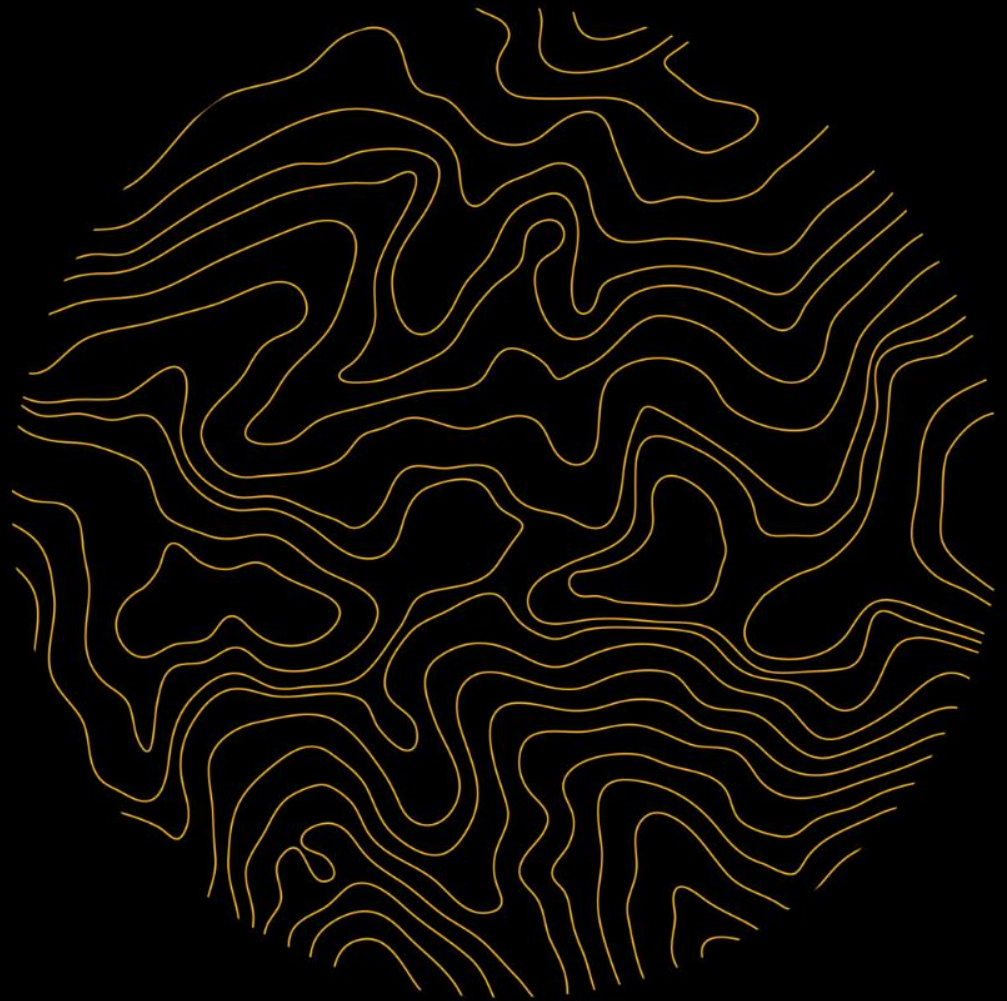


INFRASTRUCTURE RELIABILITY(IR)



Infrastructure Reliability

Industry-leading cloud infrastructure managed service for agile workloads and traditional mission-critical enterprise applications.

The fast-paced nature of the public cloud has enabled companies to innovate rapidly and scale efficiently.

This also comes with the **additional burden of running, maintaining and supporting your cloud infrastructure.**

Our Infrastructure Reliability service helps you **focus on your core business** without worrying about hiring, training, or retaining experts to manage your mission-critical infrastructure and operations on the Microsoft Azure platform.

“While enterprises can leverage the cloud in many areas, challenges often exist in adapting an enterprise's culture and skills, as well as its management, integration and vendor management strategies. These include security, risk management, governance, compliance and disaster recovery.”
- (Gartner, 2018)

Infrastructure Reliability + Microsoft Azure

Leveraging our **strong partnership with Microsoft**, we are able to manage and optimize our customers' Azure platforms, enabling them to realize the benefits of the cloud efficiently, and at scale.

Infrastructure Reliability allows you to:



Focus On Your Core Business

We maintain and manage your mission-critical infrastructure and operations on the Microsoft Azure platform so you can focus on your core business.



Optimize Your Platform & Infrastructure

We deliver highly-available and accessible services for your applications by designing and managing environments that anticipate demand, reduce risk, and deliver operational efficiency.



Access Azure Experts 24x7

Support is provided by our 24/7 managed services team of Microsoft-certified experts.

Infrastructure Reliability Overview

IR provides a managed IaaS service on the Azure cloud platform



Performance, Health, and Availability Monitoring

- External Endpoints
- Host & Service Monitoring
- Alerts & Notification
- Noise Reduction



Automated Backups

- Scheduled Backups
- Success / Failure Monitors
- Replication Monitors
- Multi-Region Backup & Retention
- Custom Backup Policies



Patch Management

- OS Patching
- Critical
- Security Patching



Service Delivery

- Appointed individuals providing strategic business alignment
- Continuous service improvement
- Chaired service reviews
- Business critical incident management



Threat and Vulnerability Management

- IDS & Vulnerability Scanning
- Cloud Security
- OS Patching
- Network & Cloud Security
- Access Management



Continuous Improvement

- Reduce technical debt through automation
 - Modernisation Roadmaps
 - Architecture Best Practice Reviews



Maintenance

- Incident Management
- Custom Reporting
- Ticketing & Issue Management
- 24/7/365 Availability
- Monitoring, Alert, & Response

Customer Success Story



Background

BUSINESS DRIVERS

This customer had a strong desire to start leveraging public cloud and wanted to place all new workloads into the Azure platform.

They were looking for a partner to help enable them during this transition which involved our consulting services and managed services.

WHY CLOUDREACH?

This customer was seeking a partner that could help enable and empower them in a collaborative partnership.

Cloudreach was able to offer expertise and experience and help the customer transition to Azure.



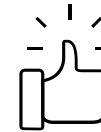
What We Did

NEW TECHNOLOGIES

Cloudreach provided cloud development expertise to assist in the implementation of continuous improvements/automation, infrastructure setup, and network connectivity best practices.

We also provided a cloud architecture to perform complex assessments of environments and set Azure AD policies with best practices. A dedicated project manager made sure the services were delivered on time.

Cloudreach is now managing the customer's Active Directory Federated Services set up with high resilience as a crucial piece of infrastructure to manage their users centrally with the necessary controls to their applications.



Outcome(s)

**ADOPTION
OF CI/CD BEST PRACTICES**

**IMPLEMENTATION
OF HIGH AVAILABILITY
INFRASTRUCTURE**

**MANAGEMENT
OF GOVERNANCE SERVICES**

**CLOUD FIRST STRATEGY IN
PLACE**

**CONFIDENTIAL - FOR MICROSOFT EYES
ONLY**

WHY CLOUDREACH?



Microsoft Accreditations

Microsoft
Partner

Gold Cloud Platform
Gold Data Analytics
Gold Application Development
Gold Collaboration and Content
Gold Datacenter

Gold

Microsoft Partner
Azure Expert MSP

Microsoft
1-TIER CSP PARTNER

Microsoft-Certified Experts



80+

Certified Solutions Architects
& Engineers

Market Leader

Gartner Magic Quadrant Leader
for Public Cloud Managed
Services Provider in **2017 & 2018**.

Supercharged by Software

Our migration and management software platform, Cloudamize, brings absolute confidence to decision-making. Committed to codifying our know-how, once we solve a problem we automate the solution.

Global Scale and Reach

Wherever you are, whatever the challenge, we're here to help throughout your cloud journey.

Applications come

First we care about what you care about – the applications that power your business. We create an environment of total reliability where the safety and success of your applications is guaranteed.

ABOUT CLOUDREACH



As the leading cloud solutions provider, we've always done things differently. Across our outcome-driven consulting and managed services, it's our software, our application focus and our cloud culture that makes the difference.

As an original partner of the public cloud providers, we help enterprises take advantage of the public cloud and its infinite resources. We know that when technology is central to business strategy, better performance follows.

Supercharged by our migration and management software platform, Cloudamize, we bring simplicity and absolute confidence to data-driven decision making. Committed to codifying our know-how, once we solve a problem we automate the solution.

We know the applications that power your enterprise are key to generating a strong competitive advantage. We therefore create an environment of total reliability where the safety and success of your applications are guaranteed.

Our passionate global team of Cloudreachers demonstrate just what cloud culture can achieve. Free of legacy systems, everyday we live the benefits of a climate that enables people to continually improve their knowledge and skills. Our collaborative working style makes it easy for those we work with to react and learn, to maximize efficiency and stay one step ahead.

At Cloudreach, we elevate technology and people so you can reach new heights.



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Thank you

Cloudreach[™]