Azure Professional service and Managed Service

Service Provider: Argantic GACS (Pty) Ltd
Service Category: Azure Professional Services
Procurement Channel: Microsoft Azure Marketplace

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1. Executive Summary

Argantic GACS (Pty) Ltd ("Argantic") provides a dedicated Azure Professional Services offering designed to deliver expert guidance, proactive optimization, and technical support for deployed Microsoft Azure environments. This solution enables organizations to enhance operational stability, improve cost-efficiency, ensure adherence to Azure best practices, and empower internal teams through knowledge transfer. The engagement is structured as a recurring, pre-paid block of hours, procured and billed seamlessly through the Microsoft Azure Marketplace, ensuring a simplified and compliant procurement process.

- ## 2. Detailed Scope of Services

Argantic delivers the following professional services under this offer:

2.1. Technical Support & Troubleshooting

- Reactive Support: Investigation, diagnosis, and resolution guidance for technical issues within Azure subscriptions

- Root Cause Analysis: Assistance in identifying underlying causes of performance degradation or service interruptions

- Configuration Remediation: Guidance on rectifying misconfigured Azure resources that may pose security or performance risks

2.2. Performance & Cost Optimization

- Environment Health Checks: Regular reviews of Azure resource utilization, identifying underused or over-provisioned components

- Recommendation Reports: Detailed reports with actionable recommendations on leveraging Azure Cost Management tools, reserved instances, and savings plans

- Architectural Reviews: Assessment of existing solutions against the Microsoft Azure Well-Architected Framework pillars

2.3. Advisory & Best Practices Guidance

- Architectural Design: Advisory services on designing new or refining existing Azure architectures for scalability, resilience, and security

- Governance & Compliance: Guidance on implementing organizational policies, resource tagging, and management groups

- Knowledge Transfer: Informal training and clarification on Azure services during support engagements

- **3. Service Exclusions**

The following are explicitly excluded from this offer:

- Infrastructure Hosting & Operations: Argantic is not responsible for hosting, maintenance, or 24/7 operational management of Azure infrastructure, applications, or data

- Implementation Services: Physical or configured implementation of changes remains the client's responsibility

- Carry-Over of Hours: Unused Support Hours expire monthly and do not accrue

- **4. Client Responsibilities**

For successful service delivery, clients agree to:

- Access Provision: Provide time-bound access to relevant Azure subscriptions adhering to least privilege principles

- Designated Point of Contact: Appoint a primary technical contact for request coordination

- Timely Cooperation: Provide necessary information and decisions for task progression

- Implementation Ownership: Review, approve, and implement all recommendations provided

- **5. Engagement & Delivery Model**

- Support Hours: Services delivered via pre-paid, fixed monthly hours as specified in the Azure Marketplace offer

- Request Initiation: Support requests initiated through designated channels (email to SupportDesk@argantic.co.za)

- Effort Allocation: Monthly hours allocated across proactive initiatives and reactive support based on client priorities

- Reporting: Consumption summaries and activity reports provided upon request

- **6. Commercial & Legal Framework**

- Term: Specified in the Azure Marketplace listing with automatic renewal provisions

- Fees & Payment: All payments processed through Microsoft Azure Marketplace billing systems

- Governing Law: Governed by laws of the Republic of South Africa

- Liability: Total liability limited to fees paid for services in preceding six-month period

- **7. Value Proposition**

- Microsoft Expertise: Certified Azure expertise from an experienced Microsoft partner

- Local Context: South African company with understanding of local regulatory requirements

- Focused Engagement: Augments existing teams with specialist skills as needed

- Simplified Procurement: Azure Marketplace integration streamlines purchasing and billing