

"Get Support" Service — Technical, Marketplace, and Integration Optimization Deliverable

Introduction

The CloudAtlas "Get Support" service is tailored for:

ISVs that have completed previous CloudAtlas services up to "Get Transactions" and want to further optimize their marketplace operations.

ISVs with mature marketplace operations seeking to scale further and achieve long-term success.

This service covers four core areas:



GCP Technical Foundations



Marketplace Management



Architecture & Integration



SaaSify Your Product

While GCP-specific guidance is a key focus, CloudAtlas also supports AWS and Azure to ensure multi-cloud alignment.

Sequential Service Overview and Phases

The "Get Support" service takes a **step-by-step approach** that begins with identifying the customer's most pressing needs. The first month is focused on **enablement, analysis, design, implementation**, and **kickoff**. Ongoing support will follow based on the areas of focus selected.

Step

Identify Focus Area (Initial Meeting)

- **Objective:** Understand the ISV's current marketplace operations and determine which of the four key areas (GCP Technical Foundations, Marketplace Management, Architecture & Integration, or SaaSification) need immediate attention.
- · Activities:
 - Initial discovery meeting to assess the ISV's operational needs.
 - Selection of one or more focus areas for the first month's activities

First Month Plan: Enable, Analyze, Design, and Implement



Enablement & Analysis (Week 1)

- **Objective:** Enable and analyze the chosen focus area to understand gaps, challenges, and optimization opportunities.
- Activities:
 - · GCP Technical Foundations: Review product stack, deployment models, and compliance needs.
 - Marketplace Management: Assess deal desk processes, private offer management, and vendor engagement.
 - Architecture & Integration: Analyze integration with enterprise systems and identify operational inefficiencies.
 - SaaSify Your Product: Evaluate readiness for transitioning to cloud-native SaaS models.

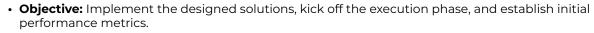
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Design (Week 2)



- Objective: Design tailored solutions and strategies based on the analysis.
- · Activities:
 - **GCP Technical Foundations:** Create a roadmap for GCP solution validation, including architecture design, security compliance, and click-to-deploy readiness.
 - Marketplace Management: Develop a plan for improving deal desk workflows, private offer management, and vendor operations.
- Architecture & Integration: Design integration improvements to streamline operations and enhance customer experience.
- · SaaSify Your Product: Outline a structured plan for transitioning to a fully integrated SaaS model.

Implementation & Kickoff (Weeks 3-4)







- GCP Technical Foundations: Begin implementing GCP validation requirements, including deployment model adjustments.
- Marketplace Management: Optimize deal desk processes, private offers, and vendor management.
- **Architecture & Integration:** Start integrating the designed solutions with enterprise systems and cloud platforms.
- **SaaSify Your Product:** Initiate the SaaS transition by implementing containerization, multi-tenant management, and ecosystem alignment.

Deliverables for First Month:

• **Customized Report** outlining enablement results, design plans, initial implementation progress, and next steps for ongoing support.

Ongoing Support and Scaling (Months 2 and Beyond)

After the first month's kickoff, the following ongoing activities will be carried out to maintain optimization and scale operations:

Continued Support for Each Area

GCP Technical Foundations:

Continuous refinement of technical architecture, deployment models, and compliance.

Marketplace Management:

Ongoing deal desk management, private offer handling, and vendor relationship optimization.

Architecture & Integration: Further integration

integration enhancements and operational streamlining.

SaaSify Your Product:

Continued support for SaaS transformation, ensuring ecosystem compatibility and transaction growth.

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Detailed Sections of the "Get Support" Plan



GCP Technical Foundations & Multi-Cloud Adaptation

- **Product Stack Analysis:** Define the components needed for validation, focusing on deployment models and compliance.
- Multi-Cloud Adjustment: Tailor recommendations for AWS and Azure, emphasizing architectural compatibility.



Marketplace Management

- Deal Desk & Private Offers: Optimize processes for handling private offers and custom transactions across GCP, AWS, and Azure.
- Operational Support: Provide ongoing management of marketplace operations, ensuring efficiency and compliance with each cloud provider's requirements.



Architecture & Integration Enhancement

- Enterprise Integration: Improve connections with enterprise systems, focusing on seamless GTM operations.
- Operational Streamlining: Implement automation and managed services to enhance the customer experience across cloud marketplaces.



SaaSification & Ecosystem Alignment

 SaaS Transition: Guide the transformation to a fully integrated SaaS model, emphasizing ecosystem compatibility and cloud-native deployment.

What We Need from You

To ensure effective support and optimization, we require:

Technical Documentation:

Information on current architecture, deployment models, and integration processes.

Marketplace Operations

Data: Insights into deal desk processes, private offers, and vendor management.

Internal Resources: Access to technical and operations teams for collaboration on SaaS transition and integration efforts.

Timeline and Next Steps

First Month Plan:

Week 1: Enablement & Analysis of chosen focus area.

Week 2: Design tailored solutions.

Weeks 3–4: Implementation & Kickoff, establishing metrics and initial results.

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Ongoing Support: Adjust focus areas, refine strategies, and scale based on performance metrics and customer priorities.

Why Choose CloudAtlas?

GCP Expertise & Multi-Cloud Adaptation: Extensive knowledge of GCP-specific requirements, with additional support for AWS and Azure adaptation.

Marketplace Operations
Excellence: Proven strategies
for optimizing deal desks,
private offers, and operational
efficiency across cloud
marketplaces.

Advanced Integration & SaaS
Transition: Deep expertise in
enhancing architecture,
integration, and transitioning
to cloud-native SaaS models.