Managed Azure Cloud Services





Agenda

- **01** Cloud Complexity
- **Why Aptum for Your Azure Subscription**
- 03 Aptum Managed Azure
- **04** Service Features



Companies underestimate complexity



Azure

Expert

MSP

Microsoft

Partner

Microsoft

Cloud is a shared service model, with complex responsibilities remaining squarely with the company using it and often requiring expertise

Company Responsibility

- Deployment and operations in the cloud
 - Customer Data
 - Platform, Applications, Identity & Access Management
 - Operating System
 - Network & Firewall Configuration
 - Deployment of Virtual Resources, Network Architecture, Server-Side Encryption & Data Integrity
- Expertise Required
 - DevOps Engineer, Solutions Architect, Security Engineer
 - Cloud Developer, Cloud Architect, Cloud Engineer
 - Database Administrator, Data Engineer, Cloud Administrator

Adaptability



Flexibility to align services with your needs on your cloud journey

Cloud Operations



24x7 Access to Microsoft certified cloud experts monitoring network configuration, OS updates, and patches and support Cloud Expertise



Access to AEMSP certified experts to support with Migration and Modernization

Ongoing Optimization



Continuous insight and optimization of cloud costs, security and compliance controls

Cloud Advisors



Discover/access the environment

Aptum Support Promise



Additional protection and support beyond Azure SLA







Select the service you need				
Foundation	Managed Azure	Consulting & Professional Services		
Complement Azure capabilities with a simplified orchestration interface featuring expert billing support and access to powerful cost utilization and insights tools. Add Aptum Augmented Support to your existing Azure plan for additional peace of mind.	Bridge skills gaps within your IT team with always-on operational management of infrastructure within the Azure Cloud—from security and performance monitoring to routine maintenance and strategic optimization.	Choose how much or how little you leverage our expertise. We provide the clarity, guidance, and support you need —from strategy to deployment to continued operation.		







Dedicated delivery team

Get reliable, 24/7 support from a dedicated team that's highly familiar with your cloud environment and your organization's needs.

Continuous monitoring

Ensure high reliability, high availability, and prompt event response with always-on system monitoring and automated alerts.

Incident management

Reduce the risk of disruptions or data loss and accelerate incident recovery with effective event management and system recovery protocols.

Proactive patches and updates

Keep your cloud infrastructure secure, up-to-date, and with minimal downtime with proactive management and regular updates.

Backup and recovery

Safeguard your data with regular backups, encryption, and frequent testing and validation of copies to ensure integrity and recoverability.

Compliance assurance

Boost regulatory compliance with proven it policies, procedures, and regular compliance checks.





Engage elite talent

Access a team of highly skilled IT professionals—including devops, infrastructure, and hyperscale cloud experts—who serve as trusted partners, ready to transform your processes and elevate your business outcomes.

Boost operational efficiency

Enhance system performance and decrease technical debt with customized cloud infrastructure solutions and best practices that ensure stability, security, and flexibility.

Optimize overhead costs

Reduce overhead expenses linked to recruiting and sustaining in-house it personnel—as well as the costs of managing physical data centers.

Streamline core functions

Trust our team with routine maintenance and management tasks and free your internal staff to focus on high-value tasks.

Accelerate time to value

Leverage our expertise and resources to expedite your cloud migration, deployment, and integration journeys and successfully deliver tangible business benefits.

Build-in flexibility and agility

Navigate a dynamic landscape with expert guidance and the support of flexible and scalable workforce and technology solutions.



Service Features

Aptum Cloud Account Advisory Services

Customer Experience Manager (CEM)

- A named non-technical resource for service, billing, portal and account inquiries
- Leads Quarterly Service Reviews for customers services
- Escalation point for any support requests
- Ensuring key contact information is maintained across our various portals
- Works with internal departments to collectively resolve any issues

Aptum Cloud Account Advisor (TAM)

- Expertise in IT for multiple lines of business best practices
- An internal partner and assigned analyst aiming for your success
- Runbooks, reports, and customized dashboards for accurate record keeping and IT Governance
- A direct link to support teams for planning and escalations to mitigate against incidents and downtime
- Quarterly Account Reviews on IT infrastructure and Cloud
- Proactively reviews solutions via health checks and continuous service reviews



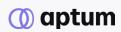
Cloud Insights Dashboard

Cost Management and Optimization	Security and Compliance	Budget and Governance
 Understand and measure the performance of your cloud assets Easily identify cost saving opportunities Understand billing parameters 	 Identify and remediate high risk security issues Simplify management of your compliance requirements 	 Complete visibility of all cloud spends Maintain control on what is provisioned – what, where, when Control data sovereignty, costs and lifespan of resources



Support

24/7/365 Support	Incident Management	Azure Platform Escalation Management
 Available by phone and the online ticket system at support.aptum.com Email updates will be provided to keep you informed of progress 	 Ensures normal service is restored as soon as possible Minimize any business impact that may result from the incident 	 An issue with the Azure platform itself Third level support escalation An Azure SLA credit request



Investment Portability

- Simple, transparent, flexible.
- Adapt your solution as your business needs evolve.
- Shift your investment between services easily and without any penalties*
- Should you expand your services to include Hybrid or multi-cloud we will work with you to place your data and solutions in the right platform and adjust billing.
- Aptum ensures that your billing will not increase substantially as you move platform to platform.





Thank You