be more efficient and responsive to users' needs.

The type of problems we address:

- ▲ Expert support staff combined with system error and event monitoring.
- ▲ Automated 24/7 health monitoring of systems, console and OS related events.
- ▲ Second level helpdesk support to assist with system-related issues.
- ▲ Target 15-minute response and 2-hour resolution to critical issues and loss of service.
- ▲ Assistance with IBM support.
- ▲ System health checks to maintain system standards.

Complete system management

CloudFirst Complete System Management (CSM) provides fully managed IT operations with 24/7 monitoring, proactive patching, and expert administration. We take primary responsibility for diagnosing and resolving system issues, ensuring maximum reliability, security, and efficiency so your team can focus on core business priorities.

Performance analysis

Utilizes automated data collection and performance metrics to optimize your system for maximum productivity and Return On Investment.

- ▲ Setup performance monitoring and data collection.
- ▲ Automated alerts when exceeding performance thresholds.
- ▲ Review system performance monthly or as needed.
- ▲ Analyze system resource utilization for capacity planning and recommendations.

Network changes

Include SSLVPN user changes, support for Client managed DR tests and firewall changes after successful Client Onboarding.

Managed Backup & Recovery

Backup as a Service (BUaaS)

CloudFirst offers an enterprise-grade Backup as a Service (BUaaS) solution designed to eliminate the costs and challenges associated with traditional tape backup systems. Our cutting-edge solution provides a secure, offsite, immutable copy of your critical data, delivering a modern, flexible, and cost-effective alternative.

Our industry-leading services ensure that all backups are encrypted and replicated to our secondary data centers, guaranteeing your data always remains secure and accessible. With an automatically adjusting backup vault size that accommodates data growth, you never have to worry about retention limitations. Our high-speed enterprise storage, combined with advanced deduplication and compression, significantly optimizes backup and restoration times.

By adopting BUaaS, organizations can transform their data management strategies, ensuring data remains secure and easily accessible. This solution not only enhances system performance and reliability, but also facilitates the transition from substantial upfront capital expenses to predictable monthly operational costs, resulting in significant long-term savings.



Enterprise-class cloud backup features

Simple backup management

- ▲ Automated Job Scheduling and Retention policies make backup administration effortless.
- ▲ Self-service portal for real-time monitoring and job management.

High-security standards

- ▲ Client-controlled encryption ensures data confidentiality.
- ▲ Compliance with industry security regulations for data protection.

High availability & redundancy

- ▲ Data is replicated across multiple geographically separated data centers for disaster recovery.
- ▲ Guaranteed uptime ensures uninterrupted access.

Effortless scalability

- ▲ Seamlessly expand processor, memory, and storage resources without upfront investments.
- ▲ Eliminate over-provisioning costs with auto-scaling cloud infrastructure.

Wide OS compatibility

- ▲ Supports IBM i (AS/400, iSeries, System i), Windows, AIX, Linux, and more.

Disaster Recovery as a Service (DRaaS)

One of the biggest fears for any organization is the threat of losing access to critical business data. How your business plans to recover from any unplanned outage is vital and the CloudFirst DRaaS solution has been designed to provide the confidence that your data is safe, secure and recoverable.

Our DRaaS is designed to protect crucial business applications and data across various platforms such as IBM i, AIX, Windows, Linux, and VMware. It minimizes downtime and guarantees business continuity during disruptions like cyberattacks, natural disasters, or system failures.

Our meticulously engineered DRaaS services ensure the continuity and resilience of your company's applications and data. These secure, scalable, and cost-effective solutions operate seamlessly across multiple platforms, providing optimal performance and reliability.

CloudFirst's other DRaaS offerings, including High Availability and Mirror, are tailored to maximize resilience and deliver cloud-based high availability and disaster recovery as a service.

Onboarding with CloudFirst DRaaS is quick, seamless, and fully automated. The vault seeding process runs in the background, requiring no manual intervention, and is completely managed by CloudFirst's team of experts. This hands-off approach ensures that your data is securely transferred without disrupting daily operations, freeing your IT staff to focus on their core responsibilities.

For complete peace of mind and to maximize the availability of your critical data across the organization, we offer two additional solutions: Our High Availability Cloud Solution and our advanced SAN-based Mirror replication solution. With these technologies, you can ensure seamless continuity and protection for your business operations, safeguarding against unexpected disruptions and enhancing overall resilience. With CloudFirst disaster recovery is effortless, reliable, and stress-free from day one.

Key Features

RPO and RTO

Achieve RPO of 24 hours and RTO of 8 hours under optimal conditions.

Scalability

Seamlessly scale system, processor, memory, and storage as needed.

Security

Enhanced security with dedicated, isolated network, compute, and storage layers monitored 24/7.

Support

Includes IBM Support (SWMA) with specialists available 24/7 to monitor and maintain system health.

OS updates

Support levels available that include all PTFs and OS updates.

Cost-effective

Competitive monthly pricing with the option to subscribe only for the resources and performance required.

Quick recovery

Backups stored locally in the cloud can be restored to standby systems within eight hours.

Software bundles

Get licensed programs and utilities from IBM and 3rd party providers bundled with your hosted system.

Optimized for IBM i

Modern alternative to tape backup systems, providing a secure, offsite, immutable copy of your critical data.

Data saves

Performed using VMware Snapshots, allowing backups to run without interruption to production.

High Availability as a Service (HAaaS)

Our cloud-based HAaaS solutions are purpose-built, always keeping your applications and systems operational by providing the highest level of seamless business continuity. With our solutions, you can count on providing the maximum service availability across your platforms.

Choose our fully managed real-time replication services for even greater peace of mind. Our solutions offer enterprise-grade system, storage, and network resources

on a full-time basis, enabling you to effortlessly switch production workloads to our cloud whenever necessary.

All of this is supported by a clear, well-defined SLA, ensuring guaranteed performance, availability, and access. Designed with precision, our business continuity solution keeps your critical applications accessible, no matter the circumstances – ensuring you stay operational.

HAaaS key features

Scalable resources

Easily adapt to the growing demands of your business.

Customizable settings

Tailor compute, storage, and network settings to fit your operational requirements.

24/7 monitoring and support

Continuous management, monitoring, and support to keep your operations running smoothly.

Client-centric approach

High availability strategy that aligns with your business objectives.

Competitive pricing

High availability without breaking the bank.

Mirror

CloudFirst's Mirror is a cutting-edge solution for HAaaS. This advanced offering utilizes SAN-based full system replication to mirror all Volumes/Logical Unit Numbers

to the target SAN, ensuring exceptional data integrity and reliability for your business.

Mirror key features

Rapid recovery objectives

Achieve an RPO of 5-10 minutes and an RTO of 30 minutes under optimal conditions, minimizing downtime and data loss.

SAN-based replication

Utilizes Storage Area Network (SAN) level replication to ensure data consistency and integrity.

Cost-effective

Offers a cost-effective solution for business continuity and disaster recovery.

Easy to manage

Designed to be easy to manage, reducing the complexity of disaster recovery processes.

Integration with DRaaS

Works seamlessly with CloudFirst's Disaster Recovery standby systems.

IBM SVC/Storwize SAN support

Our solution supports IBM SVC/Storwize SAN with Global Mirror, ensuring robust and efficient data replication.

Managed Security

CloudFirst offers a comprehensive suite of Managed Security services designed to protect your IT estates. We empower businesses to achieve peace of mind and comply with cybersecurity regulations by bolstering the security of their systems.

Our tailored solutions ensure your organization remains secure and compliant, allowing you to focus on what matters most, your business.

IBM i Security

CloudFirst Managed Security services offer a comprehensive suite of solutions designed to protect your IBM i systems.

As a leading provider of secure cloud and infrastructure solutions for IBM Power Systems, CloudFirst delivers comprehensive, enterprise-grade security tailored specifically for IBM i. We ensure your critical systems are protected, compliant, and resilient.

IBM i systems are renowned for reliability and performance, but they're not immune to modern threats. Cyberattacks, ransomware, compliance mandates, and insider risks are growing every day. Unfortunately, many IBM i environments are still relying on outdated configurations and legacy assumptions about "inherent security."

Our process begins with a comprehensive security risk assessment, meticulously examining over a dozen categories of security values. We provide detailed reports on our findings and deliver actionable recommendations to address vulnerabilities.

Security Introductory Package (SIP)

An entry-level security offering that meets critical standards, including:

- ▲ Annual Security Risk Assessment Report.
- ▲ 10 standard security reports available weekly (Security, User Profile and Network Access).
- ▲ 3 real-time alerts for critical events based on best practices.

Ransomware Defence & Access Control (RDAC)

An enhanced security package designed to protect against ransomware attacks and meet essential security requirements:

- ▲ Annual Security Risk Assessment Report for proactive risk management.
- ▲ 25 customized security reports, including user activity, file access, and database changes.
- ▲ 10 real-time alerts for immediate response to critical threats.
- ▲ Exit Point Monitoring and Access Control to prevent unauthorized access.
- ▲ 3 User Profile swapping policies for enhanced identity protection.
- ▲ Multi-Factor Authentication (MFA) for high-privilege users and shared network access.
- ▲ Basic log forwarding for improved security visibility.

Security Managed Service (SMS)

Includes SIP and RDAC plus:

- ▲ 5 hours/month of security incident investigation.
- ▲ Incident response and management reports.

Choice of additional services, including Ransomware Risk Assessment, Advanced MFA, SIEM integration, Privileged Access Management, Secure File Transfer, or SSH lockdown.



Protection Suite

CloudFirst's Protection Suite is a Security Risk and Automation Service, offering a comprehensive suite of solutions designed to help IT security and operations teams collaborate seamlessly

Protection Suite is your all-in-one platform for automating system protection, patch management, and threat detection across your entire IT environment. From applications to endpoints, it delivers intelligent management, automated updates, integrated security scans, and AI-powered monitoring—ensuring continuous protection without the manual workload.

With built-in SIEM capabilities and proactive threat defence, Protection Suite helps reduce risk, enhance compliance, and keep your systems secure. Free your IT team from routine maintenance and give them the tools to focus on strategic growth, while your infrastructure stays protected, efficient, and always up-to-date.

Protection Suite Solutions

Patch Management

Stay ahead of vulnerabilities with automated patching for over 100 operating systems, applications, and devices, including firewalls and switches.

- ▲ Keep IBM i, AIX, Windows, Linux, and Mac environments always up to date.
- ▲ Leverage 500,000+ automation scripts to eliminate manual tasks and improve compliance.
- ▲ Manage everything from a single, unified platform.

Email & Multi-Cloud Protection

Secure your users and data across today's most-used cloud services with built-in backup and email filtering.

- ▲ Protect against phishing, spam, and malware with intelligent filtering.
- ▲ Archive and backup email and cloud data from M365, AWS, Google Cloud, SharePoint, and Salesforce.
- ▲ Ensure compliance with flexible retention policies.

Network Security & Management

Strengthen your network with advanced monitoring, firewall management, and security automation.

- ▲ Gain deep insight with SIEM log correlation and analytics.
- ▲ Automate patching and updates for critical network hardware.
- ▲ Improve uptime with proactive, managed services.

Advanced Threat Protection

Defend your endpoints and servers with real-time, proactive threat detection and response.

- ▲ Stop malware, ransomware, and targeted attacks before they spread.
- ▲ Benefit from 24/7 monitoring, forensic analysis, and expert threat hunting.
- ▲ Fully managed for continuous protection without added overhead.



Don't leave your IT security to chance. Automate protection, reduce risks, and safeguard your digital environment with advanced AI-driven security solutions. Stay ahead of threats and focus on what matters most, your business.

Managed Services

Systems Management

Our support options are designed to allow clients to pick and choose the support that best meets their needs, adding value and reducing cost.

Included in our Services: 24/7 system and networking monitoring, hardware updates, network and firewall security patches, 24/7 hardware and software maintenance. Our infrastructure redundancy includes N+1 throughout the entire infrastructure all supported by 5 shifts of expert staff.

PPU (Patches, Program Temporary Fix (PTFS), & Upgrades)

Keeps your operating system patched and up to date as part of the monthly service.

All updates are reviewed, coordinated, scheduled and installed to meet your business requirements.

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Admin Support

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The type of problems we address.

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- ▲ Second level helpdesk support to assist with system-related issues.
- ▲ Target 15-minute response and 2-hour resolution to critical issues and loss of service.
- ▲ Assistance with IBM support.
- ▲ System health checks to maintain system standards.

Complete System Management

Primary responsibility for system problem determination, resolution and includes Admin Support.

Performance Analysis

Utilizes automated data collection and performance metrics to optimize your system for maximum productivity and Return On Investment.

- ▲ Setup performance monitoring and data collection.
- ▲ Automated alerts when exceeding performance thresholds.
- ▲ Review system performance monthly or as needed.
- ▲ Analyze system resource utilization for capacity planning and recommendations.

Network Changes

Include SSLVPN user changes, support for Client-managed DR tests and firewall changes after successful Client Onboarding.

IBM Power VS

CloudFirst offers a comprehensive IBM Power Virtual Server (PowerVS) service designed to facilitate the migration and modernization of IBM Power Systems workloads, including IBM i (AS/400) and AIX, into the cloud.

This service provides a scalable, secure, and cost-effective Infrastructure-as-a-Service (IaaS) solution tailored for enterprises aiming to transition their mission-critical applications to a cloud environment.

Core Features of CloudFirst's IBM PowerVS Offering

CloudFirst's IBM PowerVS offering ensures a smooth migration and transformation of IBM i and AIX environments with minimal disruption. Our service combines expert guidance, tailored configurations, and best-in-class infrastructure to support businesses in their cloud journey.

Key Features

Flexible Cloud Infrastructure

- ▲ Supports IBM i, AIX, and Linux, enabling businesses to run existing applications without modification.
- ▲ Fully customizable virtual server instances, cores, memory, storage, and network configurations for optimized performance.

Rapid Provisioning & Scalability

- ▲ Quickly deploy workloads and dynamically adjust resources to meet evolving business demands.
- ▲ Reduce time-to-market and improve agility with on-demand infrastructure expansion.

Enterprise-Class Security & Compliance

- ▲ Secure, isolated environments, encryption, and adherence to leading compliance standards: ISO 27001, SOC 1 and SOC 2 Type II, HIPAA, and GDPR.
- ▲ Robust protection of sensitive data and regulatory compliance for mission-critical applications.

Integrated 24/7 Support & Management

- ▲ Access expert IBM-certified professionals for system administration, OS updates, and patch management.
- ▲ Reduce IT operational burden with fully managed support services.

Hybrid Cloud Integration

- ▲ Seamless connectivity between IBM Power Systems and cloud providers like AWS, Azure, and Google Cloud through IBM Cloud Direct Connect.
- ▲ Enable a hybrid cloud strategy, combining on-premises infrastructure with cloud flexibility.

Automation Suite

Optimize IT, Secure Your Business, and Drive Performance, All in One Platform

CloudFirst Automation Suite transforms traditional IT operations into strategic assets. Purpose-built for complex, multi-platform environments, including IBM i, AIX, Windows, and Linux. This intelligent automation platform helps organizations streamline critical processes, fortify cybersecurity, and ensure uninterrupted business operations.

With advanced capabilities in patch automation, system orchestration, vulnerability management, and performance monitoring, CloudFirst Automation Suite delivers a unified, AI-powered solution that adapts to your unique needs. Whether you're automating job schedules, responding to system alerts, or securing endpoints across your network, every feature is designed to reduce manual workload and elevate operational excellence.

Fully managed and fully customizable, the suite empowers your IT teams while driving down operational costs and increasing uptime. From centralized control to real-time threat response, CloudFirst makes automation simple, powerful, and future-ready.

With a unified management console, Automate seamlessly integrates with existing IT infrastructure, reducing costs, improving uptime, and optimizing performance. By eliminating operational silos and aligning IT with business goals, it ensures enterprises stay agile, secure, and competitive.

Key Services of CloudFirst Automation Suite

Patch Automation

Keep your IT environment secure with automatic OS and application patching for servers and endpoints.

System Automation

Ensure operational continuity with real-time monitoring and automation of critical system messages and application queues.

Vulnerability Management

Stay ahead of cyber threats with proactive detection and remediation across networks, servers, and endpoints.

Automated Server & Endpoint Security

Gain rapid threat detection and response to safeguard your business.

Cloud Gateway Protection

Prevent malware intrusion with intelligent filtering of email and internet traffic.

AI-Driven Security Information & Event Management (SIEM)

Get real-time security insights to detect and respond to potential threats.

Security Operations Center (SOC)

Benefit from 24/7 expert monitoring for maximum protection and business continuity.

Network Monitoring & Administration

Optimize network health with comprehensive monitoring and analytics.

Performance Management

Enhance system, network, and application performance with AI-powered optimization.

CloudFirst Automation Suite goes beyond automation, it transforms IT operations into a strategic advantage. Businesses can tailor and bundle these intelligent automation solutions into a fully managed platform, reducing costs, increasing uptime, and empowering employees with smarter IT operations.

With CloudFirst, businesses gain unmatched security, efficiency, and reliability. This makes IT automation a true driver of business success.

AI for Business

Revolutionize your business operations with CloudFirst AI, a cutting-edge AI-driven solution designed to enhance efficiency, automate workflows, and drive innovation.

Leveraging advanced machine learning, predictive analytics, and natural language processing, CloudFirst AI enables businesses to harness the full potential of artificial intelligence without complexity.

CloudFirst integrates artificial intelligence into various business processes to improve productivity and customer experiences. Key applications include:

- ▲ **Financial Services & Banking:** Utilizing AI for fraud detection, risk assessment, and personalized financial services.
- ▲ **Healthcare:** Implementing AI to streamline patient data management and predictive diagnostics.
- ▲ **Retail:** Enhancing customer engagement through AI-driven personalization and inventory management.
- ▲ **Manufacturing & Distribution:** Optimizing supply chain operations and predictive maintenance using AI analytics.
- ▲ **Insurance:** Employing AI for claims processing and risk evaluation.

These solutions aim to reduce operational costs and improve decision-making across industries.

Solutions Tailored to Your Business Needs

AI-Powered Business Intelligence

Harness real-time AI analytics to extract meaningful insights, detect anomalies, and optimize operational strategies.

AI for Customer Experience

Deploy intelligent chatbots and virtual assistants to enhance customer support, personalize interactions, and improve engagement.

Predictive Maintenance & Smart Operations

Optimize infrastructure and asset management with AI-driven predictive analytics, reducing downtime and operational costs.

AI-Enhanced Cybersecurity

Safeguard critical business data with AI-powered anomaly detection, fraud prevention, and automated threat response mechanisms.

Seamless Cloud Deployment & Optimization

CloudFirst AI integrates seamlessly with leading cloud providers, including IBM Cloud, AWS, Azure, and Google Cloud, ensuring high-performance AI solutions with minimal latency.

- ▲ **Easy AI Deployment:** Pre-configured AI models for rapid implementation.
- ▲ **Cloud-Agnostic Infrastructure:** Deploy AI anywhere, from private cloud to multi-cloud environments.
- ▲ **Scalable Compute Power:** AI solutions that grow with your business needs.

Future-Proof Your Business with AI

With CloudFirst AI, you gain a strategic advantage by integrating artificial intelligence into your business operations.

Increase efficiency, drive innovation, and stay ahead of the competition with intelligent automation and AI-powered insights.

Project Management & Service Delivery Overview

At CloudFirst, we integrate Lean IT and ITIL best practices to deliver high-performance IT services. Our approach maximizes value by eliminating inefficiencies while ensuring structured governance, risk management, and quality assurance. This approach allows us to align our services with business objectives, enhancing customer satisfaction and fostering long-term partnerships.

The EDGE framework

Our EDGE Framework (Efficiency, Delivery, Growth, Excellence) blends ITIL 4 and Lean IT principles, creating a scalable, customer-centric approach to IT service management. EDGE bridges the gap between rigid service models and agile workflows, ensuring stability with flexibility:

Efficiency

Eliminate complexity and optimize every step.

Delivery

Dependable, predictable, and customer-focused IT services.

Growth

Scalable strategies that evolve with your business.

Excellence

Continuous improvement for peak performance.

Lean IT & ITIL 4 overview

- ▲ Lean IT applies waste reduction principles to IT service management, improving efficiency and responsiveness through Kaizen, Value Stream Mapping, and Agile workflows.
- ▲ ITIL 4 ensures structured governance and service alignment, incorporating the Service Value System (SVS) and Service Value Chain for continuous IT service improvement.

Why choose CloudFirst?

- ▲ **Reliable & scalable IT solutions:** Tailored cloud hosting, backup, and disaster recovery.
- ▲ **24/7 support & proactive monitoring:** Minimize downtime with continuous system oversight.
- ▲ **Security & compliance:** Industry-best standards, including GDPR, ISO 27001 compliance.
- ▲ **Optimized IT service management:** Combining ITIL 4's governance with Lean IT's efficiency.
- ▲ **Dedicated account management:** Personalized support for long-term IT strategy alignment.
- ▲ **Seamless migration services:** Comprehensive client onboarding and offboarding strategies.



Getting started with CloudFirst

CloudFirst ensures a seamless transition with minimal disruption through a structured four-step onboarding process:

1. Consultation & assessment

We analyze your IT environment, business needs, and compliance requirements to design a tailored solution.

2. Solution design & planning

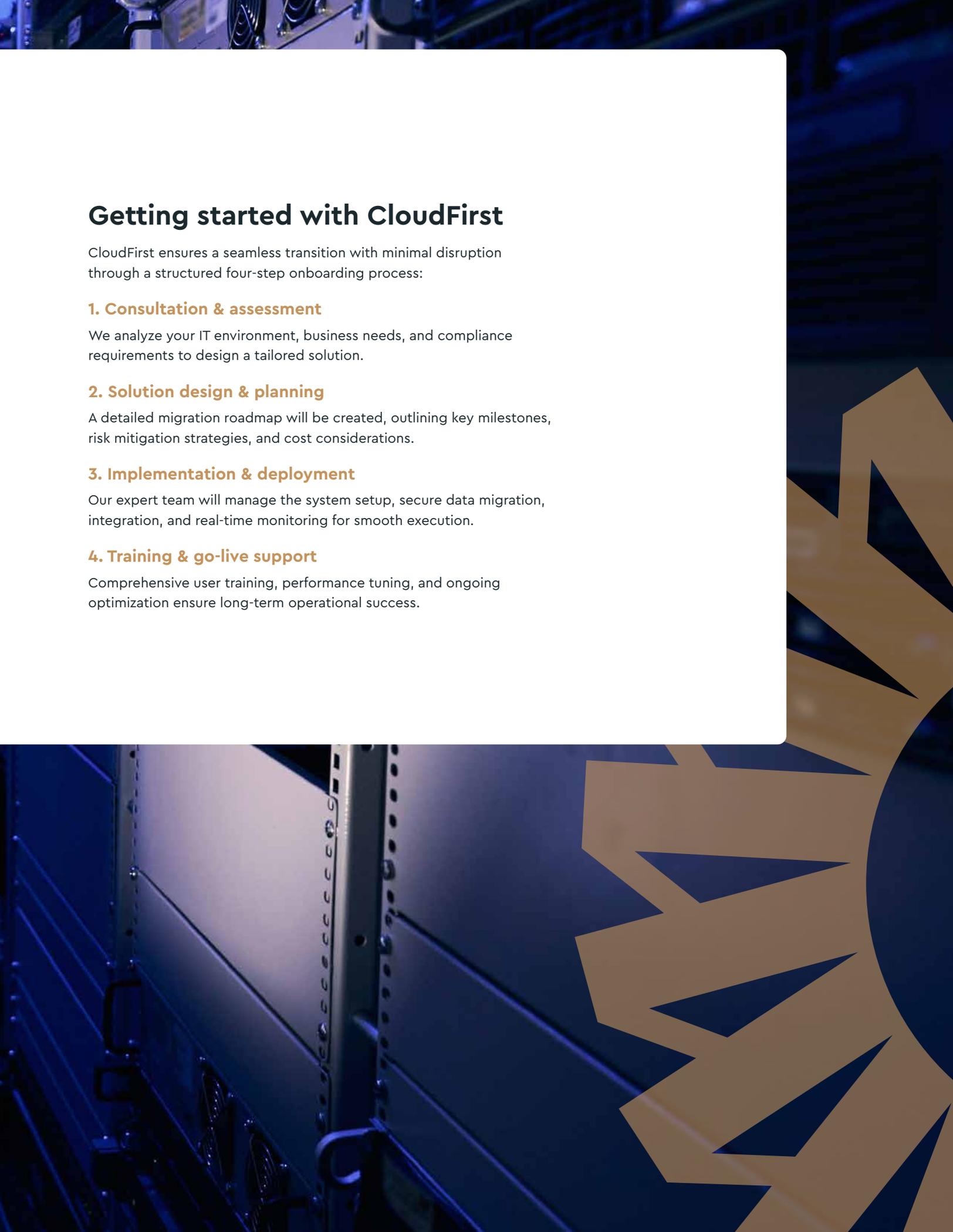
A detailed migration roadmap will be created, outlining key milestones, risk mitigation strategies, and cost considerations.

3. Implementation & deployment

Our expert team will manage the system setup, secure data migration, integration, and real-time monitoring for smooth execution.

4. Training & go-live support

Comprehensive user training, performance tuning, and ongoing optimization ensure long-term operational success.



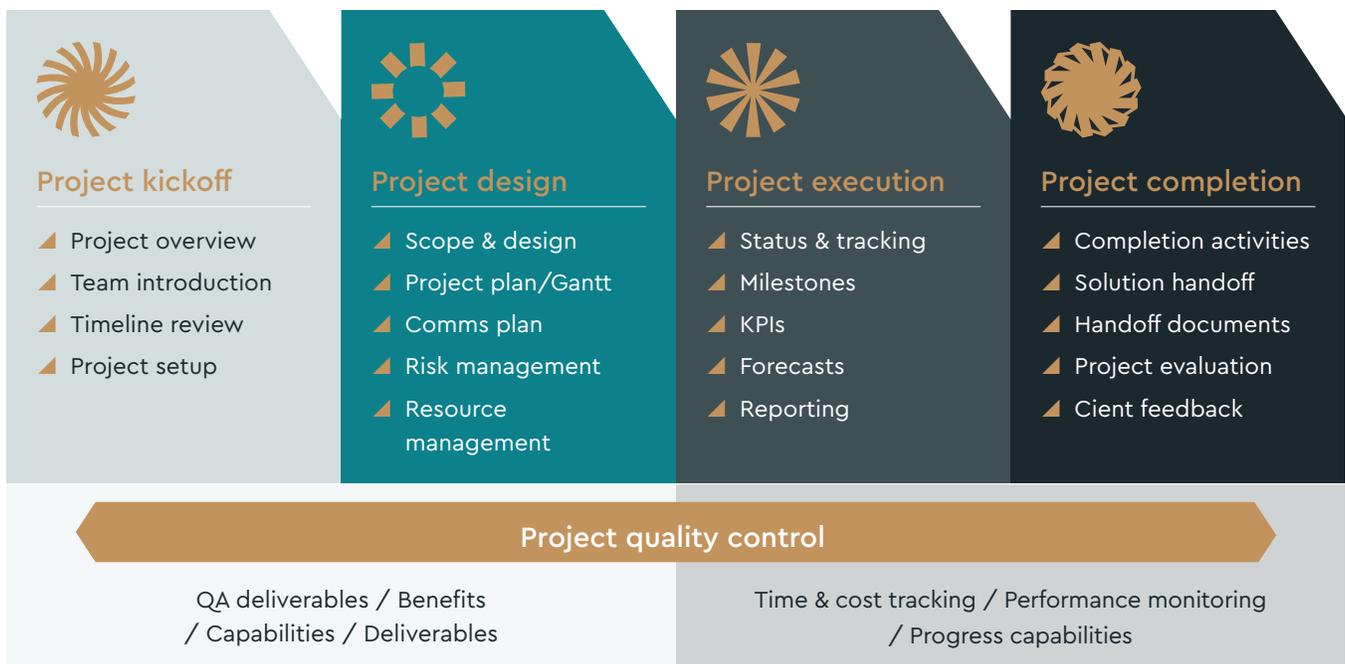
Project Management

CloudFirst ensures risk-free, high-performance project delivery through our EDGE Framework, streamlining project initiation, execution, and completion.

Our structured 4-Phase Approach ensures seamless transitions. CloudFirst uses a hybrid approach to Service Delivery and Project Management called the EDGE Framework (Efficiency, Delivery, Growth, Excellence).

Project delivery

These 4 phased approaches that will steer your project delivery are:



1. Kickoff

The Project Kickoff is a crucial phase in project management where all stakeholders align objectives, expectations, roles, and the overall execution strategy. It marks the official start of the project and sets the foundation for successful collaboration.

2. Design

The Project Design Phase is a critical stage in project management where a project's detailed framework is established. This phase transforms high-level project ideas into a structured plan with defined objectives, strategies, and deliverables.

3. Execution

The Project Execution Phase is where the actual work happens. It is the phase in which project plans, strategies, and resources are put into action to deliver the project's objectives. This phase requires close monitoring, coordination, and communication to ensure efficiency, quality, and alignment with the project goals.

4. Completion

The Project Completion Phase is the final stage of the project lifecycle, where all deliverables are completed, reviewed, and formally handed over. This phase ensures that all project objectives have been met, stakeholders are satisfied, and necessary documentation is finalized. It also includes post-project evaluations and knowledge transfer for future improvements.



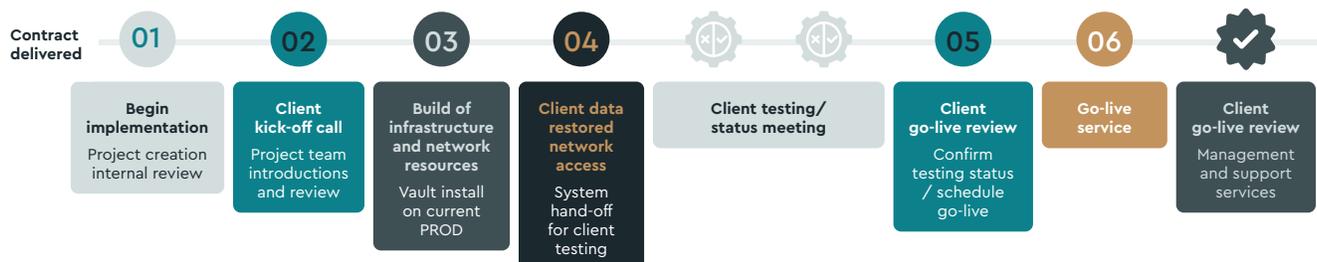
Project management timeline

Phase	Duration	Key activities
 Kick-off	1-2 weeks	Define project scope, assign roles, set deliverables, conduct risk assessment
 Design	2-4 weeks	Develop architecture, finalize implementation roadmap, confirm security compliance
 Execution	4-12 weeks	Deploy solutions, integrate systems, monitor progress, adjust based on feedback
 Completion	1-2 weeks	Conduct testing, optimize performance, deliver documentation, client sign-off

Migrating a client to a hosted service (cloud or managed environment) requires careful planning, risk mitigation, and a structured approach to ensure minimal disruption.

Our approach integrates value stream mapping, change enablement, and agile workflows to accelerate project execution while maintaining high-quality standards.

Example project timeline



Service Delivery & Operations

CloudFirst provides a robust and comprehensive range of support services designed to enhance the performance, security, and reliability of your IT infrastructure. Their dedicated support team is available to assist with a wide variety of needs, ensuring seamless operation and quick resolution of any issues that may arise.

Key areas of support include:

Proactive system monitoring

CloudFirst continuously monitors your systems to detect potential issues before they escalate into critical problems. Their advanced monitoring tools track system health, performance metrics, and security threats to provide real-time alerts and ensure optimal uptime.

Technical assistance

Whether you encounter software glitches, hardware failures, network disruptions, or cloud-related challenges, CloudFirst's expert technicians are on hand to troubleshoot and resolve issues efficiently. Their team provides guidance on configuration, system updates, and performance optimization to keep your infrastructure running smoothly.

Educational support and training

CloudFirst recognizes the importance of empowering users with knowledge. Their support services include training sessions, user guides, and best practices to help businesses maximize their cloud solutions, enhance security, and improve productivity.

By leveraging CloudFirst's support services, businesses can ensure the stability, efficiency, and security of their systems while minimizing downtime and operational disruptions. Their proactive and customer-focused approach guarantees that clients receive timely assistance, expert guidance, and tailored solutions for their unique IT needs.

Our EDGE-driven service model enhances operational efficiency and customer satisfaction:

- ▲ **Client onboarding & offboarding:** Streamlined processes for seamless transitions.
- ▲ **Proactive system monitoring:** Real-time tracking of infrastructure health.
- ▲ **Incident & problem management:** Structured issue resolution with minimal disruptions.
- ▲ **Service management & optimization:** Continuous service improvement and cost optimization.
- ▲ **Automated workflows & AI-driven decision making:** Enhancing operational speed and accuracy.
- ▲ **High-availability & disaster recovery solutions:** Ensuring business continuity.

Technical support & helpdesk services

CloudFirst provides 24/7 technical support across three structured levels:



1st line (service desk)

First point of contact for issue resolution.

2nd line (technical support)

Advanced troubleshooting and problem resolution.

3rd line (specialist support)

Expert-level diagnosis and vendor collaboration.

Each level follows a structured escalation process, ensuring rapid response and resolution, minimizing downtime, and maintaining business continuity.

Contacting service teams

Please use the following steps to initiate a support request:

Emergency support requests should be initiated through the main support number:

USA Toll Free: 877-525-4477

Europe: +44 20 4591 5708

Standard cases are opened through our Client Portal: clientportal.cloudfirst.host

Account management

CloudFirst provides dedicated account management services to enhance client experience and ensure seamless collaboration.

Our account managers serve as your primary point of contact and are responsible for:

Proactive IT strategy alignment

Regular consultations to ensure our solutions align with your business goals.

Performance & SLA tracking

Monitoring service levels and key performance indicators (KPIs) to maintain high-quality service.

Quarterly business reviews (QBRs)

Regular reporting on service performance, security audits, and optimization opportunities.

Escalation management

Ensuring swift resolution of technical or service-related concerns.

Billing & usage reports

Transparent cost tracking and service utilization insights.

Vendor coordination & integration support

Assisting with third-party service integrations for a seamless IT ecosystem.

Client portal

Our Client Portal clientportal.cloudfirst.host is a centralized hub that provides full visibility into your IT services.

Features include:

Real-time service monitoring

View system performance, incidents, and service status immediately.

Ticket management

Submit and track support requests, ensuring swift issue resolution.

User access controls

Manage permissions for internal teams to securely interact with the portal.

Billing & invoicing dashboard

Access invoices, usage reports, and budgeting tools.

Knowledge base & documentation

Guides, FAQs, and troubleshooting resources for self-service support.

Automated alerts & notifications

Stay informed about system updates, service changes, and security alerts.



Discovery Process

Conducting detailed discovery processes is critical for CloudFirst for several reasons:

Understanding client needs

It ensures CloudFirst fully comprehends the client's unique requirements, challenges, and objectives. This enables us to tailor our solutions to meet specific needs effectively.

Accurate solution design

By gathering detailed information about the client's existing IT environment and desired outcomes, CloudFirst can design accurate and effective solutions, avoiding costly missteps or rework.

Building trust

A thorough discovery process demonstrates CloudFirst's professionalism and commitment to the client's success. It builds trust and confidence in our ability to deliver on our promises.

Risk mitigation

Identifying potential issues and risks early in the process helps in planning and implementing mitigation strategies, ensuring smoother project execution and reducing the likelihood of unexpected problems.

Resource allocation

Detailed discovery allows for better planning and allocation of resources, ensuring that the right skills and tools are available when needed.

Enhanced communication

It fosters clear and open communication between CloudFirst and the client, ensuring that expectations are aligned, and any misunderstandings are addressed promptly.

Cost efficiency

By understanding the full scope and requirements upfront, CloudFirst can deliver cost-effective solutions and avoid unnecessary expenditures.

Overall, detailed discovery processes help CloudFirst deliver high-quality, tailored solutions that meet client needs and ensure successful project outcomes.

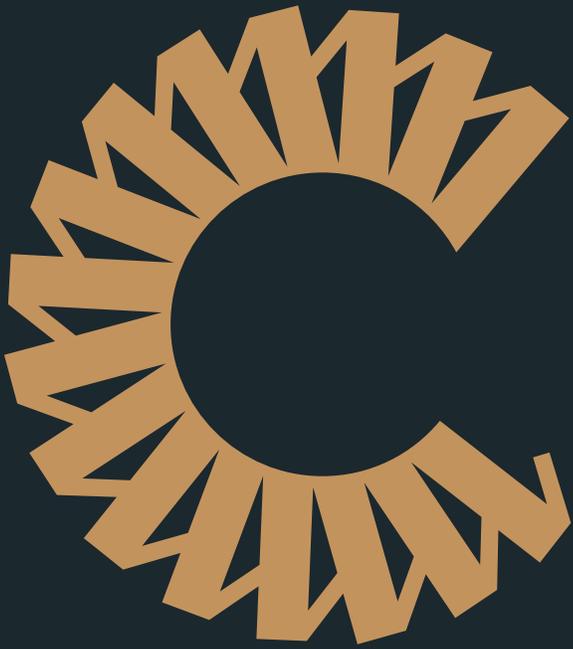
There are several processes that can be followed, with the preferred choices being:

1. During the sales cycle

- ▼ Process #1: HMC Scanner
- ▼ Process #2: Manual LPAR

2. During project kick-off

- ▼ Process #3: IBM i Discovery
- ▼ Process #4: AIX/Linux Discovery



Contact us

Email: contact@cloudfirst.host

Visit: cloudfirst.host