

Datasheet

Production Ready Cloud Team Managed Services

Logicalis Cloud Team Managed Services provides for the management of your Microsoft Azure environment in line with our Production Ready Cloud gold standard.

Overview

Most businesses today face IT skills gaps and shortages that show no signs of slowing. When they are flush with talent and expertise, IT teams must focus on strategic business initiatives and not waste time on the day-to-day operations of the cloud environment. In fact, in a recent report, 74% of IT decision makers report that they cannot meet their organization's demand for IT expertise with internal resources only.¹

Logicalis Managed Services combines an innovative platform with extensive engineering knowledge to ensure your IT environments operate at peak performance. With 24x7x365 coverage, we aim at delivering a robust and maintained infrastructure environment capable of hosting systems to deliver common platform and/or business applications. This service also includes preparation and roll-out of critical patches such as bug fix releases as they are made available by Microsoft or Third-Party Providers.

Benefits

- *Strategic business focus* – Ensure that you have the skills and expertise to keep your cloud environment running at peak performance—especially when you have skills gaps and talent shortages.
- *Continuous business operations* – Rely on artificial intelligence and machine learning to predict and prevent failures and implement a fully automated, self-healing resolution when needed.
- *Consistent service delivery* – Interconnects and activates relevant services to ensure consistent, reliable service delivery that is perfectly aligned with what was contracted.
- *Globally delivered* – Roll out the same services on the same platform to all your business units, no matter where in the world they operate.
- *Reduced risk* – Provides structure, clarity, and confidence by reducing risk and significantly increasing customer's business uptime.
- *Improved reliability* – Ensures stability and continuity of your environment, ensuring that your business is continually driving business outcomes.

¹ "IT Leaders Leverage Outside Expertise To Achieve Business Outcomes: A Spotlight On IT Services Providers," Forrester.com, 05/2021.

Unparalleled Cloud Availability

Service elements included in the Logicalis Cloud Team Managed Service offerings are for Infrastructure as a Service (“IaaS”) & Platform as a Service (“PaaS”). Logicalis provides this service for the system up to and including the operating system level and Microsoft Windows server roles and features. Key tenants and outcomes available with full Cloud Team Managed Services include:



Support



Monitoring



Security & Governance



Capacity Management



Cost Optimization



Cloud Architecture as a Service



Disaster Recovery Validation

Add-On Services Available:

Logicalis Subscription CSP for Azure

The Logicalis Subscription CSP for Azure support service provides Logicalis customers with well-established teams to assist with the acquisition method to consume Azure Online Services via Logicalis. This service also includes base Azure Plan/Subscription creation, access, as well as centralized invoicing and vendor support escalation.

Additional service needs may be contracted and performed via separate project-based statements of work.

Logicalis Monitored Services for Azure

The Logicalis Monitored Services provides 24x7x365 monitoring support for deployed Azure Online Services. This service includes visibility into monitoring, capacity, and cost/performance optimization opportunities, along with quarterly reporting reviews. Alerts are sent directly to the end customer for awareness and remediation.

Additional service needs may be contracted and performed via individual project-based statements of work.

What we can do for your organization?

Contact Logicalis to learn how we can help.

Visit

www.us.logicalis.com

Call

866 456 4422