Cloud Managed Service Offerings

Cloud infrastructure monitoring

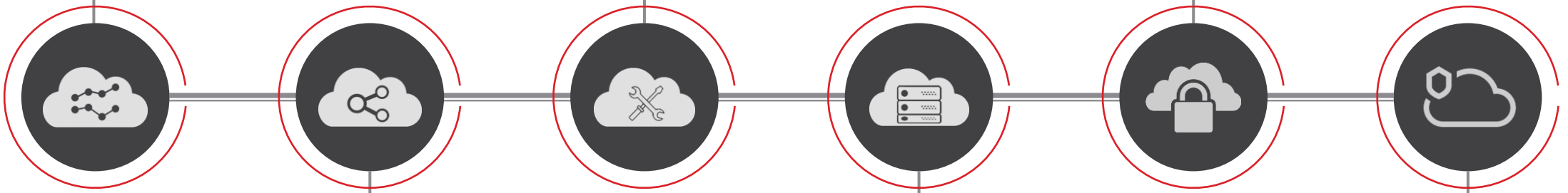
- Strategic monitoring to avoid any failure & downtime
- Reporting on performance and resource utilization

Administration and troubleshooting

- Ensure high availability of services
- Controlling data flow
- Service configuration
- Backup and restore data

Cloud infrastructure & cybersecurity

- Designing a secure network architecture
- Performing regular security monitoring
- Providing security patches and updates
- Performing vulnerability scans and regular penetration testing



Cloud usage optimization

- Orchestrating services as per business needs
- Periodic architecture review & Infra right-sizing
- Optimizing cost and improving workload performance

Disaster Recovery

- Backup and recovery
- Pilot light
- Warm standby
- Multi-site

Cloud compliance management

- Ensuring compliance against data privacy and security standards

Why MIND as MSP for Enterprise Cloud Strategy

motherson

Save cost by optimization

We enhance IT operations
By investing in continuous skill development and new age tools adoption

Easing compliance process

Easing of the compliance process and proactively raise alarm to take corrective actions for prevention of any business loss

Scaling with ease

we offer scalable and cost-effective IT solutions to meet your ever-expanding business need and help you to stay at the forefront

Improved Service Levels to achieve excellence

We work with our clients with SLAs in place to achieve service excellence and timely response to issue raised thru a well-organized support system

Optimization through Well Architected Review (WAR)

Cost Optimization

Avoiding un-needed costs

Reliability

Preventing & quickly recovering from failures

Operational Excellence

Running & managing systems to deliver business value

Performance Efficiency

Using IT and compute resources efficiently

Security

Protecting information and systems

New Generation Managed Services – Key drivers

- Driving from Monitoring to Observability
- Help design and maintain workloads like Microsoft Workloads, SAP etc.
- Data Storage to Data Lake, Data Analytics and drive Business Insights
- We work as an extended arm to your business

Managed Services Tiers

Managed Services	Basic	Advanced	Premium
24 x 7 Service Desk (L1)	Production Only	✓	✓
24 x 7 Monitoring (Infra)	Using Cloud Native Tools	Cloud Native & Enterprise Tools	Cloud Native & Enterprise Tools
24 x 7 Monitoring (Apps)	×	×	✓
24 x 7 Support	×	×	✓
16 x 5 Support	×	✓	×
8 x 5 Support	✓	×	×
Cloud Ops Support	✓	✓	✓
OS Support (Windows & Linux)	✓	✓	✓
DB Platform Support (Cloud Native only)	✓	✓	✓
Backup & Recovery	Production Only	✓	✓
Patch Management	Production Only	✓	✓
Incident Management	✓	✓	✓
PaaS Support	×	Production Only	✓
Automation in Ops (Cloud Native)	✓	✓	✓
Reports	Monthly	Monthly	Bi-Monthly
Cloud Governance (CMP)	×	Cloud Health	Cloud Health
Cost Optimization	×	✓	✓
Well Architected Review	Yearly	Half Yearly	Quarterly*

* % of Azure Monthly billing or consumption.