



Managed Services

# IFI Techsolutions

Microsoft Cloud Solutions & Managed Services Provider



# Managed Service Lifecycle Management

## Infrastructure management:

Provision cloud environment, proactively manage all systems and adhere to defined service levels.

## Security and compliance:

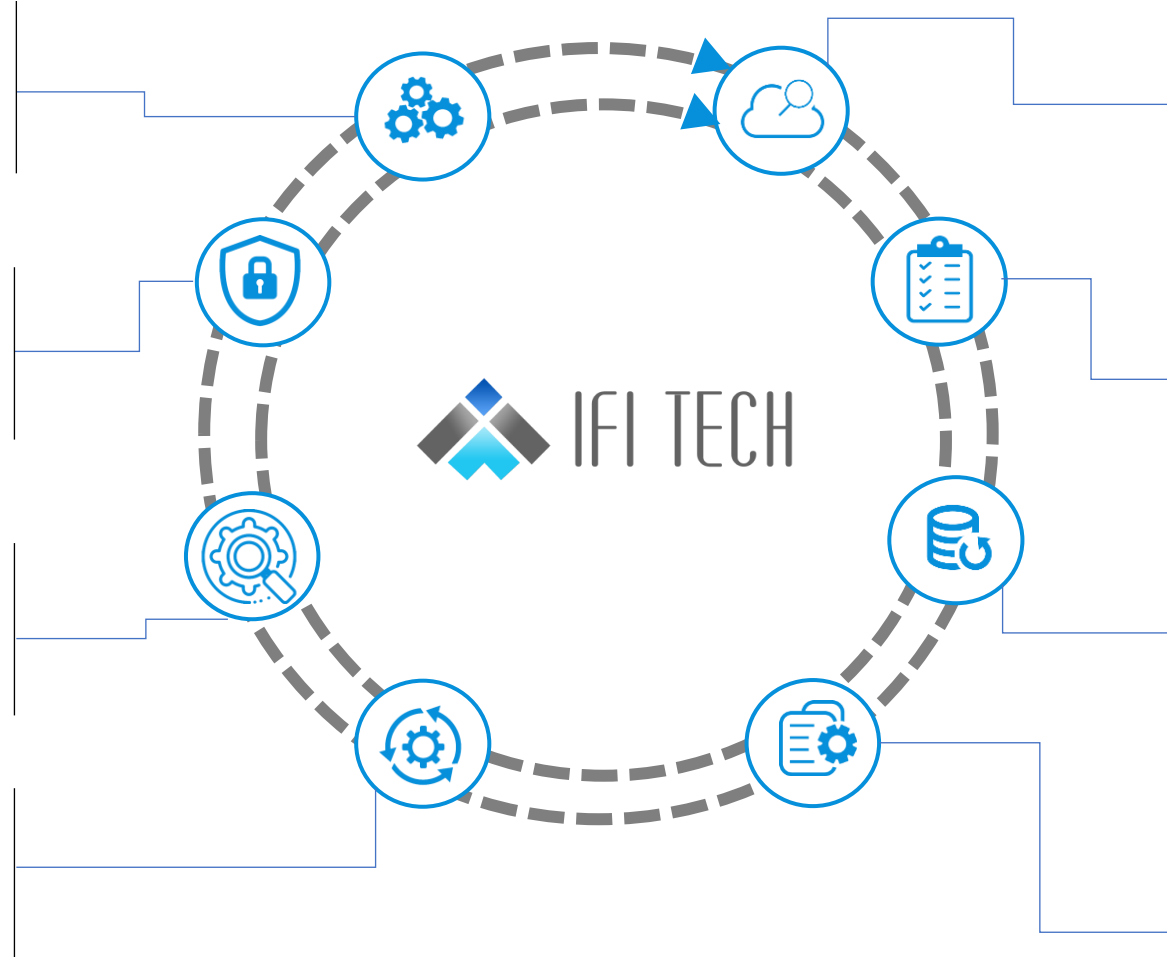
An end-to-end compliance risk management framework standardizes design, assessment, implementation, and continuous improvement.

## Optimization & transparency:

A holistic view into the cloud landscape and empirical data on usage and consumption designed to optimize solution footprints.

## Automation and DevOps:

Flexible framework to rapidly deploy full-stack solutions.



## Hybrid Monitoring Service:

Benefits such as increased flexibility, cost-cutting opportunities, and support for the agile DevOps culture are driving the growth of hybrid cloud infrastructures.

## Cloud assessment and planning:

Evaluates a business's existing IT infrastructure and produces analysis on the cost benefit, security, and risk factors associated with migrating to the cloud.

## Backup and Disaster Recovery:

A business continuity and disaster recovery (BCDR) strategy helps organizations secure data, applications, and workloads during planned or unplanned outages

## Cloud Native Service:

Cloud native services empower modern application development and enable cloud tooling & services so that developers can reduce operational tasks and build applications faster.



# Managed Service Scope



## Support Hours

- 9am – 5pm
- 24\*7\*365



## Monitoring & Alerts

- IaaS Resources
- PaaS Resources
- SQL as Service



## Contact Options

- Email
- Call
- Web
- Microsoft Teams



## Review Frequency

- Monthly
- Quarterly
- Semi- Annual
- Annual



## Account Manager

- Dedicated account manager
- Shared account manager



## Dashboard Access

- Reporting views
- Dashboard views
- Asset tracking
- Support access
- Service performance



## Cost Optimization

- Consolidated billing
- Cost management and allocation
- Enhanced optimization
- Per support resource model
- Azure consumption model
- Per node model



## Review Types

- Security & Monitoring
- Compliance
- Cost-saving
- Optimization
- Backup & Disaster Recovery



## Support Type

- Incident Management
- Change Request Management
- Update Management
- Compliance Management
- User Access & Identity management



# Managed Service Packages

## Standard Package

- 9X5 Support Monday to Friday – Email, Chat and Call
- Managing IaaS and PaaS Services
- Proactive Monitoring & Alerting
- Security Optimization & Management
- Identity & Access Management
- Application High Availability (HA)
- Backup & Restore Process Management
- Security, Antivirus and Antimalware Management
- Compliance Management & Reporting
- Disaster Recovery (DR) Management
- Cost Saving & Optimization Reviews (Annual)
- Change Management
- Planned Application & Environment Maintenance
- Server & Service Upgrades
- Unlimited ticket count
- All Type ticket -L1,L2,L3 and SR covered
- Tool based alerting and ticketing
- RCA based on Microsoft process
- Best practice consulting
- Quarterly Reporting
- Shared account manager

## Premium Package

Premium Package includes all the services mentioned in Standard Package + below exclusive services

- 24x7 Support – Email, Chat and Call
- Tool based alerting and ticketing
- Cost Saving & Optimization Reviews (Quarterly)
- Dedicated account manager



# Managed Service SLA Package

SLA Attribute	SLA Indicators (Premium Package)	SLA Indicators (Standard Package)	Description	SLA Adherence (%)	Severity	Ticket/Incident Type Examples
Incident response time  (Mean Time to Respond)	Severity A(Critical) - 1hour	Severity A(Critical) – 2 hour	Response Time:  Tool based response will be automatic and immediate on mail  Shift resource response is based on the defined response time in SLA	95%	Sev-A  (Critical Business Impact)	<ul style="list-style-type: none"> <li>• Production Downtime</li> <li>• Security Issues</li> <li>• Disaster Recovery</li> <li>• Data Loss</li> </ul>
	Severity B (Urgent) - 2hours	Severity B (Urgent) – 4 hours				
	Severity C (High) - 4hours	Severity C (High) – 8 hours				
Incident / Problem resolution  (Mean Time to Resolve)	Severity A (critical) – 4 to 6 hours	Severity A (critical) –6 to 8 hours	Resolution Time:  Resolution time will be based on the Defined SLA in the agreement  Resolution time SLA for Microsoft dependent call will be based on the SLA defined by Microsoft for Azure Service	95%	Sev-B  (Moderate Business Impact)	<ul style="list-style-type: none"> <li>• All general purpose issues</li> <li>• Backup &amp; Restore issues</li> <li>• Performance issues</li> <li>• Quota requests</li> </ul>
	Severity B (Urgent) – 8 to 12 hours	Severity B (Urgent) – 12 to 18 hours				
	Severity C (High) – 12 to 24 hours	Severity C (High) – 18 to 24 hours				
Availability of services	Microsoft Azure SLA	Microsoft Azure SLA	Availability and uptime of azure Resources SLA defined by Microsoft	99.90%	Sev-C  (Low Business Impact)	<ul style="list-style-type: none"> <li>• Update requests</li> <li>• Change requests</li> <li>• Technical queries</li> <li>• Non-Production environment issues</li> </ul>



# Microsoft Services Scope for Azure and O365

Component	Deliverables	Inclusion status (Yes / No)	Support action details
Azure	Server OS management	Yes	Monitoring / Alerting / Coordination
	VM management	Yes	Issue reporting / Incident management
	DB service management	Yes	Troubleshooting / Problem management
	Network config management	Yes	Installation/ Uninstallation/Upgradation
	Log management	Yes	Patch services
	Security management	Yes	
	Alerting management	Yes	
	Backup management	Yes	
	Storage management	Yes	
	Application support / rollout	Yes	
	Identity/Access management	Yes	
	DR management	Yes	

Component	Deliverables	Inclusion status (Yes / No)	Support action details
O365	Migration mails	Yes	Project delivery
	Rollout Services	Yes	Post-Project remote support
	Exchange management	Yes	Incident management
	Licensing management	Yes	Troubleshooting /Problem management
	Backup management	Yes	Installation / Uninstallation
	Security Configuration & Management	Yes	Resource management



# Microsoft Support Program: Advanced Support for Partners

## Benefits:



Technical Support



Cloud Consultations



Advisory



Presales

Sr. No.	ASFP Benefits	Number of advisory hours/ Session	Process	Additional links
1.	Advanced Support	Unlimited	SOP will be shared post discussion	<a href="https://portal.azure.com/">https://portal.azure.com/</a>
2.	Consulting	12 Sessions	Drop an email to PSAM Shefali Vengurlekar - <a href="mailto:shvengur@microsoft.com">shvengur@microsoft.com</a> with details on the topic. Scoping call with PC to set expectations & plan out the agenda & timelines	Reach out to PSAM for further queries
3.	Advisory	50 hours	Partner Center -> Benefits -> Technical benefits -> submit technical presales & deployment request	<a href="#">MPN benefits - Technical Pre-sales and Deployment (TPD) - Partner Center   Microsoft Docs</a>
4.	Pre-sales	Unlimited	Partner Center -> Benefits -> Technical benefits -> submit technical presales & deployment request	<a href="#">MPN benefits - Technical Pre-sales and Deployment (TPD) - Partner Center   Microsoft Docs</a>









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