

Managed Azure Cloud Services



Agenda

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- 02 Why Aptum for Your Azure Subscription
- 03 Aptum Managed Azure
- 04 Service Features

Companies underestimate complexity



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Company Responsibility	
<p>Cloud is a shared service model, with complex responsibilities remaining squarely with the company using it and often requiring expertise</p>	<ul style="list-style-type: none">• Deployment and operations in the cloud<ul style="list-style-type: none">• Customer Data• Platform, Applications, Identity & Access Management• Operating System• Network & Firewall Configuration• Deployment of Virtual Resources, Network Architecture, Server-Side Encryption & Data Integrity• Expertise Required<ul style="list-style-type: none">• DevOps Engineer, Solutions Architect, Security Engineer• Cloud Developer, Cloud Architect, Cloud Engineer• Database Administrator, Data Engineer, Cloud Administrator

Why Aptum for your Azure subscription?

Adaptability



Flexibility to align services with your needs on your cloud journey

Cloud Expertise



Access to AEMSP certified experts to support with Migration and Modernization

Cloud Advisors



Discover/access the environment

Cloud Operations



24x7 Access to Microsoft certified cloud experts monitoring network configuration, OS updates, and patches and support

Ongoing Optimization



Continuous insight and optimization of cloud costs, security and compliance controls

Aptum Support Promise



Additional protection and support beyond Azure SLA

Why Aptum for your Azure subscription?



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Select the service you need

Foundation

Complement Azure capabilities with a simplified orchestration interface featuring expert billing support and access to powerful cost utilization and insights tools. Add **Aptum Augmented Support** to your existing Azure plan for additional peace of mind.

Managed Azure

Bridge skills gaps within your IT team with always-on operational management of infrastructure within the Azure Cloud—from security and performance monitoring to routine maintenance and strategic optimization.

Consulting & Professional Services

Choose how much or how little you leverage our expertise. We provide the clarity, guidance, and support you need—from strategy to deployment to continued operation.

Why Aptum for your Azure subscription?



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Dedicated delivery team <p>Get reliable, 24/7 support from a dedicated team that's highly familiar with your cloud environment and your organization's needs.</p>	Continuous monitoring <p>Ensure high reliability, high availability, and prompt event response with always-on system monitoring and automated alerts.</p>	Incident management <p>Reduce the risk of disruptions or data loss and accelerate incident recovery with effective event management and system recovery protocols.</p>
Proactive patches and updates <p>Keep your cloud infrastructure secure, up-to-date, and with minimal downtime with proactive management and regular updates.</p>	Backup and recovery <p>Safeguard your data with regular backups, encryption, and frequent testing and validation of copies to ensure integrity and recoverability.</p>	Compliance assurance <p>Boost regulatory compliance with proven it policies, procedures, and regular compliance checks.</p>

Why Aptum for your Azure subscription?



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Engage elite talent

Access a team of highly skilled IT professionals—including devops, infrastructure, and hyperscale cloud experts—who serve as trusted partners, ready to transform your processes and elevate your business outcomes.

Boost operational efficiency

Enhance system performance and decrease technical debt with customized cloud infrastructure solutions and best practices that ensure stability, security, and flexibility.

Optimize overhead costs

Reduce overhead expenses linked to recruiting and sustaining in-house it personnel—as well as the costs of managing physical data centers.

Streamline core functions

Trust our team with routine maintenance and management tasks and free your internal staff to focus on high-value tasks.

Accelerate time to value

Leverage our expertise and resources to expedite your cloud migration, deployment, and integration journeys and successfully deliver tangible business benefits.

Build-in flexibility and agility

Navigate a dynamic landscape with expert guidance and the support of flexible and scalable workforce and technology solutions.

Service Features

Aptum Cloud Account Advisory Services

Customer Experience Manager (CEM)

- A named non-technical resource for service, billing, portal and account inquiries
- Leads Quarterly Service Reviews for customers services
- Escalation point for any support requests
- Ensuring key contact information is maintained across our various portals
- Works with internal departments to collectively resolve any issues

Aptum Cloud Account Advisor (TAM)

- Expertise in IT for multiple lines of business best practices
- An internal partner and assigned analyst aiming for your success
- Runbooks, reports, and customized dashboards for accurate record keeping and IT Governance
- A direct link to support teams for planning and escalations to mitigate against incidents and downtime
- Quarterly Account Reviews on IT infrastructure and Cloud
- Proactively reviews solutions via health checks and continuous service reviews

Cloud Insights Dashboard

Cost Management and Optimization	Security and Compliance	Budget and Governance
<ul style="list-style-type: none">• Understand and measure the performance of your cloud assets• Easily identify cost saving opportunities• Understand billing parameters	<ul style="list-style-type: none">• Identify and remediate high risk security issues• Simplify management of your compliance requirements	<ul style="list-style-type: none">• Complete visibility of all cloud spends• Maintain control on what is provisioned – what, where, when• Control data sovereignty, costs and lifespan of resources

Support

24/7/365 Support	Incident Management	Azure Platform Escalation Management
<ul style="list-style-type: none">• Available by phone and the online ticket system at support.aptum.com• Email updates will be provided to keep you informed of progress	<ul style="list-style-type: none">• Ensures normal service is restored as soon as possible• Minimize any business impact that may result from the incident	<ul style="list-style-type: none">• An issue with the Azure platform itself• Third level support escalation• An Azure SLA credit request

Investment Portability

- Simple, transparent, flexible.
- Adapt your solution as your business needs evolve.
- Shift your investment between services easily and without any penalties*
- Should you expand your services to include Hybrid or multi-cloud we will work with you to place your data and solutions in the right platform and adjust billing.
- Aptum ensures that your billing will not increase substantially as you move platform to platform.



Thank You

