

For further information please contact
your local Crayon representative

CLOUD MANAGED SERVICES

Flexible Managed Services For Your Public, Private and Hybrid Clouds

Supported Platforms

Microsoft Azure delivers a collection of integrated cloud services, and as a long-standing Microsoft Partner, Crayon help our customers and partners by delivering a unified management approach. Our wide range of managed services help customers reap the benefits of the **Azure platform**.



The Crayon Managed Services Portfolio is delivered by a dedicated team of cloud experts who can render support with defined and agreed SLAs removing the day-to-day management burden from your IT staff.

Our Service Guarantee



Multi-technology Expertise



Scalable Expertise



Highly Available Service



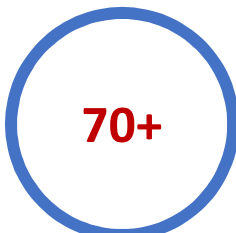
Proven IT Best Practices



Flexible to your needs



Secure



STAFF



SHIFTS



OPERATIONAL

ITIL V3.0
ISO 27001 & ISO 20000 delivery center
Microsoft GOLD Partner

NOC

Network Operation Center

Our Managed Services Key Features:

- 8x5/16x5/24x7 complete monitoring of Cloud
- Integration with existing tools or providing a tool with Service Desk
- Unlimited customised dashboards with partner and customer view
- Cloud OS Administration (user and process management)
- Server Management (updates, upgrades & patch management)
- Deployment and controlled redeployment in a crash event
- Analysis of events and logs to determine RCA with corrective actions
- Provide integration and user support on all supported servers
- Troubleshoot problems with web services, mail services & applications
- Problems logged and resolved as per the defined SLAs
- Manage and monitor server configuration and performance activity
- Document all server configurations
- Hardening servers, in-line with security policies

Service Deliverables

On the following pages are the individual components included in each service level (marked with appropriate icons to indicate which pack the component belongs to).

Server OS

- Availability monitoring of the Cloud server pre-failures with our advanced monitoring
- Disc space utilisation, memory utilisation processor utilisation and network utilisation monitoring related to the Cloud subscription
- Monitor compute, log files, monitor critical services
- Validate alerts for false-positives, log tickets in the service desk system for valid alerts

Storage

24x7 monitoring of the SAN/NAS devices for availability and other critical parameters such as:

- CPU utilisation monitoring, memory utilisation monitoring, volume availability monitoring
- Volume free space monitoring, uptime statistics monitoring, perform storage user administration

Network

- 24x7 monitoring of the network device & services availability as bound by SLAs as defined
- 24x7 monitoring for any faults (like router outages, link outages, exceeding set thresholds), back-up link availability testing and monitoring

Database

- 24x7 monitoring and database instances and event management
- Look for any new errors in error log file, session monitoring
- Query or transaction monitoring, monitoring locks and deadlocks
- Activity/log segment monitoring,
- Monitor space usage /growth of database objects/creation of logical devices
- Monitoring growth and free space for segments
- Monitor log segment growth and truncate schedule