Managed Services

A presentation for <company name>

January 2024

Managed Services Value Proposition

Addressing our clients pain points by delivering value

- Economies of scale with shared resources
- Single point of accountability for all services
- Standard proven approach for transition services and managed services
- Predictable transparent monthly cost offered either
  - As a fixed monthly fee for described services
  - Or a per service per user fee configured on consumption of Azure services or other environments
- Concrete Service Levels Agreements
- Build on mature ITSM frameworks
- Deep domain competency
- Close relationship with Microsoft engineering

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Service Tiers

Four tiers of services to address a variety of needs

| **Premier** (Tier 4)	**Enhanced** (Tier 3)	**Standard** (Tier 2)	**Foundation** (Tier1)
Proactive and Reactive	Proactive and Reactive	Proactive and Reactive	Reactive
• 24x7 Support • Account Manager and Architect support • Automation & orchestration (DevSecOps managed service) • Proactive IaaS/PaaS monitoring and alerting • Proactive capacity planning, performance and cost optimisation • Advanced Security & Compliance monitoring • Advance operational intelligence and custom dashboard on usage, performance, governance and cost	• 12x7 support • 24x7 Customer Portal • Account Manager and Architect support • Core infrastructure support (patching/updates, configuration management, identity management) • Advanced Security & Compliance monitoring • Application performance monitoring & optimisation (e.g. Application Insights) • Real-time health reports and dashboards (enables proactive management) • Cost analysis and optimisation	• 8x5 support • 24x7 Customer portal • Core infrastructure support (updates, configuration management, identity management) • Basic Security & Compliance monitoring • Monthly health reports • Monthly service report • Cost analysis and optimisation	• 24x7 Customer portal • Purchase hours (80 minimum) • Break/fix support • Engagement on request (updates, assessments, training, advisory etc.) • Monthly health reports • Monthly service report
£ £ £ £	£ £ £	£ £	£

Note: The services listed under each tier are for illustrative purposes. In practise we work with each client to tailor their service package to their individual needs.

Transition Services

Ensuring a smooth transition from project planning all the way into support

Transition Engagement

Typically we pick up support during the transition to production of a project. However, increasingly more clients invite us and seek our involvement from the early stages of a project. This approach ensures the support team develops a deep understanding of the system being built but most importantly enables us to contribute in the development of the solution and embed best practices for monitoring, security and other aspects that will be crucial when the system will be in production under our support.
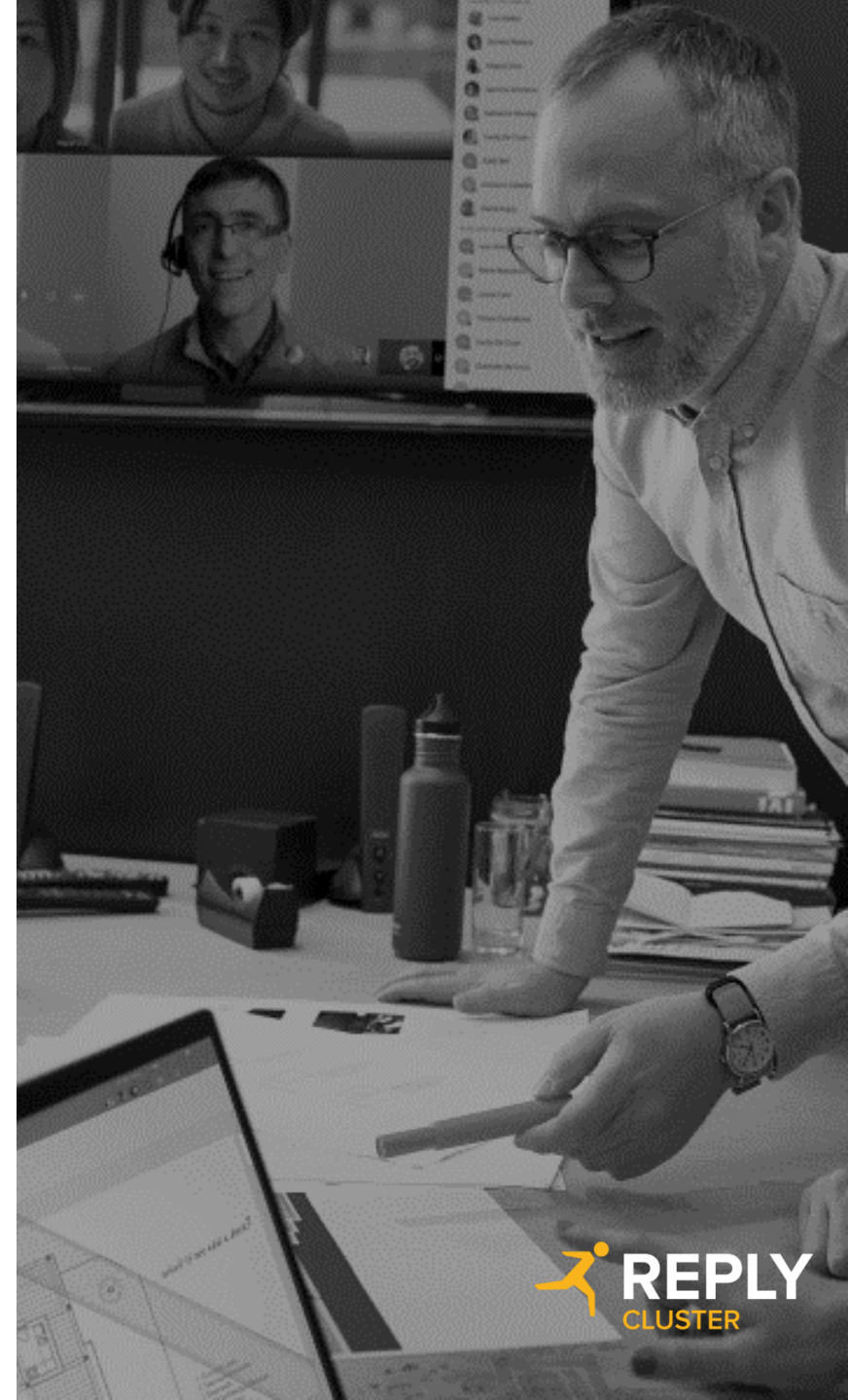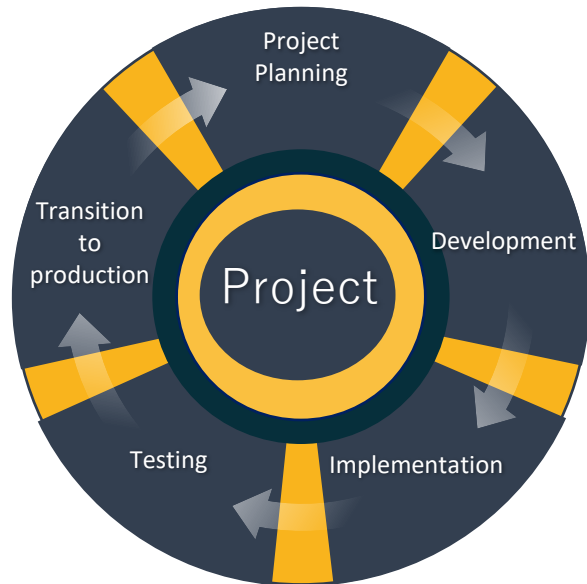
Service Desk services

A robust service desk platform underpins all service tiers

- Up to 24/7 telephone answering (depending on contract)
- Calls answered in under 5 rings
- Support provided during initial phone call

- 24/7 Email logging
- Personal response within 1 hour
- Automated notification to Service Desk Agents

- 24/7 Web Portal Access
- Incident Logging
- Knowledgebase and FAQ documents
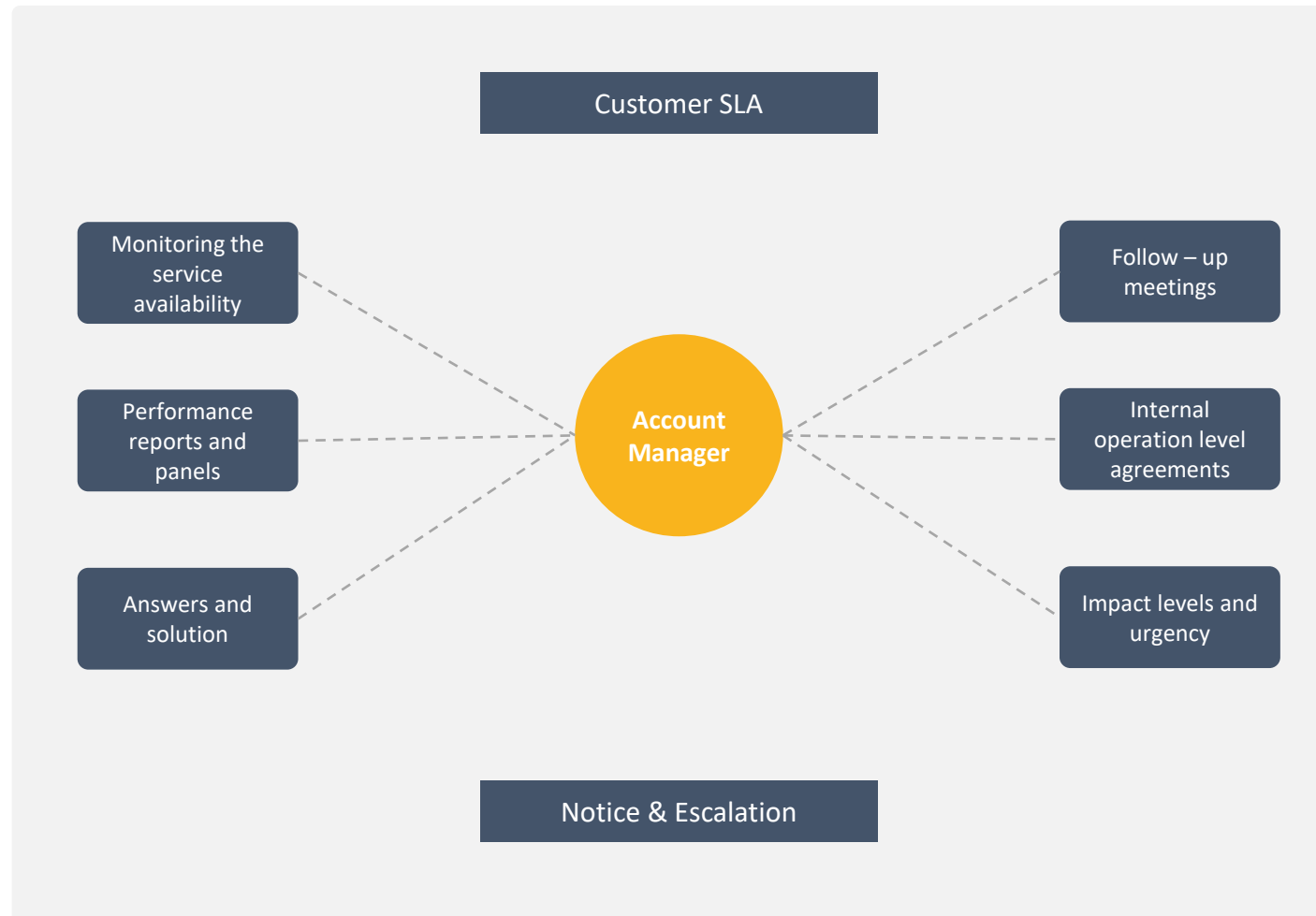- Management reporting and progress monitoring

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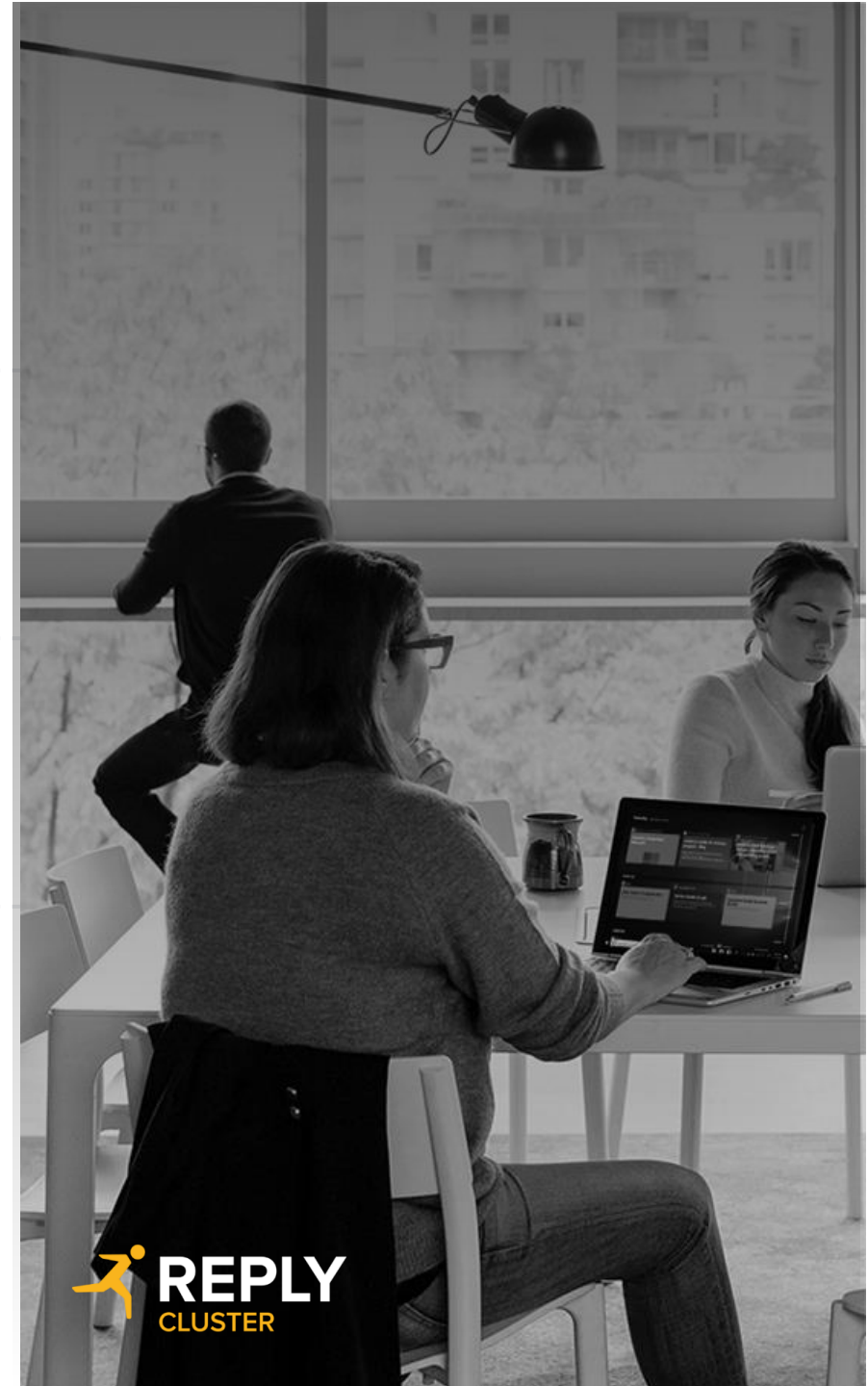
Dedicated Account Managers

A single point of contact for support for companies requiring Tier 3 or 4 services

The concept

Clients opting for tier and 4 services are assigned a dedicated Account Manager. This trained professional is there to maintain and improve the quality of the services their assigned clients receive by actively monitoring and managing the level of service, as well as promoting actions to improve the environment's quality. Account Managers are the single point of contact for our clients' operational interactions with Cluster, interfacing without technical teams whenever a need arises and providing proactive support.

Customer SLA

Monitoring the service availability

Performance reports and panels

Answers and solution

Account Manager

Follow – up meetings

Internal operation level agreements

Impact levels and urgency

Notice & Escalation