

Azure Managed Services

Maximise uptime and streamline support with Adaptiv's comprehensive managed services.

"Adaptiv's culture of engagement and professionalism, their deep knowledge, and willingness to offer advice and beyond, have been a hallmark of our relationship over the years. The trust and respect we have for Adaptiv is built on their legacy of outstanding delivery for PlaceMakers."

Mark Phillips, GM of Technology for the Distribution and Concrete Divisions, Fletcher Building Group

What is this offer about?

Adaptiv's Azure Managed Services encapsulates our commitment to exceptional client support while incorporating ITIL and ITSM best practices. With over a decade of expertise, we've equipped a broad range of sectors - from SME's to global enterprises with robust Tier 1 to Tier 3 support. This datasheet details our service offerings for Microsoft Azure emphasising our tailored approach to enhance system health and efficiency while optimising support costs.

Who is this for?

Challenge 1: High Operation Costs:

- ▶ Businesses facing significant pressure to minimise operational expenses without sacrificing quality or efficiency. This includes the costs associated with maintaining IT infrastructure, securing data, and providing continuous support services.

Challenge 2: Technological Adaptation

- ▶ Businesses wanting to but failing to adapt to rapid technological changes. This challenge involves integrating cutting-edge solutions into existing systems without causing disruptions, requiring a support service that is both agile and knowledgeable about the latest technologies.

Challenge 3: Resource Allocation

- ▶ Limited resources leading to insufficient allocation of internal resources, especially for businesses with limited technical expertise or support staff. This necessitates a support provider that can offer flexible, scalable solutions tailored to the company's specific needs and growth plans.

Security and compliance

At Adaptiv, we understand the critical importance of adhering to the highest standards of data security and regulatory compliance. Our support services are designed to ensure your integration solutions not only meet but exceed industry-specific compliance requirements.

With rigorous security protocols and a proactive approach to risk management, we safeguard your data and systems against evolving threats, giving you peace of mind in a secure, compliant operational environment.

AT A GLANCE

COST EST: Services commence from \$2,000 p/m

- ▶ Additional service charges apply for 24/7

DURATION: 2-3 day health check, on-going

DELIVERABLES:

- ▶ Support Integration Plan: Documentation for seamless integration support, monitoring management of the environment.
- ▶ Health Check: To identify any further risks.
- ▶ Risk Reduction Assessment: Recommendations for enhancing system health and reducing support costs.

BENEFITS:

- ▶ Customised Support: Higher business service availability and increased end-user satisfaction.
- ▶ Efficiency and Uptime: Ensuring maximum system uptime with proactive health checks and monitoring.
- ▶ Avoid project delays: Free your development teams to focus on projects.

Adaptiv's Engagement Model

If you want more information on our support offerings, please contact us to discuss your needs. From a simple lights-on service to a fully catered 24/7 managed services agreement, we can tailor our services to your requirements and are happy to work with you to understand how we can help you succeed.



01

REVIEW



Review: Complete a Health Check to understand your needs, current integration landscape and challenges.

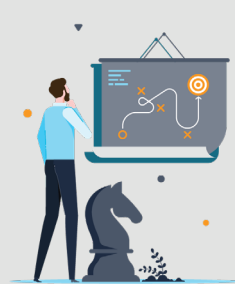


02

PLAN



Plan: Present a tailored strategy plan that addresses your specific requirements and budget considerations.



03

ONBOARD



Onboard: Finalise the support agreement and initiate the Adaptiv onboarding process.



04

SUPPORT



Support: Ongoing support and evolution of integration platform in-line with ITIL and ITSM best practices.



Adaptiv provides world-class integration, consulting & execution, data & analytics and managed services.

Our expertise has helped some of the largest enterprises seamlessly transition to cloud or hybrid environments & integrate & maintain their systems, delivering measurable value to their bottom line.

SALES / GENERAL

info@adaptiv.nz
+64 (09) 280 6675

SOCIAL

@adaptivanz
in adaptiv-integration

LOCATIONS

Auckland
Wellington
Christchurch
Melbourne
Brisbane

Adaptiv brings unparalleled expertise in solving complex integration, data & AI challenges. Our solutions are tailored to help enterprises modernise legacy systems and streamline operations using the world's leading technology platforms. With us, you gain a strategic partner focused on delivering meaningful outcomes; quickly, reliably, and at scale.

