

MANAGED PUBLIC CLOUD – AZURE

Backed by our years of enterprise experience

Empower your teams to innovate, while we take care of your ongoing cloud management. With our Managed Public Cloud service, you can leverage the expertise of our certified technical specialists. We'll maintain, manage and help protect your Azure environment 24x7.



PEACE OF MIND
EXPERT MANAGEMENT OF YOUR
COMPLETE AZURE ENVIRONMENT



PROACTIVE 24X7 SUPPORT
WITH ONGOING ISSUE RESOLUTION
TO MINIMISE DISRUPTION



BACKED BY THE TELSTRA EXPERTISE
COMPLETE RANGE OF ENTERPRISE
SERVICES AT YOUR FINGERTIPS



FREEDOM TO INNOVATE
FOCUS YOUR TEAM ON
STRATEGIC INITIATIVES
AND NOT MAINTENANCE

Proactive enterprise management

- **Operating System (OS) monitoring and alerting** – Up to and including the Operating System alarming and incident response.
- **Patch management** – Ongoing patching of your Windows and Linux environments.
- **Capacity and performance management** – Graphical insights of the performance of your environment.

Backup and snapshots

- **Backup management and maintenance** – Configuration and ongoing data backup management for Azure Platform Layer.
- **Restore backups** – Recovery and restoration of your critical data.

Support and incident response

- **Proactive troubleshooting and escalation** – 24x7x365 proactive alerting.
- **Unified support desk** – ITIL-based single help desk for all your Telstra cloud products.
- **Support response SLA** – Response and restore SLAs.

Service management

- **Service catalogue** – Extensive cloud service catalogue to support your enterprise.
- **Nominated service delivery manager** – Assigned delivery manager for end-to-end support.
- **Executive summary report** – Monthly report capturing breakdown of total incidents, usage and uptime information.

Security and governance

- **Antivirus configuration, updates and maintenance** – Real-time antivirus/malware monitoring and continued updates of antivirus signatures.
- **Access control and permissions** – User-based for Azure platform.
- **Change, problem and request management** – Carried out in line with your IT Service Management processes.

Cost Management and Reporting

- **Cost optimisation** – See your usage and cost data in a unified dashboard, powered by RightScale.
- **Predict application costs** – Forecast your future costs for prospective cloud applications.
- **Automated reporting** – Email automated reports to managers to uncover unexpected costs.

Ask us about our full suite of Cloud Services



Cloud consulting and professional services

You can depend on our highly accredited and experienced teams for guidance and architectural assistance. We'll implement a detailed step-by-step migration plan, to ensure a smooth transition with minimal impact to your business.



Applications in the Cloud

We can develop and manage your cloud and mobile applications, such as Microsoft Office 365 and Microsoft SharePoint. This includes optimising your application integration using the latest cloud-based platforms. We deliver end-to-end value – which is key to ensuring you benefit from the full capability of your applications.



Enabling multi-Cloud – Cloud Gateway

This service enables you to securely connect to multiple cloud environments from the one place. You get a single point of accountability for cloud access, helping to reduce IT complexity and unlocking the full potential of your cloud services.



Cloud choice and flexibility

As a multi-cloud provider, we offer an expanding range of leading private and public cloud platforms. We'll help you develop a complete cloud strategy for your distinct business needs.

Microsoft
Partner



Gold Cloud Platform



Microsoft Australia Partner Awards
Celebrating Excellence

Winner
Excellence in Managed Services

Telstra is a Microsoft Gold Cloud Platform partner equipped to help customers of all sizes design, architect, build, migrate and manage their workloads and applications on Azure.

- 🏠 [contact your Telstra Account Executive](#)
- ☎ [1800 620 345](tel:1800620345)
- 🌐 telstra.com.au/business-enterprise/cloud-services

