HCL **ElasticOps** for Microsoft Azure

For secured and automated on-demand Azure cloud operations

Adopting Microsoft Azure for your core IT infrastructure brings flexibility, business agility and speed that is not possible with legacy on-premises systems. The ability to immediately and continuously optimize your Azure environment to meet changing business needs, or to drive agility allows you to explore innovative ways to accelerate your business. Through deployment of modern, scalable cloud-native applications, your organization will be better prepared to disrupt markets, create new revenue channels, adapt with greater agility, differentiate value propositions, and drive shareholder value. A flexible, consumption-based Azure solution demands a different approach to IT management. Efficient, flexible and expert management of the cloud environment is crucial to realizing the benefits of your Microsoft Azure investment. HCL ElasticOps for Microsoft Azure is an Artificial Intelligence-driven operations solution that uses smart algorithms and machine learning to provide zero-touch automation of key operational tasks and processes. It brings the power of AI, autonomics and orchestration to simplify IT and business operations at the speed of cloud. By implementing industry recommended best practices, HCL ElasticOps for Microsoft Azure simplifies cloud operations, safeguards the cloud environment from threats and reduces operational overheads. It performs all the heavy lifting and unburdens you from unpredictable monthly costs across all Azure infrastructure and platform services.

▶ **Azure Operations** your business

HCL ElasticOps for Microsoft Azure provides an integrated suite of operational services to achieve enterprise class scalability, performance and availability, with a focus on governance, flexibility and automation innovation. HCL is a Microsoft Gold Partner and certified Azure Expert Managed Service Provider, audited by Microsoft. ElasticOps for Microsoft Azure also meets ISO 27001 certification criteria. We have over 5000 Azure trained and certified experts, with presence in every region. ElasticOps for Microsoft Azure is designed to address the needs of any geography or industry and help you unlock the value of your cloud investments through our deep knowledge and understanding of Microsoft Azure products and services. Our domain expertise enables us to ensure that your Azure environment continually meets quality, compliance and performance expectations. HCL delivers Azure managed services based on enterprise scale Microsoft Cloud Adoption Framework for Azure (CAF), ensuring that Microsoft best practices for
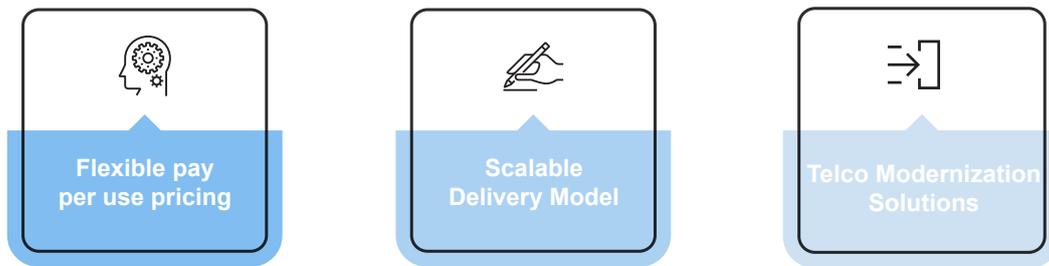
implementation and growth of your Azure cloud infrastructure continually meets your changing business needs. HCL ElasticOps for Microsoft Azure performs deployment, monitoring, configuration and change management, cost analysis and optimization for all Azure services. It achieves enterprise class scalability, performance and availability with a focus on your ojectives to deploy a flexible suite of Azure services that continuously meets your changing business needs, and is dependable, scalable and reliable.

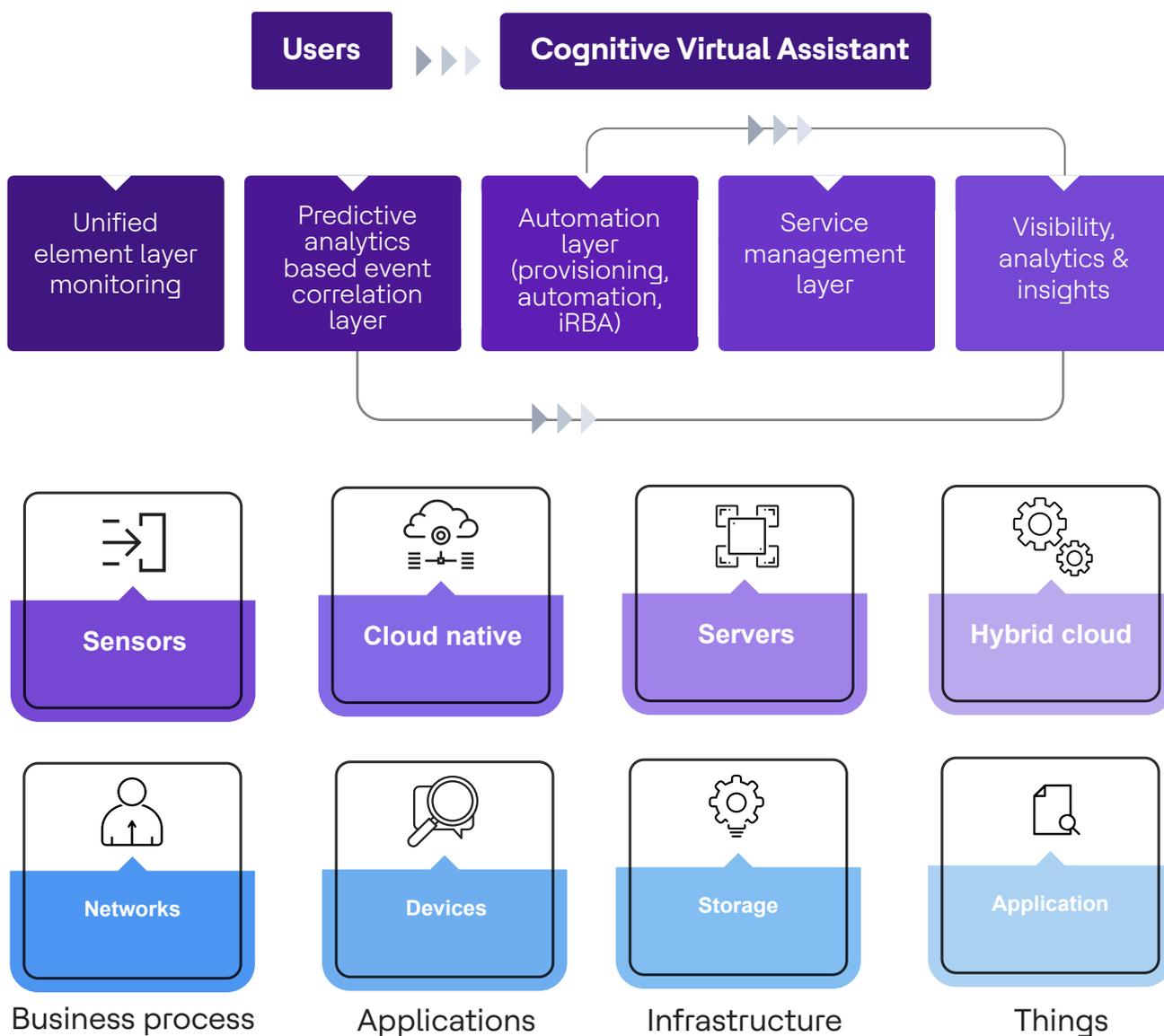| NLP and AI-powered zero-touch automation remediation	Proactive hybrid cloud management life cycle	Machine Learning enabled collaboration and algorithm driven event correlation	Algorithm based near real-time reporting and analytics
Scalable architecture, tools and resources	End-to-end business and IT process automation across the stack	Strong process and compliance	

▶ Benefits

HCL's Microsoft Azure certified resources with an in-depth understanding and proven track record of delivering cloud solutions, specifically positioned to design, execute and manage a comprehensive cloud strategy, can help you realize key short term and long-term benefits from your Azure cloud investment.

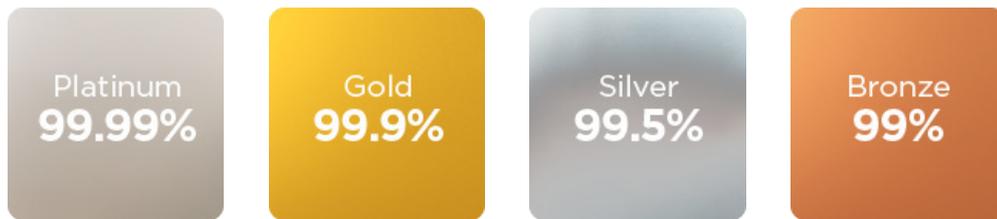| Fast time-to-value (plug-and-play framework)	End-to-end visibility and automation	Predictive analytics based FinOps to optimize cloud spend
Scale up/down as per business requirements	Unified reporting	Flexible Services Windows & Customizable SLA's

Flexible pay per use pricing	Scalable Delivery Model	Telco Modernization Solutions

▶ **AI enabled** operations & automation framework

Users	▶▶▶	Cognitive Virtual Assistant

Unified element layer monitoring	Predictive analytics based event correlation layer	Automation layer (provisioning, automation, iRBA)	Service management layer	Visibility, analytics & insights

Sensors	Cloud native	Servers	Hybrid cloud
Networks	Devices	Storage	Application
Business process	Applications	Infrastructure	Things

▶ **Service** level agreements

ElasticOps services are provided with the following service levels. These service levels are measured and reported on a monthly basis. Tiered SLA options offered depending upon your business requirements, architecture and needs

Platinum 99.99%	Gold 99.9%	Silver 99.5%	Bronze 99%

Each of these standard SLAs have the following assured service levels: Support coverage options

Category of service	Time to respond	Category of service	Time to respond
Incident response	Priority 1 : 15 Priority 2 : 30 min Priority 3 : 2 hours Priority 4 : 4 hours	IIncident resolution	Priority 1 : 2 hours Priority 2 : 6 hours Priority 3 : 2 business days Priority 4 : 3 business days

▶ **Support** coverage options

Support Coverage

HCL ElasticOps for Microsoft Azure offers three levels of support coverage. These can be mixed and matched at a subscription level, aligned to your workload and business needs.

24x7   **16x5**   **8x5**

▶ **Expertise** on demand

ElasticOps for Microsoft Azure includes the key skills and expertise to ensure that your Azure environment is deployed, managed and optimised to meet your changing business needs. Our Technical Account Manager (TAM) is the

single point of contact for the entire ElasticOps team, and ensures that HCL's capabilities flex with your needs. The TAM is backed by a skilled team of appropriately trained and certified people, engaged as you need them, focussed on delivering on our commitments to you, so that you can meet your commitments to your business and customers.

FinOps Practitioner

Project Manager

Cloud Architect

DevOps Engineer

Security Compliance Architect

Cloud Build & Migration Manager

Technical Account Manager

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HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of $11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit hcltech.com.