

## Delivering cloud managed services to a large information technology (IT) services company

<b>CHALLENGE</b>	A large IT services company wanted to transform how they deliver their managed print services to their clients while removing the burden of on-premises print servers from its enterprise clients.
<b>APPROACH</b>	Deloitte helped develop a standard reference architecture for the client process that could be consistently delivered for their customers.
<b>OUTCOME</b>	The modernization of their technology platforms provided the client with operational efficiencies, quicker innovation and business responsiveness, increased security and resiliency, and better scalability.

Our client, a large IT services company, wanted to transform how they deliver managed print services to their clients and remove the burden of on-premises print servers for its enterprise clients. Their customers were experiencing several pain points, including:

- High cost and complexity of printing
- Inefficient IT infrastructure footprints
- Lack of flexibility and scalability
- Insecure environment for print

Deloitte developed a standard reference architecture to consistently deliver processes across the client's customers. The project included:

- Developing an Amazon Web Services (AWS) target architecture
- Producing standard reports for AWS to include inventory, infrastructure dependencies, affinity connection reports, and utilization
- Extending the solution to the multi-cloud environment

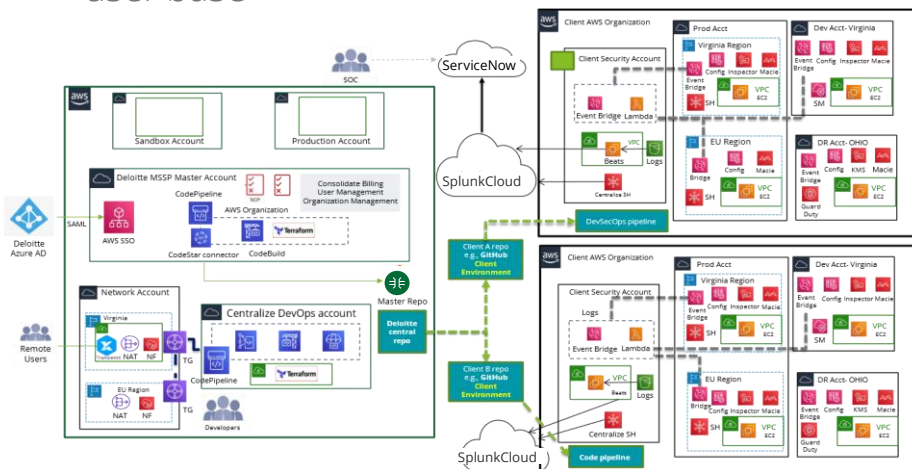
- Creating a highly automated set of process and tools that manage the complete managed print services through infrastructure-as-code
- Delivering a flexible security model that fully integrates the client's strict cybersecurity requirements
- Provisioning the AWS environment and managing the technical infrastructure to host dynamic routing

We supported the deployment of automation, standards, and guardrails to quickly stand up a production (to host production solution) and non-production (to develop and test solution) environments.

Through our work, the client transformed their legacy applications to a modern platform with an enhanced architecture, enabling quicker transformations for the client and their client's assets. This help them provide operational efficiencies, faster innovation and business responsiveness, increased security and resilience, and accelerated the managed print services adoption across the client's global enterprise customers.

## Cloud reference architecture | Cyber cloud managed services

Illustrative architecture for securely deploying AWS to support multiple enterprise applications and user base



## Scope and complexity

The project involved deploying, protecting, and managing:

- AWS EC2 instances
- AWS Firewall Manager
- Lambda
- AWS WAF
- AWS Advance SHIELD
- GuardDuty encryption keys and certificate manager
- AWS Transit Gateway
- Prisma Cloud

Cloud compliance frameworks for privacy and data protection criteria that meet standards and regulations like HIPAA, ISO 27001, SOC2, CCPA, PIPEDA, MITRE ATT&CK, CIS AWS Foundations Benchmark v1.3, CSA CCM, GDPR, HITRUST CSF V9.3, NIST-800, SOC2, ISO27001, and PCI DSS v3.

Industry compliance frameworks: Palo Alto Networks firewall, TrendMicro, Cloudstrike, Okta ASA/SSO, Prisma Compute, Nessus, Hashicorp Key vault, ServiceNow, etc.

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