MSP offerings for Cloud Services:

Overview:

Onboarding to M247 Managed services include the following services:

- An initial infrastructure and inventory assessment.

- Assessment against the foundational pillars of the well-architected framework.

- A documented journey for implementing any recommendations identified in the assessments.

We offer Managed Services that monitor and manage the customer's cloud-based infrastructure on Azure, following the methods of the Information Technology Infrastructure Library (ITIL®).

MSP Plans:

1. **Infrastructure Provisioning and Management:**

   - Deploying and configuring virtual machines, storage, and networking resources.

   - Managing resource scaling, load balancing, and auto-scaling.

2. **Monitoring and Performance Management:**

   - Monitoring resource utilization, performance metrics, and health status.

   - Identifying and resolving performance bottlenecks and issues.

   - Setting up alerts and notifications for critical events.

3. **Security Management:**

   - Implementing and managing security groups, firewalls, and access controls.

   - Monitoring security threats and vulnerabilities.

   - Managing encryption and key management for data protection.

4. **Patch and Update Management:**

   - Applying operating system and software patches and updates.

   - Ensuring system and application software remain up-to-date and secure.

5. **Backup and Disaster Recovery:**

   - Configuring and managing backup solutions for data and configurations.

   - Testing and validating disaster recovery processes and plans.

6. **Automation and Scripting:**

   - Developing and maintaining automation scripts for routine tasks using native tools.

   - Out-of-the-box scripting for scheduled inventory, reports, and dashboards.

7. **Identity and Access Management (IAM):**

   - Managing user access permissions and roles.

   - Enforcing the least privilege principles to control access to resources.

8. **Troubleshooting and Incident Management:**

   - Investigating and resolving system and application issues.

   - Providing a timely response to incidents and service disruptions.

9. **Cost Optimization:**

   - Monitoring and optimizing cloud spending.

   - Identifying opportunities for cost savings through resource optimization.

10. **Logging and Monitoring:**

   - Setting up and managing logging and monitoring solutions.

   - Collecting and analyzing logs to troubleshoot issues and ensure compliance.

11. **Compliance and Governance:**

   - Implementing and enforcing governance policies and compliance standards.

   - Assisting with audits and regulatory requirements.

12. **Collaboration with Development Teams:**

   - Collaborating with development teams to ensure smooth deployment and operations.

   - Supporting DevOps practices and continuous integration/continuous deployment (CI/CD) pipelines.

13. **Documentation and Knowledge Management:**

   - Maintaining documentation for configurations, processes, and procedures.

   - Sharing knowledge and best practices with the organization's teams.

14. **Capacity Planning and Resource Optimization:**

- Analyzing usage patterns and planning for resource scaling.

- Recommending resource adjustments to optimize performance and costs.

15. **Vendor Management:**

- Interacting with cloud service providers for support and issue resolution.

- Staying updated on new cloud services and features.