

Azure Cloud Managed Services



Saxon's Azure Managed Services offerings – Summary

Saxon AI's Azure Cost Control Managed Service provide continuous insights to empower the customer and business with proactive cost management, waste reduction, and optimized spending for Azure infrastructure on ongoing basis



Saxon's Azure Managed Services offerings – Details

- Leverage our live monitoring and analysis tools to monitor Azure spending trends and identify opportunities for optimization.
- Take advantage of our proactive recommendations customized to suit your organization's requirements, which encompass rightsizing resources and capitalizing on discounts to optimize costs.
- We manage the setup, monitoring, and oversight of your Azure budgets, guaranteeing they align with your financial objectives by providing prompt alerts and comprehensive reports.
- Optimize resource utilization and cost efficiency with our performance monitoring solutions, ensuring your Azure environment consistently performs at its best.

- Enable customer teams with Azure cost spend reports and opportunity areas of savings which empowers them to efficiently handle Azure costs and foster ongoing enhancements.



- Benchmark clients' Azure spend against industry benchmarks and best practices to identify areas for improvement, benchmark performance, and drive continuous optimization efforts.

- Implement and reinforce cloud financial governance policies and best practices to ensure accountability for costs, optimize resources, and adhere to budgets.
- Offer proactive assistance, guidance, and collaboration with clients to tackle cost-related issues, implement savings strategies, and optimize Azure spending in line with business goals.
- Offer cost forecasting and budgeting services to aid clients in predicting and planning future Azure expenditures, pinpointing cost-saving prospects, and preventing budget excesses.
- Deploy cost allocation methodologies and furnish showback reports to empower clients in accurately understanding and distributing cloud expenses across departments, projects, and stakeholders.

Saxon's Azure Managed Services offerings -Customer Support & Incident Response Strategy

Provide Business hours support for Azure-Cost savings & Anomaly detection

This is crucial for maintaining the trust of clients and ensuring smooth operations. With this service, clients can rest assured that their issues will be addressed promptly and effectively, minimizing the impact on their business operations.

- A. Remote Support During Business Hours
- B. 24/7/365 Emergency Support
- C. Routine Health and Performance Monitoring
- D. Capacity Planning and Cost Optimization
- E. Cloud Change Management
- F. Break-fix Support
- G. Monthly Health Reporting

Define SLAs for Response & Resolution times. + Billing Optimization Services

As part of your Azure Managed Services offering, defining Service Level Agreements (SLAs) for response & resolution times is crucial. These SLAs ensure that your clients receive timely and efficient support...

Severity	Level	Response time
Critical	P1	1 Hr
High	P2	2 Hrs
Medium	P3	4 Hrs
Low	P4	8 Hrs
Change Request	CR	16 to 24 Hrs

- Billing Optimization Services
- Standard
 - Premium
 - Enterprise

Handle incidents promptly & communicate effectively with clients

Handling incidents promptly and effectively communicating with clients is crucial for maintaining trust and ensuring smooth operations. Here are the key activities for incident management.

1. Incident Triage
2. Effective Communication
3. Root Cause Analysis
4. Workarounds and Mitigation
5. Resolution and Follow-Up
6. Client Satisfaction and Feedback

Severity	Impact
Critical	If the actual cost exceeds the forecasted cost by more than 10%, or if an anomaly is detected
High	If the actual cost has increased by more than 5 to 10% compared to the forecasted cost, or if an anomaly is detected
Medium	If the actual cost has increased by less than 5% compared to the forecasted cost
Low	If fluctuations in costs are observed
Change Request	If new services are introduced that might necessitate a redesign of the architecture from a cost perspective



About Us

Saxon is a data and analytics company specializing in industry-specific solutions to make organizations more insights-driven. It helps in empowering clients with actionable information for real-time decision-making, serving as a key solution partner to leading data engineering & Cloud Technology platforms, supporting diverse industries in their digital transformation journey.

Saxon has been the Trusted Partner over 2 decades for holistic business transformation: Industry Insights, Consulting Excellence, and Cutting-Edge Cloud & AI Solutions

THANK YOU

