Introducing Microsoft Azure Lighthouse

Enabling partners to deliver differentiated managed services

Azure.com/lighthouse

Organizations increasingly rely on Microsoft managed service providers or partners as they migrate larger workloads to the cloud faster than ever. They also demand deeper engagement from their partners, expecting them to lead their organizations to new heights using cloud technologies.

To achieve this, service providers need to reduce operational overhead so they can manage their customers' cloud estates at scale and focus on leading their customers through the digital transformation journey. Whether they're delivering managed services or migrating workloads to the cloud, Microsoft partners need access to the most advanced technology and are looking for the platform to deliver more for them and their customers.

Overcoming challenges in the growth of managed services

Today, partners offering managed services on Azure manage thousands of customer resources on hundreds of customer accounts using guest access or Full Admin On Behalf Of access through the Cloud Solution Provider program. However, in regulated markets with strict compliance policies, granular access to cloud resources becomes an important requirement.

Management of the cloud increasingly requires investment in layers of automation that stitch in third-party tooling to deliver monitoring and analytics for building consolidated operational views. This method is difficult to scale and prone to breakage when automated.

"With this set of capabilities, we will be able to manage all subscriptions ... from a single portal."

—Wesley Haakman, Lead Azure Architect, Intercept

Scale and efficiency are key to growth

Given the assessment, migration, app dev, and business transformation capabilities that managed service providers offer, automation is key for scale and efficiency. This will propel partners to the next level, eliminating manual, foundational tasks and enabling them to focus on differentiated services for their customers.

Microsoft is dedicated to helping its service provider partners by providing a set of service provider-optimized capabilities, Azure Lighthouse, to simplify management with higher automation and efficiency at scale.

> *"The benefits that Azure Lighthouse provides are unparalleled. This offering is a game changer for managing Azure at scale."*
> **—Stanislav Zhelyazkov, Cloud Infrastructure Engineer, Sentia**

> *"Azure Delegated Resource Management … simplifies onboarding new managed services customers, ensuring our high security and compliance standards are met."*
> **—Ilja Summala, Group CTO, Nordcloud**

Azure Lighthouse: Manage at scale with maximum profitability

Azure Lighthouse provides capabilities for cross-customer management at scale for partners to differentiate and benefit from greater efficiency and automation. It also provides end customers greater visibility into service provider activities, increasing transparency and trust.

These foundational management capabilities work consistently across Azure services, all licensing models, and through the Azure marketplace, enabling newer ways to reach customers with a better onboarding and management experience.

> *"Azure Lighthouse is an innovation that simplifies our operations to help hundreds of enterprise customers transform their business."*
> **—Wolfgang Grausam, Vice President Managed Cloud Services for Microsoft Cloud, T-Systems**

> **Find out more at azure.com/lighthouse**

Key benefits

Partners can now manage customers' Azure resources with higher efficiency using foundational capabilities built throughout the Azure platform, setting managed service partners on a more profitable path. While the number of customers and managed customer estates grows, cost of operations can be controlled.

Automate and scale cloud management	Enable your customers with greater visibility and enhanced security	Expand your reach with multiple avenues for enabling management
Minimize manual cloud operational activities and manage your customers' Azure estates at scale with cross-customer management features.	Build better satisfaction and trust with your customers by providing them with greater visibility of service provider activities, enhanced security, and IP protection.	Deliver a better managed Azure experience with integration of Azure Lighthouse across multiple markets, Azure services, and tooling scenarios.

Manage across customer resources and subscriptions from a single control plane

Manage multiple customers directly from your own account with the hero feature Azure Delegated Resource Management, a resource projection feature. Eliminate manual effort in accessing each customer account separately. View aggregated customer actions, logs, alerts, and monitoring views as well as gain insights into consumption, health, and status, even at the resource level

Simplify customer engagement through automated workflows

Program and scale your operations, such as customer onboarding, by abstracting your management IP or templates in your account based on Azure Lighthouse's automation capabilities, (for example, policy template) and applying it across hundreds of customers.

Protect your management IP

Your unique management IP, such as policy templates, is protected in your own account to be used with customers at scale, while your customers' information is not intermingled with other customers' information.

Provide precise and granular access to customer environments

Customers now have the ability to determine the proper level of granularity and scope of your access to their Azure environment. They no longer have to manage your credentials manually in their environments.

Enable customers to view and manage across partners from a single control plane

Now customers have increased transparency and auditability into service provider activities through a single control plane that gives them access to tracking logs, alerts, service health, and monitoring.

Access customer resources seamlessly through new partner offers

Integrate these features into your managed service offering in the marketplace or through ISV managed apps, or access your customer directly with these benefits post-licensing. All mechanisms avail Azure Lighthouse capabilities, allowing you to manage at scale.

Manage across customers within all Azure services

Azure Lighthouse's integration into major Azure services (for example, AKS, Policy) makes their management more efficient, secure, and scaled for your customer.

Reach customers through any mode (marketplace, API, UI, ARM) and any licensing program

Azure Lighthouse covers all licensing and sales constructs, with its capabilities appearing in any Azure management portal or API that is called through the licensing platform. Manage with flexibility through multiple options for integration and extension— programmatically (API, ARM), Azure portals, existing toolsets, ITSM, and other scenarios.