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Do what matters

Azure Cloud Support As a Service (AaS)

IT challenges are slowing business growth

Rising Costs & Inefficiencies
Outdated systems and siloed processes strain budgets.

Slow Tech Adoption
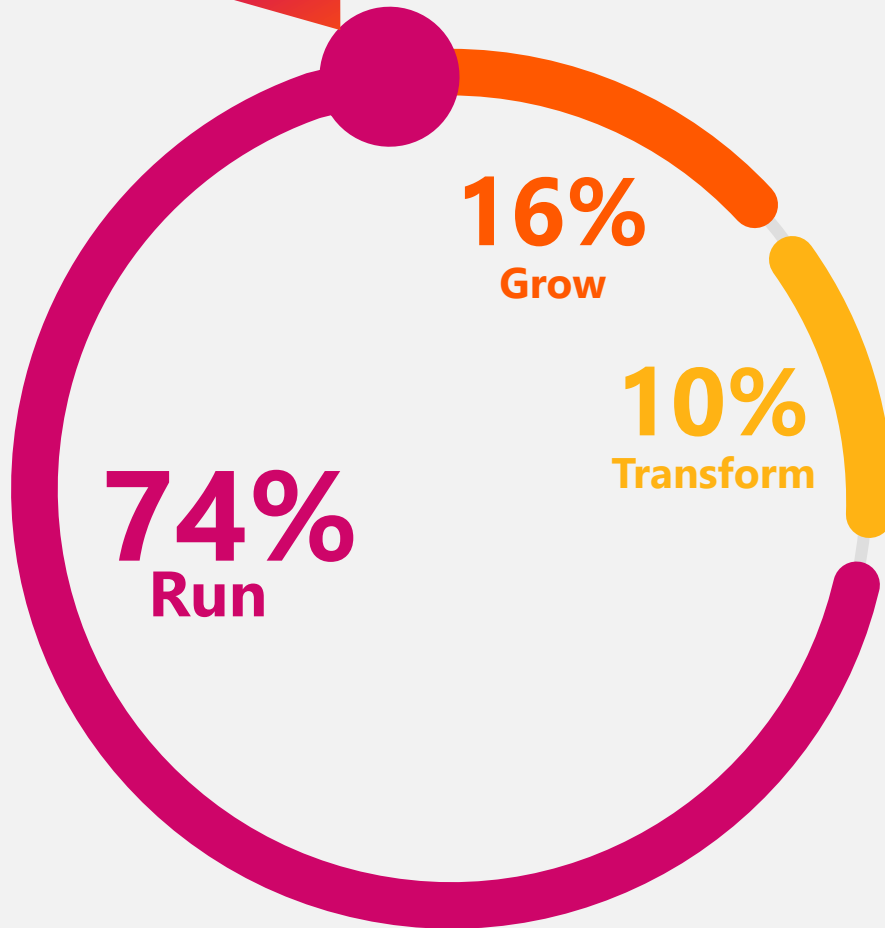Keeping pace with rapid innovation is difficult.

Expertise Gaps
Limited access to cloud, security, data, and AI specialists.

Talent Shortage
Hard to attract and retain top IT professionals.

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Do what matters

Most clients are stuck here

16%
Grow

10%
Transform

74%
Run

Source: IT Key Metrics Data 2024: Industry Measures — Insights for Midsize Enterprise, Gartner.

Are you stuck in maintenance mode?

For many midsize enterprises, up to 74% of IT budgets will go on 'Run' activities, leaving limited resources to grow and innovate

What's standing in the way of shifting more toward growth?

- Critical operational demands
- Outdated legacy systems
- Limited resources
- Risk concerns
- Integration complexities
- Lack of a clear growth strategy

Avanade's As a Service packages help you cut through the chaos, keep your costs predictable, and move at the speed of business without reinventing the wheel.

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Do what matters

Get a flexible Azure solution for your evolving business

On-demand Azure expertise, when you need it.

Azure powers your critical business applications. Our Azure Cloud Support AaS provides on-demand Azure expertise through a flexible subscription. Our service keeps your Azure environment healthy, stable, and high-performing—offering a scalable, cost-effective solution so you can focus on growth.

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Do what matters

Azure Cloud Support As a Service

An affordable solution for comprehensive Azure support

Flexible & Cost-effective

Our subscription-based model ensures cost predictability and helps you to enhance budget control. You can choose from pre-sized support packages that suit your needs and scale up and down as you need.

Accelerate transformation

Comprehensive Azure services, including Azure engineering and architecture guidance. We provide 24/7 incident resolution, 8x5 service request handling, ongoing maintenance, security and implementation of key features.

On-demand expertise

We bring on-demand expertise with a team focused on your success. Our team will help you review, recommend and implement Microsoft best practice for cloud operations and cloud management.

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Do what matters

Azure Support AaS Service Tiers

Commercial Model	12 Month Minimum Term / Fixed Fee, Billed Monthly
Support Hours (Service Delivery and P3/P4)	8:00am - 5:00pm M-F
Support for P1 & P2	24/7/365

BRONZE	**SILVER**	**GOLD**
$	$	$
40 hous/mo*	80 hous/mo*	120 hous/mo*

Onetime Onboarding Fee - $

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Packages to suit your needs

Based on subscribed Tier, what we typically recommend to be part of the services

What's included	BRONZE	SILVER	GOLD
Monthly Hours	40	80	120
Break/Fix Support	✅	✅	✅
Service Requests	✅	✅	✅
How Do I's	✅	✅	✅
Implement Security Recommendations	✅	✅	✅
Monthly Patching	✅	✅	✅
Service Delivery Manager	✅	✅	✅
Monthly Service Review	On Request	✅	✅
DR Activities		✅	✅
Architectural Assessments		✅	✅
Azure Consumption Analysis (Cost Management)			✅
Monthly Service Review			✅
Custom Reporting within Azure			✅
Payment Terms	Annual / Billed Monthly		
Support Coverage	24/7 for P1 Incident		

Do what matters

How it works

1
User/Client

Reported Issue

2
L1 Client Support

Resolve the issue if possible, or enter a ticket into Avanade's ticketing system

IT Service Management (Avanade Service Now)

Avanade ICOE Support Group

3
L2 Technical Team
Incident, Request, escalate, communicate

4
L3 Technical Team
Incident, Root Cause, Major Incident, etc.

Microsoft Support
Standard product stack

5a

5b
Vendor or 3rd parties

6 **ServiceNow AMP self-service portal to be utilized**

7 **Client Point of Contact**
- Ensure compliance with client policies
- Primary point of contact for Avanade CSM
- Communicates long term business objectives
- Receives all deliverables

8 **Avanade Client Service Manager**
- Responsible for overall service delivery
- First level of escalation for delivery issues
- Monthly Service delivery reporting to client
- Measurement of service against KPIs
- Ensure team compliance with client policy

Avanade Client Technology Manager
- Responsible for functional & technical analysis and solutions

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Do what matters

Key Performance Indicators (KPI)

Unlock Success with KPIs: Measure, Manage, and Maximize Performance.

To ensure Client value and satisfaction, Avanade's On-demand services include a set of standard KPIs. Our KPIs are monitored, measured, and reported to our Client each month of delivery.

Priority Level	Target Response Time (Minutes)	Target Resolution Time (Hours)	Target % Attainment	Incident Scope Definition	Workarounds / Alternatives
1 Critical	30	4	95%	Site-wide outage causing complete and immediate work stoppage for primary business process or group of users	None available
2 High	60	8	95%	Business critical function or service degraded (whole service)	May be available
3 Medium	4 Business Hours	3 business days or less	95%	Business Critical Function or Service disabled/degraded (Single User/System)	Available
4 Low	8 Business Hours	7 business days or less	95%	Minimal impact on business processes	N/A as no business impact

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Do what matters

How to Start

Easy as 1-2-3

1

Choose a model

On-demand services come in one of three electable models:

BRONZE **SILVER** **GOLD**

2

Review and approve the contract

On-demand contract templates are ready for your review and approval.

3

Complete on-boarding service

On-boarding services readies our Clients to consume the On-demand service.

*Estimated Two Weeks Duration

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Do what matters

Why Avanade?

Customers trust us

Avanade is the leading provider of innovative digital and cloud services, business solutions and designed experiences delivered through the power of people and the Microsoft ecosystem.

Do what matters

Let's get started

Why Not Today?

Do what matters