DevOpsGroup

Azure Cloud Platform Support

Expert engineering support to tackle technical issues before they escalate.

Overview

DevOpsGroup's Cloud Platform Support service provides 24x7 on-call incident remediation assistance for customers running critical services in Azure. Our team of UK-based Azure-certified cloud engineers will help your teams resolve incidents faster, reducing mean-time-to-recover (MTTR), improving system availability and ensuring your customers' satisfaction.

Opportunities

DevOpsGroup provides flexible, Azure engineering expertise to organisations to ensure the uptime and availability of mission-critical applications during periods of rapid change.

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We help Azure customers who may not have key cloud skills in-house mitigate their operational risks and ensure they keep meeting their SLAs.

Microsoft Partner
Microsoft

Gold Cloud Platform
Gold DevOps
Gold Data Analytics
Gold Application Development
Gold Datacenter

Troubleshoot critical production issues faster with support from Azure experts.

Access to expert advice and guidance to improve your Azure Cloud Platform.

Cost effective access to specialist skills when you need them.

Options to scale up support level when you need it e.g. business peaks

It's all too easy for a technical issue to turn into a major event if it isn't dealt with quickly and efficiently. This problem is especially pronounced in scaling businesses and in times of uncertainty. DevOpsGroup's Platform Support service helps organisations to deliver first-class customer experiences without interruption.

Much of the time, teams don't have enough technical expertise to resolve operational issues quickly. And this is further magnified if they're still finding their way around a new cloud-based platform or are facing increased demand for their product or service.

DevOpsGroups focused platform support can provide an effective solution. When an incident arises that can't be dealt with in-house, it's passed on to our team before it escalates. Our team of certified cloud engineers will resolve incidents faster, reducing mean-time-to-recover (MTTR), improving system availability and ensuring you have happy customers.

At DevOpsGroup, we offer tailored platform support to suit your needs, from business hours only to 24x7, on a fair usage 'pool of hours' basis. As well as resolving incidents, our team will provide support and guidance ahead of a change to minimise the likelihood of issues arising.

"I have been extremely impressed by the quality of DevOpsGroup's work and the experience they bring. They've been a crucial enabler to us hitting our strategic deadlines."

Ashley Sole, Senior Engineering Manager
Skyscanner

About DevOpsGroup

We believe that cloud adoption should be fast, secure and simple. Our services help ensure that's the case.

For organisations moving to Azure, we plan and orchestrate DevOps-enabled migrations that make full use of cloud capabilities from the outset. Once migration is complete, our cloud engineers can handle ongoing platform management and improvement via our 24x7 cloud managed services. We can also reskill in-house developers and engineers to get the most out of cloud environments with Agile, Cloud and DevOps training from our Academy.

We offer these three services - cloud migration, ongoing cloud management and training - as a complementary suite or on a standalone basis. Get in touch to find out how we can make your cloud adoption journey deliver positive outcomes sooner.

Contact us to **find out more** about how our **Azure Cloud Platform Support** service can help you **tackle technical issues** before they escalate.

✉ team@devopsgroup.com   📞 0800 368 7378   🖥 www.devopsgroup.com