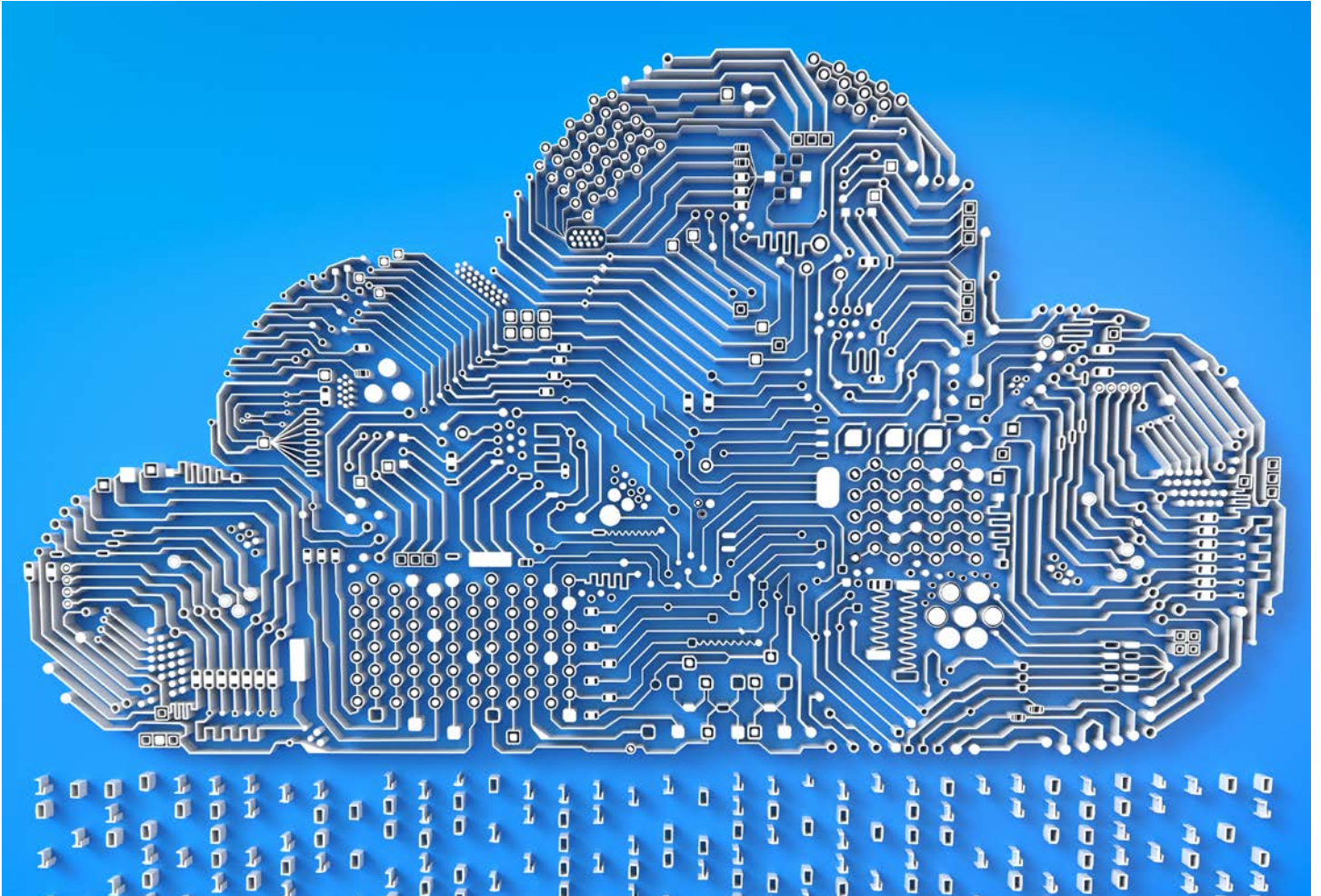


Azure Managed Services

Comprehensive, Effective Management of Your Cloud Technologies



Has your organization recently begun to shift more of your operations to the cloud? More than half of IT decision makers have reported spending significantly more on cloud services than planned due to the COVID-19 pandemic.¹ The key to making the most of these new services is effective management. To address this challenge, organizations choose different ways to manage their cloud infrastructure. Some manage it themselves, and some bring in a cloud Managed Services Provider (MSP) to ease their immediate complexities, while others choose to have an MSP who can handle a broader mission with clear vision on managing hybrid environments and resources. Whatever the case, the aim is to find a right fit for effective cloud management.

Why Cloud Managed Services?

As you transition your workloads to the cloud, you'll have to navigate several concerns, such as security, ensuring compliance, and managing multi-cloud environments. You might find your in-house IT team stretched too thin to manage all of these aspects, especially as you try to optimize your budget to account for any unplanned cloud spend. That's where a cloud MSP like Connection comes in. With our expertise, we can fill any technology and management gaps, as well as provide flexible payment models, so you can focus on what really matters—supporting your users and growing your business.

Connection's Managed Cloud Services help your organization avoid:

- **Rise of operational risks**—Any strategy you choose has to work on your existing cloud operations. If there are gaps in your strategy, they could lead to operational risks in your current processes and halt the functioning of revenue-generating models, such as sales and supply chain.
- **Rise of security risks**—Applications running on public cloud are more vulnerable to cloud security risks. Considering this fact, it is important to have the right security strategy in place.
- **Decrease in service value**—Lacking the right service support can make your shift to cloud more expensive and may often take more time than expected, resulting in additional costs.

The right cloud managed service provider can address these concerns—and others—in order to help you build an effective cloud infrastructure management strategy.

Managed Services for Azure



Proactive management, automation, and remediation

	BASIC (MONTHLY)	ESSENTIAL (ANNUAL)*	ENTERPRISE (ANNUAL)*
*Annual early term fee may apply.			
Support			
24x7 phone, email, and service portal support	✓	✓	✓
Premier Technical Support with 30-minute response		✓	✓
Support Hours	4	Unlimited	Unlimited
Operations			
Cloud Management Platform (multi-cloud support)	✓	✓	✓
Conditional access management		✓	✓
IaaS and PaaS management (including Application Monitoring and Diagnostics)		✓	✓
Change and configuration management		✓	✓
Incident and problem management (root cause analysis for serious issues)		✓	✓
Migration Hours	0	40	Unlimited IaaS*
On-demand services hours included each month to expand your cloud environment based on your technical requirements	0	4	8
Health Monitoring and Patching			
Proactive infrastructure monitoring and alerting, including escalations to client		✓	✓
Proactive Resources Covered	0	30	250
Auto ticket generation and assistance on down time events		✓	✓
Patching of infrastructure components in coordination with client		✓	✓
Security and Compliance			
Identify common security gaps at time of onboarding	✓	✓	✓
Review, recommendations and remediation at time of onboarding (with client consent)		✓	✓
Proactive security and compliance monitoring, escalation and remediation (with client consent)		✓	✓
Backup			
Recommend backup best practices for infrastructure at time of onboarding	✓	✓	✓
Review recommendation and setup at time of onboarding		✓	✓
Set up backup, redundancy, and HA of VMs, Kubernetes, and databases within the tenant (with client consent)		✓	✓
Cloud Management and Reporting			
Cloud Management Platform (including self-service)	✓	✓	✓
Right-sizing review and recommendation at time of onboarding	✓	✓	✓
Dedicated service portal dashboard		✓	✓
Monthly email reports and walkthrough		✓	✓
Customer Lead Engagement			
Account management (Customer Success Manager)	✓	✓	✓
Periodic account review (Administrative)	✓	✓	✓
Right-size your compute and storage with Budget Advisor (monthly review)		✓	✓
Technical account management (day-to-day point of contact)		✓	✓
Monthly account review (Administrative and Technical)		✓	✓

*Compute, network, storage, lift and shift only. No data architecture, data flow, or authentication included.

Contact an Account Manager today for more information on Connection's Managed Cloud Services.

Business Solutions
1.800.800.0014

Enterprise Solutions
1.800.369.1047

Public Sector Solutions
1.800.800.0019

www.connection.com/Services

©2022 PC Connection, Inc. All rights reserved. Connection® and we solve IT® are trademarks of PC Connection, Inc. All other copyrights and trademarks remain the property of their respective owners. C1791741-0622

