Managed Azure Cloud Services

Design > Build > Migrate > Manage > Connect

Microsoft Partner

Gold Application Development
Gold Application Integration
Gold Application Lifecycle Management
Silver Data Analytics
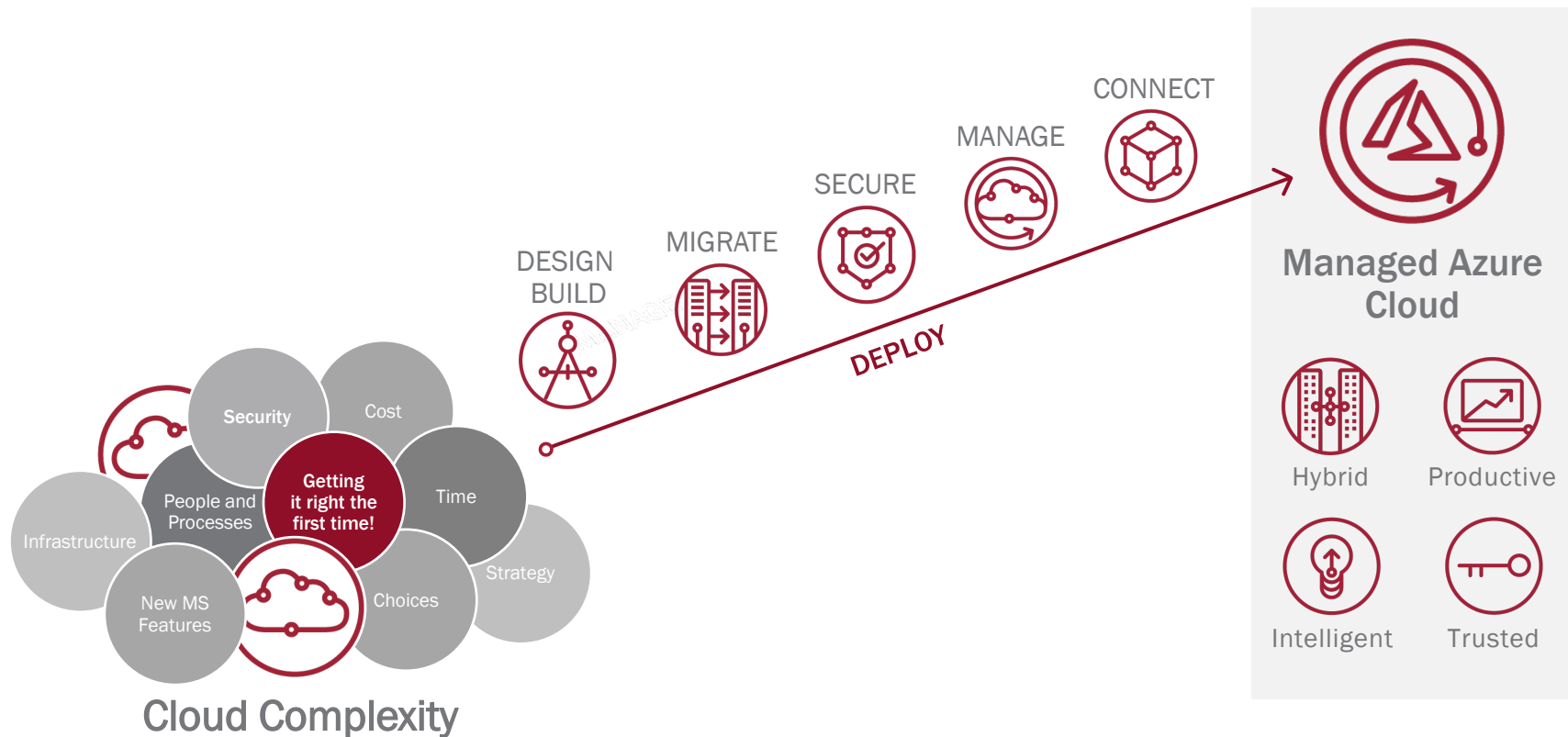Silver Data Platform

Microsoft

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Agenda

- ❑ Cloud Complexity
- ❑ Why Aptum?
- ❑ Adaptability
- ❑ Design Build Services
- ❑ Migration Services
- ❑ Managed Azure Cloud Services
- ❑ Foundation
- ❑ Advanced
- ❑ Premium
- ❑ Service Features

Azure

Microsoft Partner
Gold Application Development
Gold Application Integration
Gold Application Lifecycle Management
Silver Data Analytics
Silver Data Platform
Microsoft

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SIMPLIFY YOUR JOURNEY TO AZURE

Cloud Complexity

- Security
- Cost
- People and Processes
- Getting it right the first time!
- Time
- Infrastructure
- New MS Features
- Choices
- Strategy

DESIGN BUILD → MIGRATE → SECURE → MANAGE → CONNECT

DEPLOY

Managed Azure Cloud

- Hybrid
- Productive
- Intelligent
- Trusted

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HOW APTUM CAN HELP

Consultative & Planning Approach	Network Core Competency	True Hybrid Solutions	Optimized for ROI & Security	Managed Services
At the Initial engagement from advisory to discovery to planning, we offer Microsoft Azure **consulting** for retrospective and prospective **assessments**, and value-add services are available for on-demand needs.	Benefit from one Microsoft Connectivity provider and deliver Hybrid infrastructure via Microsoft ExpressRoute connections. Connect you to your data.	Aptum's experience and capabilities span multi-cloud, data center, hosting and network management services which enable the delivery of **true hybrid solutions** that address complex challenges.	Tools and expertise to help you **optimize your cloud investments** to continually extract maximum value from your cloud spend, and drive efficiencies. Help with rightsizing and reserved instance and security recommendations.	**Adaptability** allows you to tailor the level of management required for each of your Azure subscriptions at any stage of the cloud journey. Our three-tiered Managed Azure Cloud Service allows you to adapt our services to your environment.

Gold
Microsoft Partner

Microsoft

Microsoft Gold Partner
Engaged in Microsoft Expert MSP Program

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WHY APTUM FOR YOUR AZURE SUBSCRIPTION

Adaptability

Flexibility to align services with your needs on your cloud journey

Cloud Expertise

Access to Microsoft certified cloud experts to support with Migration and Modernization Projects

Cloud Advisors

Ongoing access to cloud advisors to guide you on your cloud journey

Cloud Operations

24x7 Access to Microsoft certified cloud experts delivering monitoring, Network Configuration, OS Updates and Patches and support

Ongoing Optimization

Continuous insight and optimization of cloud costs, security and compliance controls

Aptum Support Promise

Additional protection* and support beyond Azure SLA

*Available on Premium Level only

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ADAPTABILITY FOR PERSONALIZED SOLUTIONS

DESIGN BUILD SERVICES

- Consultation
- Architectural Design
- Solution Deployment

MIGRATION SERVICES

- Fully Scoped and Managed Migration Engagements
- Leveraging Cloud Adoption Framework

MANAGED AZURE CLOUD SERVICE

FOUNDATION

- Cost insights dashboard
- Light Health Check Assessment for customer with greater than $5k
- Access to additional PS or MS expertise

ADVANCED

- Cloud Cost Management and Insight Dashboard
- Infrastructure Monitoring
- Update Management
- Backup and System Recovery
- Ongoing assessments and advisory services

PREMIUM

- Cloud Cost Management and Insight Dashboard
- Infrastructure Monitoring
- Update Management
- Backup and System Recovery
- Ongoing assessments and advisory services
- Assigned CEM / TAM
- SLA on Aptum Certified Solutions
- OS Management (enabling augmentation of your environment)

With our 20+ year history, we understand Microsoft's infrastructure and yours

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DESIGN BUILD SERVICES

Design Build Services

Assess application readiness

Four Key Stages

Consultation

Discovery Stage: Initial scoping assessment is conducted.

Architecture

Solution Architect Statement of Work (SOW) and Visio preparation

Deployment

Managed deployment of the new infrastructure

Testing

User acceptance testing

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MIGRATION SERVICES

Migration Services

✔ Assist with moving infrastructure to the cloud

✔ Provide ongoing management

Technologies we migrate:

- Physical, virtual and cloud servers (P2V, V2V or application/data level as appropriate)
- Control panel server migrations (cPanel and Plesk)
- Web environments
- Database servers (MySQL, MariaDB, Microsoft SQL Server)
- Email migrations
- Business IT infrastructure

Process – The Five Stages To A Successful Migration

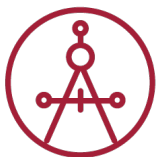| 1	2	3	4	5
DISCOVERY & DESIGN	DEPLOYMENT	STAGING & ACCEPTANCE TESTING	FINAL SYNC UP & GO LIVE	WARRANTY PERIOD

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MANAGED AZURE CLOUD SERVICES

Best Practice Advisory Service

- Provide opinions and best-practice advice on architecture, security and resilience

Network Configuration Assistance

- Firewall (Azure Network Service Groups) & Load Balancers
- Virtual Networks (Azure Virtual Networks)
- VPN (Azure VPN Gateway) & ExpressRoute

Operating Systems (Virtual Machines)

- Configuration assistance and troubleshooting services
- Managed operating system security updates and patches
- Managed anti-malware updates & backup services

Monitoring

- Virtual Machine service availability alerting
- Integration with Aptum incident management systems

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MANAGED AZURE CLOUD SERVICES LEVELS

A partnership that provides stability, predictability and assurance as you navigate an increasingly complex digital environment. Tools, resources and programs support your journey of transformation, optimization and innovation.

FOUNDATION

Simple platform support - you can call on us for support when needed - along with assessments, access to Hybrid Cloud Manager (HCM), our cloud management tool, and cost optimization tools. You can also leverage the Premier Microsoft Support Agreement.

ADVANCED

Additions to Managed Azure Cloud Foundation Service offers you peace of mind that we will support your virtual machines and infrastructure by adding proactive monitoring of your Infrastructure environment.

PREMIUM

Further to what is offered at the previous level, we will support your virtual machines and infrastructure proactively and provide a higher level of detailed monitoring of your environment. Premium also includes OS management.

The flexibility of our service levels allows you to choose different service levels for your different environments.

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FOUNDATION

MANAGED AZURE CLOUD SERVICE - FOUNDATION

Access to Cloud Advisory Services
- Cloud Support Analysts for support with cloud licensing, reserved capacity investments, billing and cost management inquiries.

Cloud Health Check Assessment
- Delivered during onboarding to document and report on Performance, Reliability, Security and Costs, and provide recommended actions

Azure Platform Health and Insights
- Azure Platform Service Availability and Health Monitoring:
  - Aptum will configure Azure Monitor to alert on Azure platform service availability and health, to notify your team of Azure service outages, and maintenance activities.
- Cloud Cost Management and Insights Dashboard:
  - Aptum will provide you a tool and guidance in governing and optimizing your cloud for costs and compliance.

24x7 Escalation Management for Azure Platform:
- Access to Aptum cloud experts 24x7 for support with Cloud Platform outages.

OFFERING	FOUNDATION
Cloud Marketplace Procurement	⊘
Subscription management and Cloud billing support	⊘
Online Service Request Portal	⊘
Cloud Platform Service Availability and Health Monitoring	⊘
Cloud Cost Insights and Utilization Dashboard	⊘
Cloud Advisory Services	⊘
Cloud Health Check Assessment	⊘
24x7 Escalation Management for Azure Platform	⊘

- *Dashboard to manage costs and compliance*
- *Access to on-demand Advisory Services*
- *24x7 Azure platform escalation management*

ADVANCED

MANAGED AZURE CLOUD SERVICE - ADVANCED

Access to Aptum's Cloud Advisory Services team to support you on your Cloud Journey:
Cloud Account Advisors will prescribe Cloud Assessments.
- **Cloud Health Check Assessment** to document and report on Performance, Reliability, Security and Costs, and provide recommended actions
- **Cost Optimization Assessment** will take a deeper dive into cost optimization opportunities.

Cloud Operations Tools and Services:
- **Cloud Cost Management and Insight Dashboard:** Aptum will provide you a tool and guidance in governing and optimizing your cloud for costs and compliance.
- **Infrastructure Monitoring**: Azure Monitor integrated with Aptum Infrastructure Monitoring service will monitor Azure service Health, IaaS and PaaS services performance metrics and events.
- **Update Management**: Azure Update Management will be leveraged to manage distribution of updates and patches to Azure VMs.
- **Backup and System Recovery:** Azure Backup and Azure Backup Center will be leveraged to manage and operate backup and recovery of the Azure environment.

24x7x365 Support of Azure Environments:
- **24x7x365 Azure Services Technical Support:** Customers will have access to 24x7x365 support and guidance of Azure Services.
- **Cloud Operating Systems Support available on-demand**

OFFERING	ADVANCED
Cloud Marketplace Procurement	✓
Subscription management and Cloud billing support	✓
Online Service Request Portal	✓
Cloud Platform Service Availability and Health Monitoring	✓
Cloud Cost Insights and Utilization Dashboard	✓
Cloud Advisory Services	✓
Cloud Health Check Assessment	✓
24x7 Escalation Management for Azure Platform	✓
Cost Optimization Assessment	✓
Platform, Operating System (OS) & Services Monitoring	✓
URL Monitoring	✓
Patching and Update Management	✓
Backup & System Recovery	✓
Cloud Adoption Services Requests	✓
24x7x365 Azure Services Technical Support	✓

- *24x7x365 Cloud Support*
- *Access to Cloud Account Advisors*
- *Ongoing optimization services*
- *Shared delivery of Monitoring and Cloud Operations*

PREMIUM

APTUM MANAGED AZURE PREMIUM

Assigned Cloud Account Advisor (TAM) to support you on your Cloud Journey

Your Cloud Account Advisor will guide you on your cloud Journey with Aptum. They will prescribe Cloud Assessments as part of the service.

- **Cloud Health Check Assessment** to document and report on Performance, Reliability, Security and Costs, and provide recommended actions
- **Cost Optimization Assessment** will take a deeper dive into cost optimization opportunities.
- **Cloud Services Audits** will be performed once a year to give deeper insight into customer cloud environments.

Cloud Operations Tools and Services

- **Cloud Cost Management and Insight Dashboard:** Aptum will provide you a tool and guidance in governing and optimizing your cloud for costs and compliance.
- **Infrastructure Monitoring**: Azure Monitor integrated with Aptum Infrastructure Monitoring service will monitor Azure service Health, IaaS and PaaS services performance metrics and events.
- **Update Management**: Azure Update Management will be leveraged to manage distribution of updates and patches to Azure VMs.
- **Backup and System Recovery:** Azure Backup and Azure Backup Center will be leveraged to manage and operate backup and recovery of the Azure environment.

24x7x365 Support of your Azure Environment

- **24x7x365 Azure Services Technical Support:** Customers will have access to 24x7x365 support and guidance of Azure Services.
- **24x7x365 Cloud Operating System Support:** Customers will have access to 24x7x365 support of operating systems on top of Azure Virtual Machines and Containers.
- **Cloud Workload Protection:** Aptum will configure the Log Analytics workspace, Security Center and Azure Defender to protect workloads and gain optimization insight on the Azure environment.

OFFERING	PREMIUM
Cloud Marketplace Procurement	⊘
Online Service Request Portal	⊘
Cloud Platform Service Availability and Health Monitoring	⊘
Cloud Cost Insights Dashboard	⊘
Cloud Advisory Services	⊘
Cloud Health Check Assessment	⊘
Cost Optimization Assessment	⊘
Platform, Operating System (OS) & Services Monitoring	⊘
Patching and Update Management	⊘
Backup & System Recovery	⊘
Cloud Adoption Services Requests	⊘
24x7x365 Azure Services Technical Support	⊘
24x7x365 Cloud Workload Support	⊘
Workload Protection	⊘
Cloud Security Insights	⊘

- **24x7x365 Cloud Support**
- **Assigned Cloud Account Advisor**
- **Ongoing optimization services**
- **Proactive Monitoring and Cloud Operations**

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SERVICE FEATURES

APTUM CLOUD ACCOUNT ADVISORY SERVICES

CUSTOMER EXPERIENCE MANAGER (CEM)

- A named non-technical resource for service, billing, portal and account inquiries

- Leads Quarterly Service Reviews for customers services

- Escalation point for any support requests

- Ensuring key contact information is maintained across our various portals

- Works with internal departments to collectively resolve any issues

These resources are:
- *Available as a part of a resource pool at the Advanced Level*
- *Assigned resource at the Premium Level*

APTUM CLOUD ACCOUNT ADVISOR (TAM)

- Expertise in IT for multiple lines of business best practices

- An internal partner and assigned analyst aiming for your success

- Runbooks, reports, and customized dashboards for accurate record keeping and IT Governance

- A direct link to support teams for planning and escalations to mitigate against incidents and downtime

- Quarterly Account Reviews on IT infrastructure and Cloud

- Proactively reviews solutions via health checks and continuous service reviews
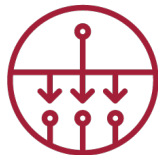
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CLOUD INSIGHTS DASHBOARD

Cost Management and Optimization

- Understand and measure the performance of your cloud assets
- Easily identify cost saving opportunities
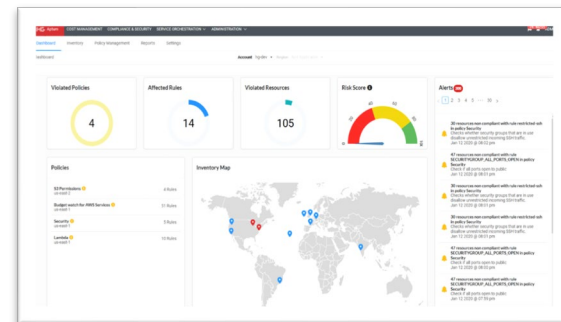- Understand billing parameters

Security and Compliance

- Identify and remediate high risk security issues
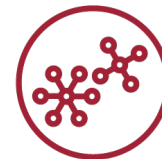- Simplify management of your compliance requirements

Budget and Governance

- Complete visibility of all cloud spends
- Maintain control on what is provisioned – what, where, when
- Control data sovereignty, costs and lifespan of resources

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SUPPORT

24/7/365 Support

- Available by phone and the online ticket system at support.aptum.com
- Email updates will be provided to keep you informed of progress

Incident Management

- Ensures normal service is restored as soon as possible
- Minimize any business impact that may result from the incident

Azure Platform Escalation Management

- An issue with the Azure platform itself
- Third level support escalation
- An Azure SLA credit request

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INVESTMENT PORTABILITY

- Simple, transparent, flexible.

- Adapt your solution as your business needs evolve.

- Shift your investment between services easily and without any penalties*

- Should you expand your services to include Hybrid or multi-cloud we will work with you to place your data and solutions in the right platform and adjust billing.

- Aptum ensures that your billing will not increase substantially as you move platform to platform.

*May exclude dedicated capital invested by Aptum

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TO LEARN MORE ABOUT HOW OUR SERVICES CAN HELP YOUR ORGANIZATION PLEASE VISIT:

Ask a question via email: info@aptum.com
Learn more: www.aptum.com/managed-azure

THANK YOU