Azure Manage & support

to help you with a secured, compliant & optimi... cloud Consumption using Hexaware's AMAZE™ platform

Inefficient management of your Cloud infrastructure can lead to cost overruns and security failures that can have severe financial impacts

Hexaware's Solution

Hexaware's amaze® platform provides an automated solution to your cloud migration & management needs by providing a single control point to manage all the cloud resources and services. It ensures that your cloud infrastructure is efficiently managed and monitored for security, compliance and optimization and helps you save cost on cloud

Value to the Customers

- Self service platform with minimal manual intervention
- Leverages automation in
- ❑ Management & support of your cloud landscape that optimizes and secures your cloud landscape
- ❑ Management of service requests that reduces response times by 80%

Accelerated service requests management

- Leverages significant automation in actioning services requests leading to a 80% faster resolution of issues

Automated monitoring and management

- Automated monitoring for security against threats
- Automated recommendations for optimizing cloud consumption and ensuring compliance

Cost optimization on cloud

- Enables upto 50 % cost savings due to efficient management and support of the cloud landscape and faster service request resolutions

80%
Faster
in service request management

Better
Automated monitoring and management

50%
Cost Savings
(approximate) due to efficient cloud monitoring and support

How Hexaware's Solution
works, to achieve business benefits?

Extensive Automation for service request management

- Automation service request management enabling upto upto 80% faster resolution times

24x7 Next Gen Cloud Ops

- Automated monitoring & governance for security and compliance of the cloud landscape
- Automated recommendations for optimizing cloud consumption and ensuring compliance

Cost optimization

- Enables upto 50 % cost savings due to efficient management and support of the cloud landscape and faster service request resolutions

Optimize your cloud consumption, improve security and compliance using Hexaware's AMAZE platform

Our promise to you

- Our self service platform helps you to save cost on cloud with our automated cloud monitoring and management solution

An offer to get you started

- 15 day free trail of our automated self service platform to get you started with the support & management of your cloud landscape

Management & support options

Services	Gold	Platinum
Support Services	•Access to engineers over Email, Service Portal, and Phone - Incident, Problem & Change Mgmt. •Enhanced Services including Patch mgmt. within 1 week of standard patch release •Platform, Availability & Performance Monitoring •Synthetic Transactional Monitoring •Standard and Advance Requests •Availability & Performance Monitoring •Enhanced Patch Management- Within 1 week of standard patch releases. •Custom Backup & Retention •ITSM Integration of self service and automated provisioning	•Access to engineers over Email, Service Portal, and Phone - Incident, Problem & Change Mgmt. •Enhanced Services including Patch mgmt. within 1 week of standard patch release •Platform, Availability & Performance Monitoring •Synthetic Transactional Monitoring •Standard and Advance Requests •Availability & Performance Monitoring •Enhanced Patch Management- Within 1 week of standard patch releases. •Custom Backup & Retention •ITSM Integration of self service and automated provisioning
Support Window	24x5	24x7
Automation	Yes	Yes
Service Levels	Severity 1 (High) - 10 mins response, 8 hrs resolution Severity 2 (Medium) - 10 mins response, 16 hrs resolution Severity 3 (Low) - 10 mins response, 48 hrs resolution	Severity 1 (High) - 10 mins response, 4 hrs resolution Severity 2 (Medium) - 10 mins response, 8 hrs resolution Severity 3 (Low) - 10 mins response, 24 hrs resolution
SLA	94%	96%
Reporting	Quarterly	Monthly

Why Hexaware?

Hexaware is one of the fasted growing Indian IT services company due to its disruptive value proposition. Cloudify Everything is the part of Hexaware's core philosophy and Hexaware's enterprise cloud services help enterprises in realizing a digital future, all while optimizing IT, increasing agility, and reducing cost. Hexaware can help you reduce complexity and leverage cloud better, irrespective of your corporate landscape