



## Intech Cloud Concierge Infra



*Service is our Technology*

Present.

Integration Technologies Corp (INTECH) is an integration firm and consultancy that designs, implements and maintains networks, systems and business applications for companies of all over Puerto Rico, the Caribbean and Latin America.

With headquarters in San Juan Puerto Rico offices in Dominican Republic and Colombia, are one of the largest company of professional services in our region, with great satisfaction and customer retention of them. Intech mission is to offer to enhance the business of our customers by providing cost effective solutions network, telephony, unified communications, contact center, security, servers, and cloud computing and hybrid.

We partner with leading technology companies, allowing both to us and to our partners grow synergistically and delivering greater value to mutual customers. This and an excellent, personalized service and has positioned itself to Intech among the leading companies in its field.

Thank you for this opportunity.

Integration Technologies Corp.

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## Version Control

Version	Date	Revised By	Comments
1.0	5/28/2019	Isaias Martinez	Initial Version

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## Intech Cloud Concierge Infra

Our Intech Cloud Concierge Infra (ICCI) is a product designed to help our customers to onboard, operate and support the Azure Cloud Environment. It is a fully managed service, when our architects, consultants, and service desk, take control about your Azure environment to help the modern and agile business requirements, deploying the best architecture to support the Line of Business Applications.

To help optimize and provide continuous improvements, periodic meetings are set up with one of our Technical Account Manager to understand new requirements or presenter new services that can optimizer the operations.

The following Microsoft Azure products are supported in the ICCI, other Azure Services, third parties' solutions or appliances are supported on different agreements.

Compute
Virtual Machines
Virtual Machine Scale Set
App Service
App Service Environment

Management and Governance
Azure Advisor
Azure Monitor
Azure Service Health
Cost Management
Azure Migrate
Cloud Shell
Azure Portal
Azure Policy

Networking
Azure DNS
Traffic Manager
VPN Gateway
Azure DDoS Protection
Azure Firewall
Azure Front Door Service

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Express Route
Virtual Network
Load Balancer
Application Gateway
Network Watcher
Virtual WAN

Storage
Storage Account
StorSimple
Disk Storage
Data Box
Storage Explorer

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## 24x7 Azure VM

**SKU#** INMS0-AZVM01-247

**Service Description:**

Comprehensive Azure Virtual Machine (VM) Management tailored to meet the high demands of modern businesses. This service will ensure optimum state and performance of your Virtual Machine and includes its complete lifecycle management, including network interface card, hard disk, memory, CPU, boot diagnostic.

**Coverage Hours:** Around the clock

**Pricing Unit:** Per Virtual Machine

**Systems or Operating Systems Supported:** Windows Server

**Tasks included within the service:**

1. Monitoring and event management. Notifies events and faults via alarms. Collects performance data and issues early warnings of threshold violations in real time
2. Portal Access with Dashboards
3. Remote support, troubleshooting, and resolution of incidents (initiated via Phone, Email, Support Portal, Monitoring Alarms). On-site support only if required to complete resolution.
4. Password resets and account unlock
5. Resize the VM
6. Configure Network Security Group
7. Configure Auto-shutdown and Auto-Start
8. Add, remove disks
9. Configure Scale Set

**Tasks exclusive to be performed as Out of Scope Services when requested by the customer:**

1. Backup
2. Disaster Recovery replication
3. Patch and Vulnerability Management

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## 24x7 Azure Cloud Concierge

**SKU#** INMS0-AZCC01-247

**Service Description:**

Comprehensive Cloud Management (CM) tailored to meet the high demands of modern businesses. This service will ensure optimum state and performance of your Azure subscription includes its complete lifecycle management about financial and cost management, resource group role base access, best practice guidance, monitor Azure Advisor for the resources recommendations, monitor and Azure Security Center for the security recommendations.

**Coverage Hours:** Around the clock

**Pricing Unit:** Per Azure Subscription

**Systems or Operating Systems Supported:** N/A

**Tasks included within the service:**

1. Monitoring and event management. Notifies events and faults via alarms. Collects performance data and issues early warnings of threshold violations in real time
2. Portal Access with Dashboards
3. Remote support, troubleshooting, and resolution of incidents (initiated via Phone, Email, Support Portal, Monitoring Alarms). On-site support only if required to complete resolution.
4. Role-based access life cycle management
5. Monitor Azure Security Center and apply noninvasive remediation
6. Monitor Azure Advisor and apply noninvasive remediation
7. Manage financial and cost by subscription
8. Monthly meeting about new requirements
9. Best practice recommendation about new Microsoft Services

**Tasks exclusive to be performed as Out of Scope Services when requested by the customer:**

1. Deploy New Resources
2. Redesign architectures

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