



# YOUR MOST-TRUSTED CLOUD MANAGED SERVICES

The demand to provide IT as a Service on the cloud

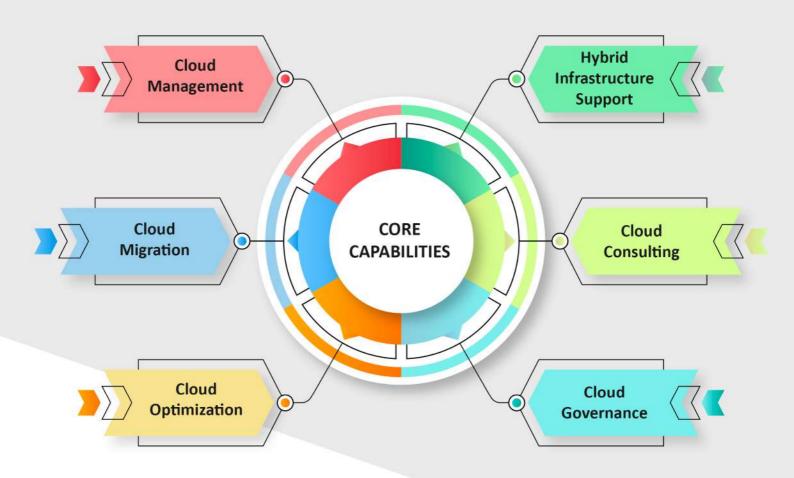
INNOVATE! ENGAGE! DELIGHT!

Cloud Assert is an Independent Software Vendor and a leader in IT Cloud Services, delivering cutting-edge enterprise solutions for hybrid, private and public clouds since 2014.

Our mission and vision are to improve everyday life through technology solutions that work reliably over time and deliver joyful user experiences, which enable people to get more time to focus on their business goals and future. Business users expect the same levels of services even when the IT resources are on the Cloud.

Enterprise IT teams and Managed Service Providers (MSP) currently provide IT as a Service to the business users on the Enterprise's own IT infrastructure. It includes Cloud Infra Support and services, ensuring high availability and performance, optimizing costs, and creating an overall governance structure. As a Microsoft Gold Partner, we offer unmatched expertise in IT cloud services.

### **CORE CAPABILITIES**



#### **Cloud Management**

- Network & Security
- Storage Solutions
- Redundancy, BCP and DR

#### **Hybrid Infrastructure Support**

- Infrastructure and Application Monitoring
- Alerts Management
- Intelligent Reporting

#### **Cloud Optimization**

- Predictive and Behavioural Analysis
- Application Infrastructure Analytics
- Capacity Planning & Management
- IT Operations Analytics

#### **Cloud Consulting**

- PoCs
- laaS / PaaS / SaaS / Cloud Enablement
- Leverage Cloud Service (Native Services)

#### **Cloud Migration**

- Provision cloud resources using RPA bots
- Migrate application using RCMP
- Migrate data/database

#### **Cloud Governance**

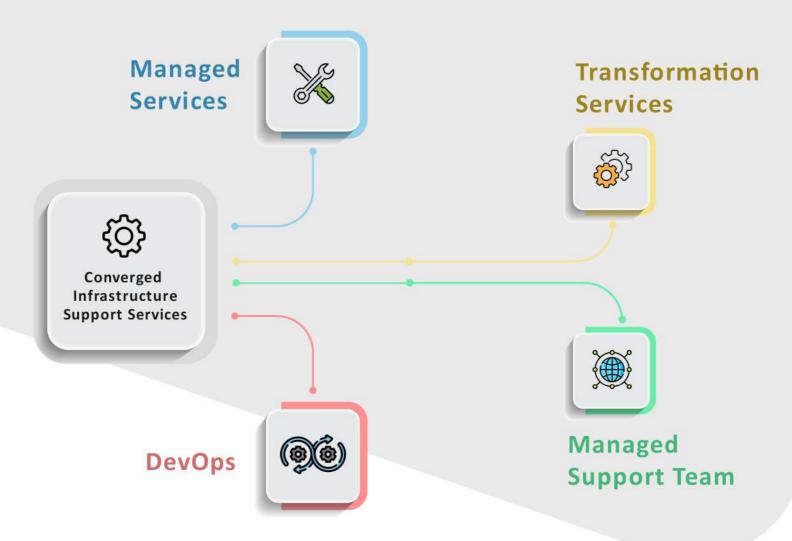
- Best Practices
- Vulnerability Assessment using Various Tools
- Compliance Placement using ITSM Tools



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## CONVERGED INFRASTRUCTURE SUPPORT SERVICE



#### **Managed Support Team**

- Manged Support for Converged Infrastructure
- Unified Monitoring, Tier 1 and Tier 2 Support
- Disaster Recovery / Business Continuity
- Proactive Monitoring & Predictive Analysis

#### DevOps

- Build Automation, Continous Integration, Continous Deployment and Delivery
- InfraOps & Infrastructure Optimization
- On-Premise and Cloud Infrastructure
- Operations and Support

#### **Transformation Services**

- Enterprise Service Management
- Infrastructure Consulting
- Cloud Enablement

#### **Managed Services**

- Infrastructure Management
- Server Management
- Cloud Administration and Support
- Application Support
- Middleware Administration
- Database Administration



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Gold Application Integration



## MANAGED SERVICES **FRAMEWORK**

Cloud Assert adopts world class managed Services approach which helps customers to benefit services and cost wise which includes ITIL Framework best practices.

Incident Management | Problem Management | Change Management | Release Management

#### IT Monitoring

- Active
- Proactive
- Customised
- Predictive

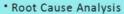
#### Tier 1 Support

- Service Request Investigation
- Diagnosis and Troubleshooting
- · Log Corelation

#### **Alert Management**

- · Service Desk Management
- Resolve Alerts
- \* Event Management

#### Tier 2 Support



- Recommdation and Solutionsing
- Incident Resolution

#### IT Administration



- IT Monitoring System
- Custom Scripts (DevOps)
- · Server. Storage, Network, Application and Database
- Azure / Multi Cloud services Man-
- · Analytics and Dashboard

CAF (Cloud Adoption Framework) | Service Level Agreements | Continuous Training

24/7 Monitoring & Support Setup | Process, Compliance and Security | High Availability of Infrastructure | Support Channels

#### ITIL FRAMEWORK



#### Service Design

- Problem Management
- Event Management
- Incident Management

#### Service Strategy

- Change Management
- Knowledge Management
- Service Testing Management
- Release Deployment Management
- Communication Management System

## Microsoft **Partner**

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#### **Service Transition**

- Availability Management
- Supplier Management
- Service Catalogue Management
- Service Level Management

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### **CLOUD MANAGEMENT**



#### Remote monitoring and Management

- Infrastructure and Application Monitoring
- Alerts Management
- Intelligent Reporting

#### **New Technology Transition**

- New Technology Advisory
- Proof of Concept
- Continual Improvement

#### **Analytics**

- Predictive and Behavioural Analysis
- Application Infrastructure Analysis
- Capacity Planning & Management
- IT Operation Analytics

#### Automation

- InfraOps
- Custom Script Development
- Compliance & Release Management
- Configuration Management

#### Security

- Security Information and event management
- End point protection
- Patch/backup management
- Continual Risk Assessment



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## WE TRANSFORM YOUR **BUSINESS PROBLEM INTO BUSINESS VALUE**

The Cloud Assert team has been fantastic to work with. Highly effective at communication, understanding our needs, very impressive initiative and efficiency. Expressing our deadline to meet our requirements to go live, the Cloud Assert team provided us immediate results, all the while working with us on any and all customization, we requested to bring the product in our environment to its full potential

- Fortune 100 customer





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