Service Models



- 8 x 5 support with basic response SLA
- Basic IT support (updates, configuration management, identity management)
- 30-day backup
- Standard server scheduling policies
- Proactive infrastructure monitoring and alerting with 15 min resolution
- Billing analysis and alerts
- Basic cloud security (anti-virus, firewal, security group management)

PREMIER

 24x7 support with premier response SLA

ADVANCED

Basic IT support (updates, configuration

Unlimited backup, self-serve point in time

management, identity management)

Custom server scheduling policies

and alerting with 5-min resolution

Billing dashboard and periodic cost

· Cloud security (anti-virus, firewal, security

group management, WAF management)

Periodic compliance to CIS benchmarks

for Cloud accounts and (supported) OS

• Real time health reports and dashboards

Quarterly service improvement meetings

Bi-annual architecture reviews and

recommendations

with account manager

Machine-learning powered monitoring

24x7 support with advanced

response SLA

restore

optimization

- Basic IT support (updates, configuration management, identity management)
- Unlimited backup, self-serve point-in-time restore
- Custom server scheduling policies
- Machine-learning powered monitoring and alerting with 1-min resolution
- Billing dashboard and proactive cost optimisation
- Cloud security (anti-virus, firewal, security group management, WAF management)
- Continuous compliance to CIS benchmarks for Cloud accounts and (supported) OS
- Log analytics and alerting
- Quarterly architecture reviews and recommendations
- Monthly service improvement meetings with account manager
- Custom governance policy enforcement
- Deployement operations and troubleshooting
- Support for automated release management and CI/CD piplienes
- Uptime/Availability SLA for application components



