

Service Models



ESSENTIALS

- 8 X 5 support with basic response SLA
- Basic IT support (updates, configuration management, identity management)
- 30-day backup
- Standard server scheduling policies
- Proactive infrastructure monitoring and alerting with 15 min resolution
- Billing analysis and alerts
- Basic cloud security (anti-virus, firewall, security group management)



ADVANCED

- 24X7 support with advanced response SLA
- Basic IT support (update, configuration management, identity management)
- Unlimited backup, self-serve point in time restore
- Custom server scheduling policies
- Machine-learning powered monitoring and alerting with 5-min resolution
- Billing dashboard and periodic cost optimization
- Cloud security (anti-virus, firewall, security group management, WAF management)
- Periodic compliance to CIS benchmarks for Cloud accounts and (supported) OS
- Real time health reports and dashboards
- Bi-annual architecture reviews and recommendations
- Quarterly service improvement meeting with account manager



PREMIER

- 24X7 support with premier response SLA
- Basic IT support (updates, configuration management, identity management)
- Unlimited backup, self-serve point-in-time restore
- Custom server scheduling policies
- Machine-learning powered monitoring and alerting with 1-min resolution
- Billing dashboard and proactive cost optimisation
- Cloud security (anti-virus, firewall, security group management, WAF management)
- Continuous compliance to CIS benchmarks for Cloud accounts and (supported) OS
- Log analytics and alerting
- Quarterly architecture reviews and recommendations
- Monthly service improvement meetings with account manager
- Custom governance policy enforcement
- Deployment operations and troubleshooting
- Support for automated release management and CI/CD pipelines
- Uptime/Availability SLA for application components

