

idea 11

Idea 11 TechOps

Cloud Operations & Managed Hybrid Cloud Services

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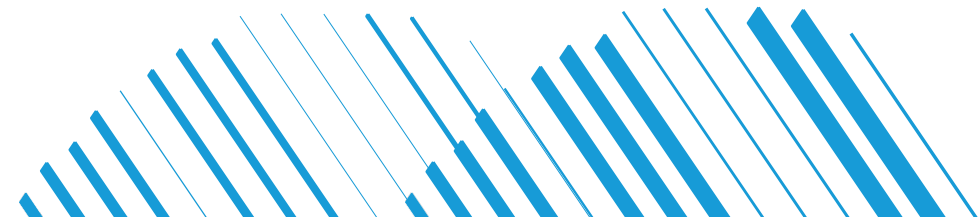


We partner with the best.

Microsoft
Partner



Gold Cloud Productivity
Silver Cloud Platform
Silver Small and Midmarket Cloud Solutions
Silver Application Development
Silver Application Integration



Idea 11 TechOps Managed Services



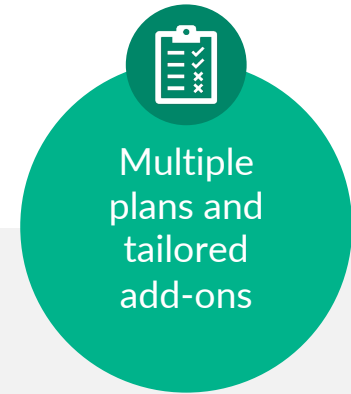
Idea 11 are a team of cloud experts. Our expertise delivers results and our track record shows it across multiple industries.



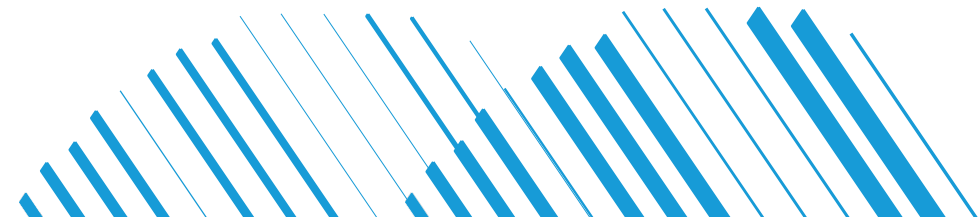
We've combined premium and in-house developed IT ops software with our cloud operations processes to deliver outstanding results.



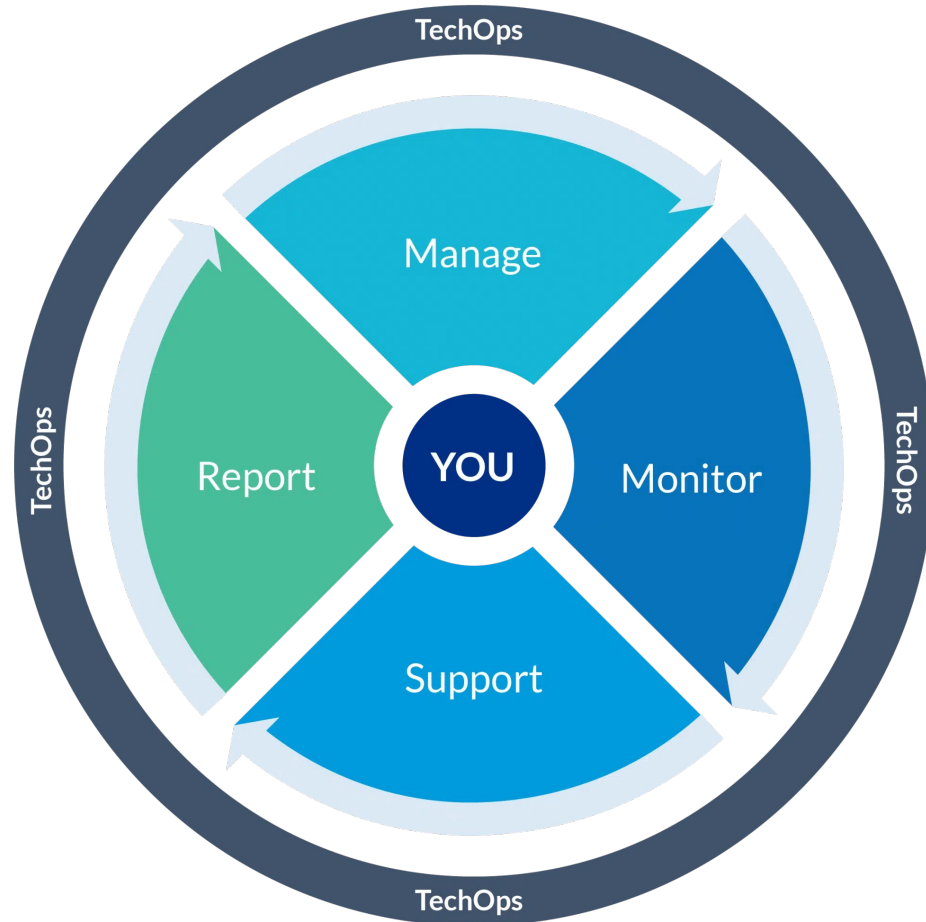
Idea 11 TechOps gives your business deep and expert cloud operations capability from day one.



Core technical essentials, cloud-native operations, or enterprise-level business support – we've got a plan that works for you.



Our Simple Methodology



Technology is complex enough as it is: our simple methodology brings repeatable, quality results, with customer-centric service.

- **Manage:** Proactive patching, maintenance, security, performance and efficiency.
- **Monitor:** Advanced monitoring and forecasting.
- **Support:** Advanced support for the day-to-day and when the inevitable happens.
- **Report:** Reporting on your environment, our services, and proactive reviews and recommendations to move you forward.



Full Stack Azure Services

We'll help you operate your Microsoft Azure environment using our leading cloud specialists and top-notch tooling.

Support



Service Desk



Request Management



Incident Management



Vendor Escalation



Self Service Portal



Change Management



Problem Management

Report



Service Delivery Management



Monthly Reports



Service Delivery Meetings

Manage



Network Management



Antivirus Management



CI/CD Management



Auto Scaling



Automation

Maintain



System Patching



Advanced App Patching



Scheduled Maintenance

Strategy



Architecture Reviews



Expert Insights

Monitor



System Monitoring



Application Monitoring



24x7x365 Alerting



24x7x365 On Call Support

Recover



Backup Management



Backup Testing



Managed DR



Failover Simulation

Cost



Cost Optimisation



Billing Alerts



Our Digital Transformation Framework

We exist to help you transform your organisation through the power of digital technology. We do this through what we call our Digital Transformation Framework. We take a holistic approach - from infrastructure to software, applications and users - and everything in between.

MIGRATE

Migrate to the cloud

We'll help you to design and implement a cloud architecture that's purpose-built for your business – and migrate you there.

Next-gen support through our TechOps managed services

Our next-gen TechOps managed services provide customer-centric support to help you get the best out of technology.

MANAGE

MODERNISE

Uplift and modernise your technology stack

We'll modernise your technology stack to improve performance, stability, security, simplicity and capability while optimising cost.

Innovate and transform through cloud-native digital technology

We'll use the power of cloud-native digital technologies to innovate and transform your business.

INNOVATE



We help organisations get the most out of their technology.

We work with organisations that have an appetite for change and who want to push the boundaries of their technology capabilities.

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