



**INTERCEPT**

EMPOWERING AZURE

# Managed Services

## Our Products

If you want to keep building your business without any hassle, it's time to Intercept

### CSP service includes

- Discount on Microsoft list prices
- Help optimize costs with reservations and azure hybrid use benefits
- More than 20 Azure specialists available to help you get the most out of Azure.
- Early access to new Azure features and updates
- Free workshops about Azure Fundamentals, Cost Management, AKS and more
- Free hub with video's, e-books and other awesome Azure content

### Customer Portal includes

- Extensive cost and invoice management
- Security- and compliancestatus of your Azure tenant in one dashboard
- Governance recommendations for your Azure tenant based on Azure Policies and our best practices
- Integrated with Microsoft Support
- Fully automated Azure advisory recommendations every month
- Ability to add Azure subscriptions, to plus existing Office 365 licenses
- Benefit from upcoming new features
- One dashboard for your Managed Services SLA and monitoring
- Service catalog for template automation compliant with Intercept best practices



Full stack Support  
Custom price

- ✓
- ✓
- ✓
- ✓
- ✓
- ✓



Premium Support  
€ 975

- ✓
- ✓
- ✓
- ✓
- ✓
- ✓



CSP Support  
€ 299

- ✓
- ✓
- ✓
- ✓
- ✓
- ✓

## Our Products

If you want to keep building your business without any hassle, it's time to Intercept

### Monitoring

- Extensive automated monitoring of your resources incl. alerts (unmanaged)
- Full stack monitoring \* application Insights is needed at additional costs



### Support

- 24/7 availability
- Recommendation (Azure Advisory) review with an Azure specialist
- Unlimited support calls based on SLA including AKS, PaaS, DevOps Support.
- Regular back-up and recovery tests



Monthly

Quarterly



### Continuous improve

- Continuous improvement and roadmap alignment
- Best practices and continuously optimized landingzone for AKS that is fully managed
- Best practices and continuously optimized landingzone for WVD that is fully managed
- Custom AKS Pipeline Management



€ 750

€ 750

€ 750

€ 750

€ 750

€ 750

### Extra services

- Cloud design
- DevOps design
- Application Modernization



€ 3999

€ 3999

€ 3999

€ 3999

€ 3999

Custom

Custom

Custom



# Managed Services – Full stack support

Full Stack Support is the solution to focus on the core business of your organisation. In this plan, Intercept provides continuous monitoring, improvement and 24/7 support of your environment. Our team of certified Azure specialists is an extension of your technical team.

## **Safe, efficient and available**

Within the scope of our Full Stack Support, proactive maintenance ([Microsoft CAF - Manage](#)) is performed to prevent disruptions within the cloud infrastructure. We support your developers and engineers with a dedicated Continuous Improvement Team that knows your environment inside out. We guarantee your business continuity by constantly monitoring potential threats and vulnerabilities. We configure backups and monitor the service incidents of your Azure Resources. And we keep you informed of service issues. This way, we keep your environment safe, (cost) efficient and continuously available.

You will be provided with:

- Full Stack Monitoring;
- 24/7 availability;
- a customer portal for managing your Governance;
- and various Azure insights, recommendations, best practices and automation.

## **Accelerating the development process**

We monitor your environment within an application and platform context and we provide you with the information on errors and platform behaviour. This is the data-driven input you need in order to speed up your development process. Of course, you can always rely on us and our Azure-certified Managed Service Team.



# Managed Services – Premium support

Premium Support is the package for organisations that want to use Azure, but do not want to share management responsibilities. You will be provided with:

- Full Stack Monitoring;
- 24/7 availability;
- a customer portal for managing your Governance;
- and various Azure insights, recommendations, best practices and automation.

## **Accelerating the development process**

We monitor your environment within an application and platform context and we provide you with the information on errors and platform behaviour. This is the data-driven input you need in order to speed up your development process. Of course, you can always rely on us and our Azure-certified Managed Service Team.



# Managed Services – CSP Support

CSP Support is interesting for organisations that only want to buy Azure. You can of course buy it directly from Microsoft, take an extra Microsoft Support Contract and pay the list price (the price Microsoft communicates on its website). Or you can buy Azure through a CSP (Cloud Solution Provider). If you choose the latter, why not buy Azure from a partner who understands your environment and has in-depth knowledge and experience of Azure?

## CSP Support benefits

- CSP discount on resources.
- Maximum flexibility as you can scale up and down daily.
- Access to Azure Cost Management.
- First access to new updates, releases and features.
- Always current and relevant discounts and incentives on Azure and Office 365 services.
- Free use of Microsoft Support via Intercept.
- More than 20 Azure specialists who can provide on-call support.

## Why CSP Support

Pay less for your Microsoft products, get an Azure partner and access to all the features of our Intercept Customer Portal and CSP services.

