

 Distributed Cloud

 SCC

scale

Simplifying your cloud strategy.



distributed cloud

simplifying your cloud strategy

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Solutions: Distributed Cloud

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Which cloud?

Private, Public, Hybrid or Distributed

Distributed Cloud computing is the first cloud model that incorporates physical location of cloud-delivered services as part of its definition. Distributed cloud has three origins: public cloud, hybrid/multi cloud and edge computing. Public cloud providers have supported multiple zones and regions for many years. With packaged hybrid offerings, Public Cloud services can now be distributed to different physical locations, for instance, the edge.

Cloud services from public cloud providers become distributed out to specific and varied physical locations. Operations being physically closer to those who need the capabilities enable low-latency compute whilst maintaining a consistent control and support function to administer the cloud infrastructure across all environments.

Latency dependant applications linked to significant IT investment and security have always been challenges to moving workloads to the public cloud. These packaged Distributed Cloud models can deliver major improvements in performance due to the elimination of latency issues, as well as reduce the risk of global network-related outages in secure or mission critical environments.

Distributed Cloud creates strategically placed substations of compute, storage and networking infrastructure that can act as shared cloud pseudo availability zones. Gartner uses the term 'substations' to evoke the image of subsidiary stations, for instance branch post offices, where people gather to use services.

Because Distributed Cloud substations are the responsibility of the service

provider, the key cloud value propositions of productivity, innovation and support remain intact. In fact, by 2024, most cloud service platforms will provide at least some Distributed Cloud services that execute at the point of need.

Why Distributed Cloud?

Cloud native businesses used to be known as disruptive by definition. Most organisations utilised traditional on-premises infrastructure and early adopters of cloud computing in all sectors gained competitive advantage through agility, often able to grow and adapt at a much faster pace than rivals who were tied to traditional on premises infrastructure. The ability to grow and adapt has in some cases reshaped industries. Cloud computing enabled fresh thinking and the ability to target long-term paint points with new, innovative business models.

Fast-forward to today and we've seen a widespread shift in the way organisations approach cloud computing. Cloud is no longer a unique proposition for high-growth start-ups and, according to Gartner, enterprise IT spending for cloud-based solutions will grow faster than traditional (non-cloud) IT offerings over the next two years. As more and more traditional organisations

move projects and solutions to the cloud, Gartner forecasts the shift to cloud across key enterprise IT markets will increase by 150%.

It is becoming the norm for enterprises to deploy workloads across multiple public, hybrid, and edge cloud platforms. To reduce complexity and accelerate business outcomes in this multi cloud world, leading IT organisations are seeking to operate more cohesively with a consistent hybrid cloud, which requires a modern, cloud-ready IT infrastructure on-premises to reap the benefits of cloud at scale.

Gartner suggest that organisations without a Distributed Cloud strategy will likely fall behind. As is well established, in the post COVID-19 world, we're operating in a new normal, where agility, flexibility and all the benefits of a Distributed Cloud strategy are more important than ever before. The opportunity for large enterprise organisations, typically with greater budget, resources, and people power, is to accelerate their cloud journey faster than their competitors to take full advantage of modern cloud architectures.

150%
increase in consumption of
cloud-based enterprise solutions
over the next 2 years

Gartner report

we adapt.

Distributed Cloud platforms explained

Public Cloud

Despite having less control, lower costs coupled with flexibility and scalability makes the public cloud a strong option for many workloads. Organisations working with big data will be eager to take advantage of the analytics services and scalability provided by the public cloud. Those looking for capex free infrastructure will be happy to shift operational workloads such as web applications into the cloud.

The public cloud is best suited for organisations looking to offload management of their IT infrastructure, enjoy instant scalability, and optimise their infrastructure spend. Differing delivery models from the public cloud providers mean that organisations can also elect to move applications such as email, CRM, and HR to a consumption based service with solutions such as Office 365, G-Suite, Concur and Salesforce.

Hybrid / Multi Cloud

Hybrid cloud combines on-site infrastructure with public and/or private cloud environments. In the private cloud hardware and software are dedicated to your organisation or are provided by your Managed Service Provider, such as SCC's Cloud+ and Sentinel Services. Since no one is sharing your resources, you reduce the chances of data security issues. This means you can take advantage of many public cloud benefits but with greater control.

Using a hybrid solution means you can finetune your cloud environment to match your organisation, and precisely deliver the benefits you need the most. Multi-cloud is a strategy where an organisation leverages two or more public cloud computing platforms. Organisations that do not want to depend on a single cloud provider may choose to use resources from several providers to get the best benefits from each unique service. Hybrid cloud introduces a level of complexity that requires tight control. Partnering with a reputable, experienced specialist such as SCC is the best way to handle your specific organisational requirements.

Edge Computing

Gartner defines edge computing as "a part of a distributed computing topology in which information processing is located close to the edge – where things and people produce or consume that information." At its basic level, edge computing brings computation and data storage closer to the devices where it's being gathered, rather than relying on a central location that can be thousands of miles away. This is done so that data, especially real-time data, does not suffer latency issues that can affect an application's performance. In addition, organisations can save money by having the processing done locally, reducing the amount of data that needs to be processed in a centralised or cloud-based location.

Edge computing was developed due to the exponential growth of IoT devices, which connect to the internet for either receiving information from the cloud or delivering data back to the cloud. And many IoT devices generate enormous amounts of data during the course of their operations. It is the introduction of the Hyperscalers Edge Platforms, such as Outpost from AWS and Azure Stack from Microsoft that seamlessly link the Distributed Cloud elements.

enabling scale.

helping your business to scale at speed

What's best for my organisation?

With the average cloud waste for a business running at 35%, it's important to optimise your cloud experience. This is especially true for the public sector where the drive to become cloud-first, has led to the selection of sub-optimal cloud environments.

Unfortunately, many organisations have failed to establish the right mix of IT services and choose wisely between public, private, and hybrid cloud. Mapping your applications to the most suitable IT environment can be tricky without the right strategy. But, by reviewing each individual workload, you can deliver an application plan that includes the perfect blend of platforms for your organisation.

SCC delivers Cloud Readiness Assessments and works with its customers to assess their entire application landscape and related areas including financial, business, operational and environmental factors. We offer guidance on the suitability of existing applications to move to the public cloud, areas of potential quick wins and budgetary figures for migration, including application refactoring where appropriate. Our assessment solutions offer

a review of your application architecture and lifecycle, a benchmarking of your existing application services, feedback on an application's suitability for public cloud, early analysis on the most appropriate target architecture and choice of deployments including on-premises, hosted, private, public, hybrid or distributed.

35%
of cloud storage
is wasted due to
non-optimisation



What IT decision makers are saying

In January 2020, SCC surveyed 550 senior UK IT decision-makers from 11 different sectors for its latest IT Insights Report, gaining a valuable understanding of how organisations view the importance of strategic cloud services. The benefits of adopting a new cloud strategy are clear, yet evidence suggests something is still holding organisations back, with just 16% stating that a cloud-based IT service would have a positive overall impact on business performance.

Overcoming the cloud fear factor

Some senior executives are concerned about investing in a new cloud model, from the start of the process to the eventual management and control, and all the IT processes that sit in between. Adopting a new cloud strategy is disruptive and the significant investment must deliver meaningful benefits.

This is evident in the results of SCC's IT Insights Report, with more than half of organisations 'considering or exploring' options for using hybrid cloud technology. Just 46% of organisations already have a full organisation-wide policy for adopting cloud IT. So, what is holding organisations back?

Data protection

47% of survey respondents said data protection is a challenge of a cloud-based IT service for their organisation compared to an on-premises solution. Concerns over data protection and sovereignty can be real barriers to the adoption of cloud services – which is why working with a supplier that can provide genuine capability and a proven track record is vital. CIOs can't help worrying about their data. This makes them risk-averse and holds them back from committing to any option that is unproven in their eyes.

We believe that organisations have two key areas of concern. Firstly, the worry that they are not in ultimate control of who has access to their data. In theory, all public, as well as private, cloud services will provide the very highest levels of security. But if customers still

don't feel it's entirely safe, they are not going to take the risk. The second is to do with data sovereignty and whether or not the data that is collected in the UK and is regulated by UK law, is retained in such a way – and location – that it can be deemed to be under the full control of the organisation.

Limitations of cloud-native

Multi-cloud (services from multiple cloud providers) has been a major force in the last few years. Businesses have seen benefit in electing to utilise cloud services from multiple vendors to optimise delivery, blending IaaS and SaaS services

A multi-cloud solution has additional considerations that need to be taken in to account, including secure connectivity, performant connectivity, overarching security and appropriate support

SCC's IT Insights Report indicates that many perceive public cloud as the lowest-cost option, with more than half of respondents (54%) believing it will be more cost-efficient than private cloud in the coming years. Interestingly, almost two-thirds (64%) of respondents who work in the public sector believe public cloud services will deliver lower costs. In the private sector, this figure is closer to a third (36%). Managing cost in the public cloud, and cost optimisation is an ongoing challenge which should not be overlooked. SCC's public cloud division, Oworx, has developed the Oworx Hub which, through a single secure sign-on gives role-based access to all of an organisation's public cloud environments, allowing visibility of consumption,

cost optimisation and cloud governance.

Training

The trick to making cloud services really work for your organisation is working with a supplier that understands your needs and those of your users and has the expertise to provide the right level of training and support. SCC IT Insights Report revealed user training to be one of the top concerns holding back adoption of adoption of cloud services, with 39% of respondents citing it as a worry.

In our view, this is more to do with unfamiliarity and uncertainty than anything else. And it really underlines the need to work with an established, trusted and capable supplier who can give you all the user training and support you need, every step of the way. Do organisations lack the resources to adopt cloud services effectively and at scale? People problems are rife in industry today. As part of our Cloud Readiness Assessment, our architects identify knowledge gaps within an organisation, and recommend training options in line with their specific goals. By partnering with a service provider such as SCC, with Oworx for public cloud, organisations can be confident that they have access to all the skills required to deliver the discovery, design, implementation, support and optimisation of public cloud, whilst growing their in-house capabilities over time.

we optimise.

What IT decision makers are saying

Migration

Migrating IT services to the cloud is a big change and one that every organisation wants to make sure they get right. There is bound to be some concern that things won't be the same, that there will be technical issues and it will be harder to manage and orchestrate the different resources that are integrated within a hybrid infrastructure – cloud services, applications, on-premises solutions and the networking and communications that link them all together.

SCC and Oworx can provide a full analysis of your infrastructure and applications, provide a business readiness assessment to ensure your process and people are ready for the shift to public cloud, and provide a full migration plan with complete costings. We compare the 3 major public cloud vendors along with SCC's own cloud offering and on-prem options. This gives you an unbiased view of where to put each workload, based on the application, how it is utilised, and its suitability for the cloud. The key to success is to start small and identify one or two workloads to move at the beginning of your migration, learning lessons along the way.

Financing the move

The benefits of the cloud are well understood, but whilst performance, scalability and flexibility are relatively easy to deliver, you need real expertise to ensure that you can achieve the very best levels of cost-efficiency. You don't have to purchase or maintain hardware platforms on which to run apps and data, and the generally accepted wisdom is that a pay-as-you-go model for software is always going to be cheaper than a perpetual license.

SCC has strong relationships with the top 3 cloud vendors as well as more traditional vendors such as HP, we can leverage those partnerships to provide access to migration programs and discounted infrastructure to reduce the cost of migrating to a new platform. In addition to migration costs, it is also important to consider the impact on your costs when your applications are running on your new platform.

SCC can also help finance investments by converting CapEx to OpEx through its specialist technology leasing division, SCC Capital. SCC Capital offers multiple financial options for your IT according

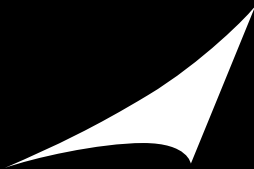
to your specific requirements. This gives you the flexibility to scale, save and reduce value risk, with predictable costs for new technology. We help you realise the value of technology by protecting you from depreciating costs, releasing capital to invest in other growth areas and eliminate the uncertainty of disparate technology costs. We offer three core finance services: Finance Lease, Operating Lease and Software Lease. The service you choose will depend on your circumstances, strategy, cash flow, working capital and other factors.

Measuring ROI

One of the main drivers for cloud is cost. The technology is seen by many organisations to be a way to run services more cheaply, partly because of the pay-as-you-go model and partly because of the shift from a CAPEX to OPEX operating model. One of the main barriers to cloud adoption is a perceived inability to measure the savings on initial costs, implementation costs, customer satisfaction, extra flexibility (scalability), what systems are being displaced as cloud replaces them, filling the knowledge gap, and all the other established benefits of cloud computing.

CIO.com suggests measuring eight key business metrics to help articulate direct and indirect benefits to the business:

- Speed and rate of change
- Total cost of ownership optimisation
- Rapid provisioning and the ability to scale in hours, not weeks
- Increased margin and cost control
- Dynamic usage
- Risk and compliance improvement
- Enhanced capacity utilisation
- Access to business skills and capability improvement



Our approach

Engagement and delivery



we innovate.

Delivering outstanding customer experiences by partnering with our customers to truly understand their short- and long-term goals and objectives is fundamental to SCC's approach to Distributed Cloud. We work with you to build an IT infrastructure roadmap that will help you achieve these goals, with additional benefits along the way. We can help you accelerate projects, improve productivity, ensure security, be more efficient, reduce costs – and we do this by reviewing where you are now, where you want to be, and implementing the appropriate cloud journey to help you get there.

We want to help you realise and measure the benefits of moving to the cloud. That's why we don't simply replicate existing inefficiencies in a new

environment; we learn about your business to ensure the best recommendations for your cloud strategy. According to Gartner, up to 80% of organisations will overspend in the public cloud due to a lack of focus on cost governance. In addition, 45% of organisations that perform 'lift and shift' migrations to cloud without proper cost optimisation governance will be over-provisioned by as much as 55% and will overspend by up to 70% during their first 18 months. Our Oworx team will work with you to determine the correct migration approach ensuring efficient delivery in a controlled manner.

Managing cloud spend is a top challenge for enterprises. Pay-as-you-go is one of the cloud's greatest benefits but left unchecked costs can quickly spiral out of control

and blow customers budgets. Proactive monitoring, strategic design reviews and ongoing assessments give you the best possible experience when using the cloud. We give you greater visibility of your data centre, ensuring it is designed to provide the best balance between cost and performance.

Impact of COVID-19

For years we have been talking about the rate of business change and shift to a new, modern way of working. This was before an unprecedented, unforeseen global pandemic that, almost overnight, changed the way we live and work indefinitely.

With very little notice, organisations had to empower an entirely remote workforce, forcing a widespread reevaluation of how IT infrastructure will continue to meet new demands at significant scale. These conversations were already taking place but now must be expanded and accelerated beyond all previous expectation.

Looking ahead to the immediate, mid- and long-term, services that are delivered from the cloud will be critical for new and emerging businesses in the coming years. By adopting a Distributed Cloud model and siting the right workload on the right platform traditional businesses can close the gap on the cloud native companies. As the move to the cloud accelerates faster than ever, organisations must work to understand how they connect to the cloud, where the edge of the cloud exists relative to their distributed user base, and ensure the resilience of their infrastructure.

In June 2020, Microsoft reported a 775% increase in the use of its cloud services in regions that have enforced social distancing. This is evidence of an expected growth in dependency on cloud services that will continue in the coming years as organisations continue to protect the safety and wellbeing of employees. Some that have noted productivity and even cost benefits from global homeworking might adopt it as permanent policy and reduce in-office headcount, placing even greater dependency on cloud services and an infrastructure that can support it.

How organisations connect to cloud resources and how they are distributed geographically plays a critical role in application performance, availability, and usability. During the COVID-19 pandemic and beyond, it is vital to protect production and mission-critical applications from disruption through resilient and redundant network architectures that can

respond to real time changes. Even the smallest down time can be costly, causing lost productivity, lost revenue, lost data, and in some cases even irreparable impact to brand credibility.

775%
increase in cloud services
in regions that enforced
social distancing

Microsoft June 2020



#StrongerTogether

How we've helped our customers through this crisis

Mitie Care & Custody turns to SCC to deliver a secure IT infrastructure

Mitie Group, the well-respected FTSE listed company, provides facilities management, consultancy, project management and a range of specialist services that connect people with innovation and technology. Mitie is the largest supplier of immigration detention services to the UK government with a turnover of over £100 million. The business unit within the Mitie Group delivering the Escorting Services contract is known as Mitie Care & Custody.

In December 2017, Care & Custody was awarded its largest services contract to date, directly from the Home Office – a ten-year contract valued at over £500 million. The contract had a go-live date five months from the award date. Therefore, the partner selection to deliver the underpinning IT platform was critical to the successful delivery of the initial mobilisation project. Building on a successful existing relationship, Mitie engaged SCC, who, within the overall delivery plan, had just four months to design and implement a secure IT platform, with associated services, that would mobilise the Mitie Care & Custody workforce to enable its service delivery for this Home Office contract.

With this small mobilisation timeframe Mitie required a complete outsourced IT infrastructure that could be purchased 'off the shelf'

and be ready for use within five months. This would be a challenge in any situation but additionally the platform had to meet stringent Home Office security requirements. The selected cornerstone of the solution was SCC's Sentinel platform: a secure public sector cloud service. Sentinel, which was originally the first Pan-Government Accredited public sector cloud platform (August 2012), operates to an OFFICIAL/ OFFICIAL Sensitive (as was IL2/ IL3) security standard. The platform was also built and continues to conform to the Government's 14 core NCSC cloud security principles.

Mitie Care & Custody became fully operational on the Home Office contract on 1st May 2018 underpinned by an IT infrastructure from SCC. The approximate 1,200 Care & Custody professionals were all empowered to be able to undertake their duties, logging cases and ensuring the welfare of those in the care, from the go live date of the contract. Mitie Care & Custody IS Mobilisation Lead Ian Hepburn said: "Having a partner that could provide a government approved and accredited cloud service was essential to us. With the short timeframe available to mobilise this Home Office contract it would have been almost impossible to develop the required capabilities to this standard of security from scratch.

"We came to SCC because we did not want to have multiple solutions, from differing providers. We needed a trusted

pair of hands that could provide solutions across the entire range of our IT needs. The depth and breadth of the SCC solutions available, from connectivity to cloud, and their overall capability meant we had one provider to go to for everything. This reduces our complexity, reduces operational risk and maintains the highest level of service possible for our customer."

WHSmith partners with SCC for digital transformation

With over 1,000 stores on the high street and in train stations, airports and hospitals, WHSmith is one of the UK's leading retail groups. As part of a large project to transform its core infrastructure, SCC was selected to deliver a five-year infrastructure outsource contract, including (but not limited to): Service Desk Services, Data Centre Services, Major Incident, Problem & Change Services, and Data Centre Migration.

Ian Windsor, Group IT Director at WHSmith, said: "Technology is critical for us to what we're trying to achieve. We need to ensure that tills operate, so staff have the tools they need to serve customers. We also have a lot of technology behind the scenes. We have hundreds of thousands of products in our stores and very complex ways of deciding what stock goes to what store and that's all driven by technology. We are critically dependent on the IT suppliers that we have, so we need a partner that does its role properly and doesn't rely on us to manage them.

"SCC has managed to really plug into that gap and run the services as an extension of my team, which is brilliant. We've also got a number of other projects going through with SCC and so far, they're going very successfully. Having that quality of people really helped us. Virtually everybody we met was a real upgrade, versus previous partners. We've maintained a very good working relationship with SCC. They really add value for us – we got what we wanted."

Modernisation of the migrated environment is now complete. As the WHSmith equipment neared end of support, and under a new five-year contractual agreement SCC engaged on a significant project to migrate all WHSmith workloads to SCC's Private Cloud+ Environment. This successful project has delivered a more robust and scalable Private Cloud environment meeting the needs of the company's requirement to support low latency application dependencies with legacy mid-range applications. The service is performant and service quality and uptime has improved.

we partner.

#StrongerTogether

Secure Trust Bank picks SCC as its long-term strategic IT partner

Secure Trust Bank (STB) is a well established brand in the UK retail banking sector, founded in 1952. As a bank, it looks after people's savings and lends money to consumers and small businesses. In 2011, it launched on the AIM section of the London Stock Exchange and in 2016 it was successfully listed on the Main Market. Its vision is to build the best bank in Britain, and so it chose SCC to help it on its way.

Roy Aston is Chief Technology Officer at STB. He said: "Remaining competitive in today's economic climate is critical to achieving our plans. We can only do that by ensuring that our systems are built to support and complement our business objectives. Our overarching goal is to build the best bank in Britain and to do it in a manner that's both straightforward and transparent for our customers and for us as colleagues.

"We have a track record of successfully integrating businesses into STB Group, therefore it's crucial we remain flexible so that when opportunities arise our IT strategy is an enabler rather than a blocker to growth. What helped SCC win our business was their approach to both the bid process and how they would manage the initial operation."

In 2015, STB undertook a strategic review where it examined its approach to how it provisioned systems and all associated IT services. Up to that point, STB had either

sourced or developed and managed virtually everything in-house. When selecting an organisation as its strategic cloud hosting partner, Aston says STB, "took for granted that its short listed organisations would all meet its criteria for measures such as availability, scalability, reliability and security."

"It appears both SCC and STB share the same ambitions for their businesses even though we operate in different markets. In today's environment that's really refreshing and a credit to SCC."

Oworx partners with AWS to help Cambridge University Hospitals launch PPE training website

Amid the on-going COVID-19 outbreak, Cambridge University Hospitals NHS Foundation Trust (CUH) had an immediate and urgent requirement to provide critical training on how to correctly put on and remove Personal Protection Equipment (PPE) to protect them from contracting and spreading the virus.

CUH built a new training website prior to lockdown measures being implemented in the UK, hosted locally. The website it is a resource for the whole of the NHS on the practical aspects of PPE, developed in collaboration with experts in infectious diseases at CUH. In order to launch the website as quickly as possible, CUH asked Oworx for support in architecting and deploying the infrastructure required to host this website in Amazon Web Services (AWS).

Within 48 hours and at zero cost to CUH, Oworx specialist

team had built and deployed the infrastructure, with teams in the UK and Vietnam volunteering their time outside of working hours to provide further development of the website to enable additional and enhanced features. These included a CI/CD pipeline to allow agile continuous development and improvement of the website, and governance around change process, as well as providing project management to ensure we meet the tight timelines of launch.

The website, which details day-to-day scenarios encountered in a COVID-19 pandemic, such as what to do with equipment after they have become contaminated and how to move around on a ward wearing what PPE, is reflective of Public Health England (PHE) guidance and will be updated as new guidance is released. It delivers a simple multiple-choice question and has PHE resources such as the newly released tables covering all UK healthcare scenarios.

Dr Matthew Butler, Consultant Geriatrician, said: "This support from us, front-line health workers fighting COVID-19 and our local community, goes to other health workers around the country. Our aim is to do our bit to keep NHS staff safe. I want to extend my warmest heartfelt thanks; I will be forever grateful for all the efforts of SCC."

In a statement supporting the website and highlighting its value, the Health and Safety Executive said: "Knowing what PPE to wear and having PPE in stock in this pandemic is only part of the picture; training staff in the correct use of PPE is equally vital."



why choose us?

simplifying your cloud strategy

Digital transformation is the driving force behind every successful enterprise, with every new business initiative underpinned by technology. The opportunity to dynamically scale and run applications more efficiently is pivotal to delivering digital evolution. We understand this and support legacy IT investment, while embracing AWS, Azure, GCP, Private Cloud, Hybrid Cloud, on premise and hosted solutions.

From an initial assessment and design through to implementation, management and optimisation we support your data centre strategy. We work with you to understand your business goals, current and future technology needs, your people and processes, and create a next generation Distributed Cloud strategy.

Distributed Cloud involves a risk management methodology that can help mitigate challenges around risk, and we integrate security controls that are consistent across physical and virtual systems, as well as those in the cloud. By staying ahead of technology innovations, we help you boost revenue, cut costs, and develop infrastructure for efficiency and reliability.

Distributed Cloud is vital for you to address the ever-increasing demands for faster innovation. A modern data centre gives you the agility and scalability to support innovation and growth. During the COVID-19 pandemic, the speed at which we helped customers scale in order to adapt quickly to fundamental change is testament to our experience and expertise.

Find out more

Hopefully this guide has given you a flavour of what we have to offer. Why not get to know us a little better?

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Email us

If you would like to book an appointment to discuss any requirements please email: online@scc.com

Talk to us

If you have any queries about our services, would like to speak to someone in more detail, or simply want to book a meeting, you can always speak with us directly via your normal point of contact or call the SCC Main Reception on: 0121 766 7000

Go online

Check out our website for full and up-to-date information about all our services. scc.com