



Solution Partner

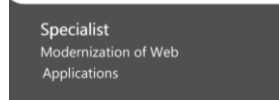
IFI Techsolutions

Microsoft Cloud Solutions & Managed Services Provider



About Us

IFI Techsolutions is a leading cloud solutions and managed services provider that was recognized as a **2020 Microsoft Partner of the Year Finalist**. Founded by former Microsoft executives, IFI Techsolutions has earned Microsoft Solution Partner designations for Infrastructure, Data & AI, and Digital & App Innovation Specialization in Windows Server and SQL Server Migration, Modernization of Web Applications and Azure Virtual Desktop.



We offer the following services for our customers across the globe:

Cloud Solutions Provider

Being a Microsoft Cloud Solutions Provider, our certified experts can help define Cloud Strategy and Roadmap, advice you on right Microsoft licensing for your custom needs and deliver your projects.

Managed Services

A reliable team of cloud experts working 24x7 to pro-actively manage your IT environment with Security & Compliance, keeping your business highly-available for growth.

Staff Augmentation

All our cloud and data consultants are Microsoft certified and have delivered multiple projects, they can work as part of your own project team throughout the project lifecycle to achieve your business goals.

 **400+**

Projects delivered in 8 years

 **70,000+**

Consulting hours delivered

 **300+**

Customers across US, UK, UAE, India & Australia

 **5300+**

Servers migrated to Azure from AWS, Rackspace, CoLo, On-premise etc.



Managed Service Lifecycle Management

Infrastructure management:

Provision cloud environment, proactively manage all systems and adhere to defined service levels.

Security and compliance:

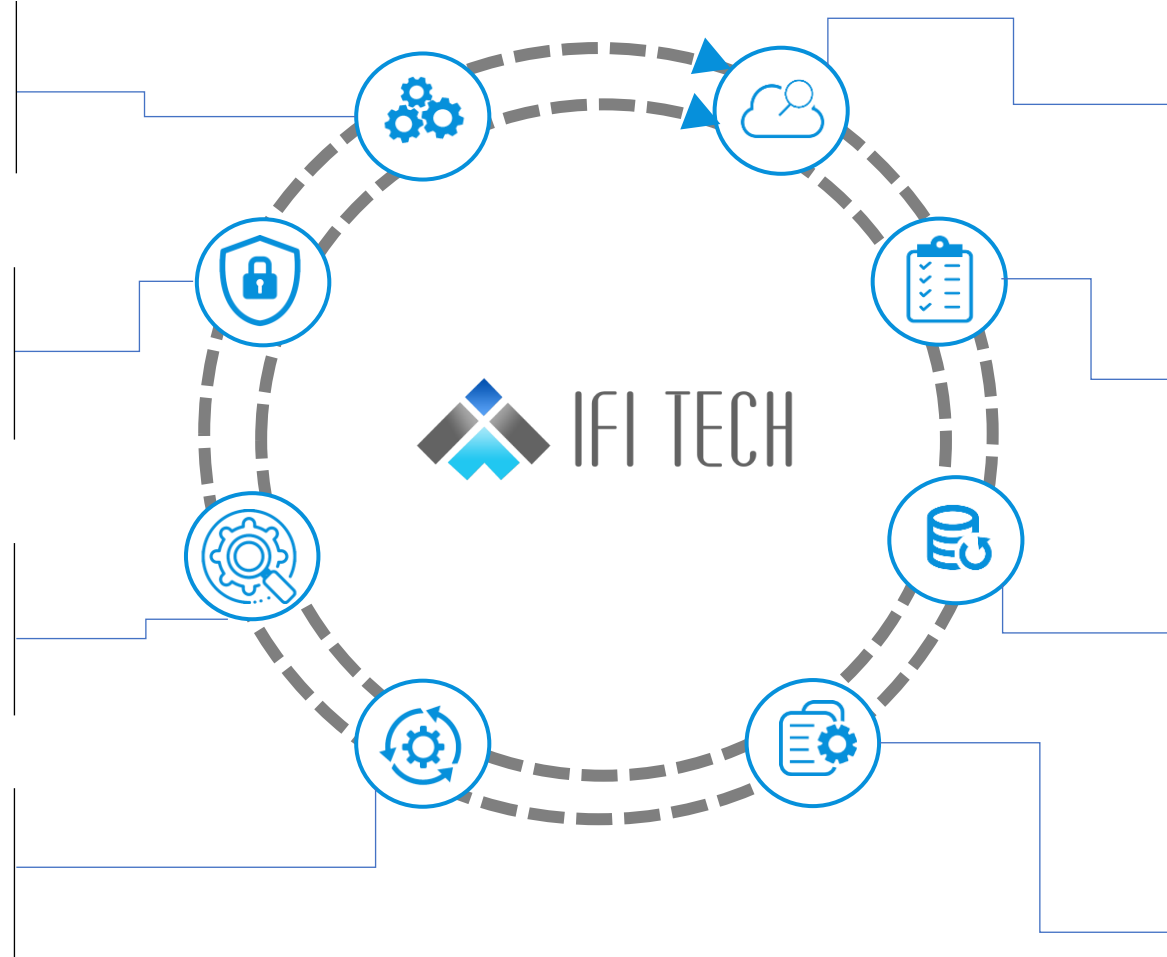
An end-to-end compliance risk management framework standardizes design, assessment, implementation, and continuous improvement.

Optimization & transparency:

A holistic view into the cloud landscape and empirical data on usage and consumption designed to optimize solution footprints.

Automation and DevOps:

Flexible framework to rapidly deploy full-stack solutions.



Hybrid Monitoring Service: Benefits such as increased flexibility, cost-cutting opportunities, and support for the agile DevOps culture are driving the growth of hybrid cloud infrastructures.

Cloud assessment and planning:

Evaluates a business's existing IT infrastructure and produces analysis on the cost benefit, security, and risk factors associated with migrating to the cloud.

Backup and Disaster Recovery:

A business continuity and disaster recovery (BCDR) strategy helps organizations secure data, applications, and workloads during planned or unplanned outages

Cloud Native Service:

Cloud native services empower modern application development and enable cloud tooling & services so that developers can reduce operational tasks and build applications faster.



Managed Service Scope



Support Hours

- 9am – 5pm
- 24*7*365



Monitoring & Alerts

- IaaS Resources
- PaaS Resources
- SQL as Service



Contact Options

- Email
- Call
- Web
- Microsoft Teams



Review Frequency

- Monthly
- Quarterly
- Semi- Annual
- Annual



Account Manager

- Dedicated account manager
- Shared account manager



Dashboard Access

- Reporting views
- Dashboard views
- Asset tracking
- Support access
- Service performance



Cost Optimization

- Consolidated billing
- Cost management and allocation
- Enhanced optimization
- Per support resource model
- Azure consumption model
- Per node model



Review Types

- Security & Monitoring
- Compliance
- Cost-saving
- Optimization
- Backup & Disaster Recovery



Support Type

- Incident Management
- Change Request Management
- Update Management
- Compliance Management
- User Access & Identity management



Managed Service Packages

Standard Package

- 9X5 Support Monday to Friday – Email, Chat and Call
- Managing IaaS and PaaS Services
- Proactive Monitoring & Alerting
- Security Optimization & Management
- Identity & Access Management
- Application High Availability (HA)
- Backup & Restore Process Management
- Security, Antivirus and Antimalware Management
- Compliance Management & Reporting
- Disaster Recovery (DR) Management
- Cost Saving & Optimization Reviews (Annual)
- Change Management
- Planned Application & Environment Maintenance
- Server & Service Upgrades
- Unlimited ticket count
- All Type ticket -L1,L2,L3 and SR covered
- Tool based alerting and ticketing
- RCA based on Microsoft process
- Best practice consulting
- Quarterly Reporting
- Shared account manager

Premium Package

Premium Package includes all the services mentioned in Standard Package + below exclusive services

- 24x7 Support – Email, Chat and Call
- Tool based alerting and ticketing
- Cost Saving & Optimization Reviews (Quarterly)
- Dedicated account manager

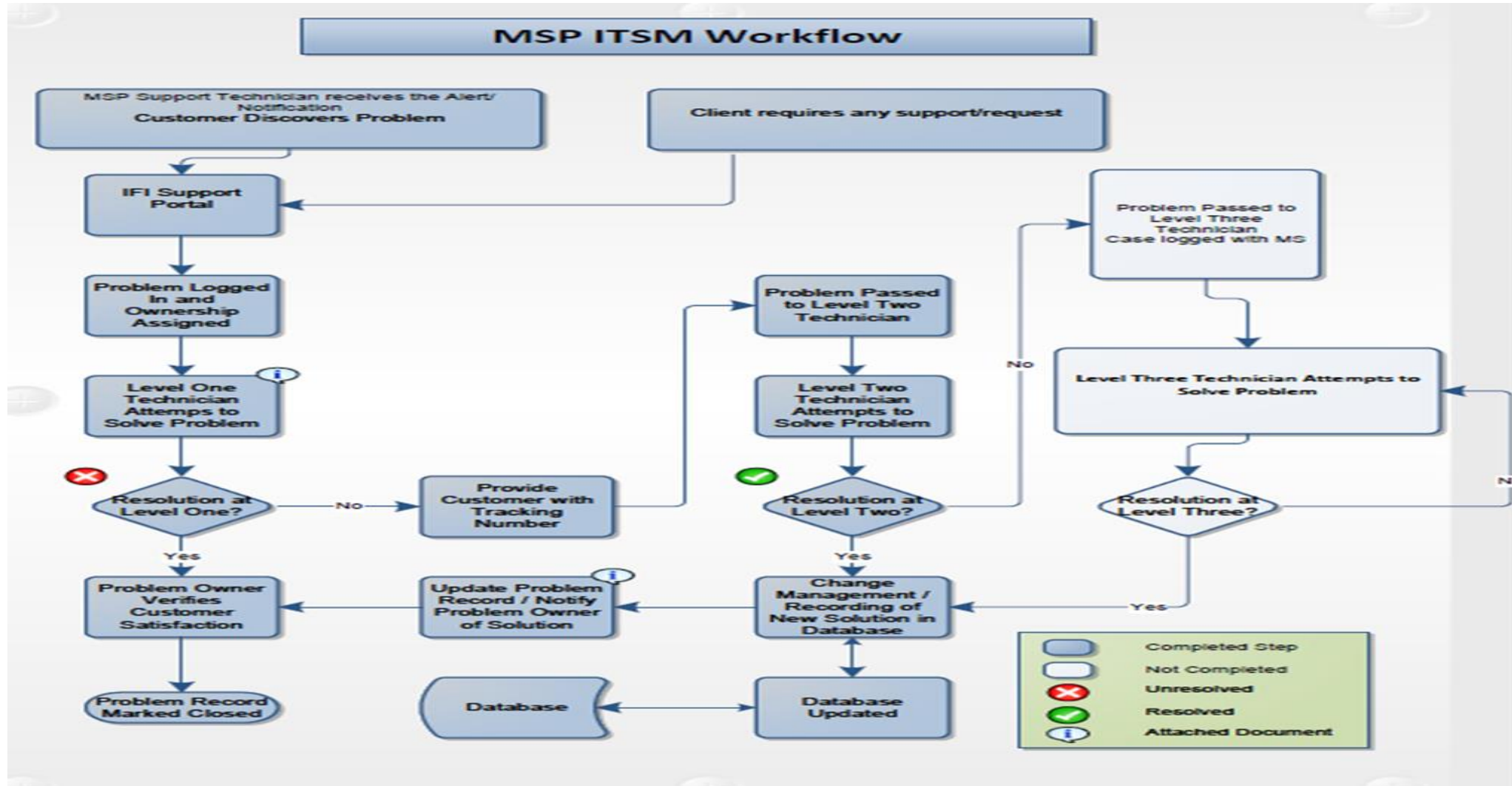


Managed Service SLA Package

SLA Attribute	SLA Indicators (Premium Package)	SLA Indicators (Standard Package)	Description	SLA Adherence (%)	Severity	Ticket/Incident Type Examples
Incident response time (Mean Time to Respond)	Severity A(Critical) - 1hour Severity B (Urgent) - 2hours Severity C (High) - 4hours	Severity A(Critical) – 2 hour Severity B (Urgent) – 4 hours Severity C (High) – 8 hours	Response Time: Tool based response will be automatic and immediate on mail Shift resource response is based on the defined response time in SLA	95%	Sev-A (Critical Business Impact)	<ul style="list-style-type: none"> • Production Downtime • Security Issues • Disaster Recovery • Data Loss
Incident / Problem resolution (Mean Time to Resolve)	Severity A (critical) – 4 to 6 hours Severity B (Urgent) – 8 to 12 hours Severity C (High) – 12 to 24 hours	Severity A (critical) –6 to 8 hours Severity B (Urgent) – 12 to 18 hours Severity C (High) – 18 to 24 hours	Resolution Time: Resolution time will be based on the Defined SLA in the agreement Resolution time SLA for Microsoft dependent call will be based on the SLA defined by Microsoft for Azure Service	95%	Sev-B (Moderate Business Impact)	<ul style="list-style-type: none"> • All general purpose issues • Backup & Restore issues • Performance issues • Quota requests
Availability of services	Microsoft Azure SLA	Microsoft Azure SLA	Availability and uptime of azure Resources SLA defined by Microsoft	99.90%	Sev-C (Low Business Impact)	<ul style="list-style-type: none"> • Update requests • Change requests • Technical queries • Non-Production environment issues



MSP ITSM Workflow



Microsoft Services Scope for Azure and O365

Component	Deliverables	Inclusion status (Yes / No)	Support action details
Azure	Server OS management	Yes	Monitoring / Alerting / Coordination
	VM management	Yes	Issue reporting / Incident management
	DB service management	Yes	Troubleshooting / Problem management
	Network config management	Yes	Installation/ Uninstallation/Upgradation
	Log management	Yes	Patch services
	Security management	Yes	
	Alerting management	Yes	
	Backup management	Yes	
	Storage management	Yes	
	Application support / rollout	Yes	
	Identity/Access management	Yes	
	DR management	Yes	

Component	Deliverables	Inclusion status (Yes / No)	Support action details
O365	Migration mails	Yes	Project delivery
	Rollout Services	Yes	Post-Project remote support
	Exchange management	Yes	Incident management
	Licensing management	Yes	Troubleshooting /Problem management
	Backup management	Yes	Installation / Uninstallation
	Security Configuration & Management	Yes	Resource management



Advanced Support for Partners

Benefits:



Technical Support



Cloud Consultations



Advisory



Presales

Sr. No.	ASFP Benefits	Number of advisory hours/ Session	Process	Additional links
1.	Advanced Support	Unlimited	SOP will be shared post discussion	https://portal.azure.com/
2.	Consulting	12 Sessions	Drop an email to PSAM Shefali Vengurlekar - shvengur@microsoft.com with details on the topic. Scoping call with PC to set expectations & plan out the agenda & timelines	Reach out to PSAM for further queries
3.	Advisory	50 hours	Partner Center -> Benefits -> Technical benefits -> submit technical presales & deployment request	MPN benefits - Technical Pre-sales and Deployment (TPD) - Partner Center Microsoft Docs
4.	Pre-sales	Unlimited	Partner Center -> Benefits -> Technical benefits -> submit technical presales & deployment request	MPN benefits - Technical Pre-sales and Deployment (TPD) - Partner Center Microsoft Docs



Our Renowned Clientele





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