

# Offering Overview

Our certified engineers work tirelessly to provide you with a **secure, efficient, managed platform**, so you can spend time focusing on your business.



Microsoft Partner

Gold Cloud Platform  
Gold Datacenter  
Gold Application Development  
Gold Data Platform  
Gold Data Analytics  
Gold DevOps

## Optional Service Enhancements

- Enhanced SLA, up to 15 minutes for Critical incidents
- Secure and scalable network connectivity solutions (powered by Aviatrix)
- Server start-up/shut-down automation (powered by Park My Cloud)
- Customized provisioning scripts
- AzureReady Security Solution (powered by Alert Logic)
- Managed Disaster Recovery services
- Architectural advisory services provided by 3Cloud architects

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	CSP Only	AzureReady Managed Platform
<b>Spend Wisely</b>		
Manage.3Cloud™ management portal	■	■
Configurable alerts for real-time consumption	■	■
Enhanced on-demand reporting	■	■
Monthly configuration report (including breakdown of spend)	■	■
Monthly personalized spend recommendations from 3Cloud Technical Account Manager		■

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<b>Manage Efficiently &amp; Securely</b>		
24x7 technical support, with escalation to Microsoft Premier Support (1-hr Critical, 8-hr Standard SLA)	■	■
Automated best practices analysis in Azure environment, with emphasis on security, cost-efficiency, and performance	■	■
ITIL-based service management, including proactive incident and problem resolution processes		■
Real-time monitoring and log analysis using Azure Monitor for deep insights into environment health and behavior		■
Patching, antivirus, and backup management for virtual machines		■

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<b>Evolve Seamlessly</b>		
Monthly architectural and optimization recommendations		■
Quarterly advisory briefing with 3Cloud technology leaders		■
Monitoring and support for PaaS-based services, including ASE and container-based applications		■