Azure Managed Services with FX

Roadblocks You Will Face When Managing the Cloud

Talent

Underestimating and sourcing the expertise and support required to manage and evolve a complex cloud infrastructure.

Security

Operating with poorly designed cloud architecture exposing security vulnerabilities and restricting scalability.

Upskilling

Realizing your organization lacks the upskilling programs required to keep your expert teams up-to-date on the rapidly changing cloud landscape.

Cost Management

Losing control of cloud spend due to a lack of consolidated visibility and insights on cost optimization potentials.

Trust FX with your Foundational Technology while you Focus on your Core Business

Cloud Expertise

✓ Utilize the experience of FX's **24/7** cloud **OpsCenter**

✓ Benefit from FX's industry leading cloudpractices and standards

✓ Access **continuously trained** Azure cloud experts

Cost Effective

✓ Avoid having to spend significant resources to keep your **IT team** up to speed on the latest cloud capabilities.

✓ Benefit from **continuous cloud cost optimization**.

✓ Leverage **best-in-class cloud services and tools** through FX's integrated multi-cloud management platform.

Flexibility & Scalability

✓ Choose from FX's **3 tiers of cloud** managed services to accurately suit your needs.

✓ **Scale your Azure environment seamlessly** with FX's flexible cloud managed services

✓ **Gain visibility** into your cloud or hybrid infrastructure with **consolidated views** of its **performance and health**

FX Managed Services Offering

FX keeps your Azure infrastructure available, optimized and secure to ensure workloads on your Azure platform run and scale seamlessly.

Essentials	Core	Premium
▪ **Affordable offer** to support client transitioning to the cloud ▪ **24/7 Ops Center** Event & dispatch ▪ **Base monitoring & alerting** ▪ **On-Demand** services available	▪ Complete offering including **full package of services** (monitoring, patching, back-up) ▪ Standardized **reporting and tools** for monitoring, security, and cost optimization ▪ **24/7 OpsCenter** support, including major incident management	▪ Offering with **advanced services** to meet client's growing needs (e.g. disaster recovery, application deployment, DevOps) ▪ Custom reporting and recommendations ▪ **24/7 OpsCenter** support adapted to client specific needs

	FX ESSENTIAL	FX CORE	FX PREMIUM*
Support			
Event and Dispatch 24/7	✓	✓	✓
Incident Resolution 24/7		✓	✓
Request, Change and Problem management		✓	✓
Major Incident Management – Access to platform	✓	✓	✓
Major Incident Management – Infrastructure		✓	✓
Operations management			
Monitoring and alerting	✓	✓	✓
Database monitoring and alerting	✓	✓	✓
Patching of OS		✓	✓
Advanced patching (firmware, cloud services)		✓	✓
Back-up and restore		✓	✓
Vulnerability management		✓	✓
Cloud network and access management		✓	✓
Anti-virus, anti-malware support		✓	✓
Application deployment			✓
Disaster recovery			✓
Governance & Optimization			
Monthly health reports and dashboards	✓	✓	✓
Biannual executive meetings	✓	-	-
Quarterly executive meetings		✓	✓
Cost optimization reporting and recommendation		✓	✓
Annual architecture review			✓

*Additional options may be included in Premium package based on client needs. Each additional service will be costed separately.

FX INNOVATION

What Do I Get With FX Azure Managed Services?

Defined Business Commitments

FX will document supported workloads to establish operational commitments with the business and agree on cloud management investments for each workload.

An Established Management Baseline

We begin by defining the criticality classifications, cloud management tools, and processes required to deliver your minimum commitment to operations management.

Cloud Assessment, Planning, and Migration

After an evaluation of your technology assets and their suitability for cloud migration, we can expand the management baseline and determine application migration strategies, while developing an execution roadmap.

Environment and Cost Optimization

Optimize cloud spend by identifying mismanaged resources, eliminating waste, reserving capacity for higher discounts, and right sizing computing services to scale.

FX CORE Managed Services

Cloud Assessment, Planning, and Migration

- Evaluate technology assets and assess suitability for cloud migration
- Determine application migration strategies and develop execution roadmap
- Review landing zone requirements, migrate workloads, and transition to operations

Support

Operations Center	• Provide 24 x 7 x 365 support • Support Level 1 - Customer service, Level 2 - Advanced trouble shooting, and Level 3 – Specialized architect available
IT Service Management	• Provide quality IT services through best practice and proven processes, including Incident, Request, Change, and Problem management. • Provide state of the art platform built on ITIL principles to create best-in-class customer experience (ServiceNow)
Provisioning	• Allocate Azure resources and services to the customer

Operations Management

Monitoring	• Monitor the health and performance of IT infrastructure (servers, network devices, platform services) using native and best-in-class tooling
Patching	• Apply updates to OS, firmware, and cloud services requiring maintenance in order to correct vulnerabilities
Back-up / Availability management	• Develop back up plan based on customer needs to ensure safety and long-term retention of data • Protect workloads from planned and unplanned downtime

Governance & Advisory

- Provide detailed reporting on incident, request, and change requests
- Provide regular performance data and identify new opportunities
- Architecture advisory services

Security

- Provide security features and recommendations to protect cloud data and infrastructure

Environment and Cost Optimization

- Optimize cloud spend by identifying mismanaged resources, eliminating waste, reserving capacity for higher discounts, and right sizing computing services to scale

FX INNOVATION

Next Steps

Next Steps

01 Contact FX and schedule a detailed presentation for our FX Azure Managed Services

02 FX Azure Managed Services SOW to be signed

03 Schedule project kickoff

04 Schedule the workshops

azure.partner@fxinnovation.com