



Cloud Platform Management



Service overview

To scale fast, Software companies need to focus on shipping great product and acquiring customers. They can't afford the distraction of managing cloud platforms.

Our CPM (Cloud Platform Management) solution removes the distraction of monitoring the services that are deployed, configured and run on Azure. With our expert team of Cloud Engineers, DevOps Engineers, and Solution Architects on-call 24x7, we proactively monitor and continuously optimise the Security, Performance, Availability and Costs associated with your cloud platform and take remediation action.

We manage your cloud infrastructure efficiently and securely, ensuring that you utilise new features as soon as they are released. We handle the routine, manual, non-differentiating tasks so you can focus on what really matters.

With Parallo managing your Cloud Platform, you can:



Free up dev time to focus on product features staying ahead of the competition



Ship features fast and often



Optimise costs & extend your cash runway



Maintain competitive advantage – minimise tech debt, and maximise GP



Improve your customer experience and reduce churn

Service list

24x7 On-call support¹

Rostered on-call support for pro-active alert response and incident management

Daily Checks

Daily checks by our Cloud Engineers to ensure that systems and services are working as expected and any impending issues are caught and rectified

Cloud Infrastructure and Application Monitoring

Cloud infrastructure and tailored application alerts across your environment to capture incidents and remediate accordingly

Parallo Premier Support³

Escalation to premium vendor support for cloud platform related issues and incidents

ChatOps

Chat-based access to our teams of Cloud Engineers, DevOps Engineers and Solutions Architects

Parallo Automation Library

Access to pre-created and customisable automations to perform reactive and self-healing operations

Service requests^{1,2}

Specific requests for our Cloud Specialists to perform consultation or work within your environment

Service Management

Service management via Parallo's ticketing system for tracking and resolving service requests and incidents

Block Time

Pre-paid time for specialist effort to carry out service requests

Reservation Monitoring

(Azure only) Daily monitoring of reservation utilisation to detect reductions in reservation efficiency and cost optimisation

Parallo Portal

CPM Dashboard to show statistics and deep-dive information on CPM services, including alert summaries and block time usage

Cloud usage dashboard to show spend over time

Cloud Cost Optimisation⁴

Annual optimisation reviews to identify and recommend cost saving initiatives

Architecture Guidance¹

Architecture reviews with our Solutions Architects to identify architectural improvements and recommendations

Customer Success

An assigned Customer Success Manager for onboarding and ongoing communication and regular service reviews

Incident Management and response¹

Incident management with escalation pathways during a service impacting incident

