Azure

Azure Managed Services

IaaS Managed Services

Blazeclan provides unparalleled, progressive technical and functional managed services, which meet the modern business requirements. Our end-to-end solutions provide efficient management capabilities to leverage more from the cloud while being relieved of associated risks. We ensure service continuity and reliability to help you strengthen customer relationships and manage your cloud efficiently. Our resources and expertise will guide you to transform into agile digital business, which is a dire need in the digital transformation journey.

Blazeclan's Managed Services offerings help enterprises save up to 60% on IT

Achieving consistent process adjustments & optimization in all business aspects is key. Our services enhance the agility of your IT system and avoid needless loss of resources and time. Our process led transformation approach will make it easy for you to achieve a lasting success for your business.

Blazeclan also considers "Security as a Day Zero" activity with strong security practice. This scans the Azure accounts in real time for various vulnerabilities that might occur as the cloud infrastructure grows. Our in-house product "Cloudlytics" is designed to enable task automation, provide actionable insights, and give a thorough view of an organization's Azure cloud environment. With Cloudlytics, our clients can realize accelerated deployment of security policies, processes, and configurations by implementing 300+ Security controls and half a dozen Compliance's like CIS and PCI/DSS.

IaaS Managed Services

Solutions Offered

Standard	Professional	Premium
24 x 7 Monitoring L1 Support	24 x 7 L1, L2, L3 Support - Monitoring and troubleshooting	Extensive 24x7 Support - Monitoring and Management and Recovery
Escalate to L2	Incident Management, Operating System (OS) and Services Monitoring, Fault Resolution, Automated ticketing, Custom URL monitoring, OS Patching	All features of Professional Support
	Consulting support from our certified professionals	Storage Management
	Monthly Health Reports	Quarterly Operations Reviews

Setting the right expectations

Key expectations of our services teams from a customer are mentioned below to make sure we maintain a certain level of quality and excellence in our delivery.

- Clients must provide necessary contact details, including details on the IT and Business stakeholders. This ensures timely reporting of any critical information throughout the project lifecycle.
- Clients will provide regular help in providing inputs, timely updates, and approvals as and when required.
- The client team will provide timely approvals on reviews, typically not exceeding 2 working days.
- Clients will provide admin access to Azure accounts for managed support service.
- Ensure that the current support vendor provides all the training/ knowledge transfer to Blazeclan's resources. This transition will be performed during the initial 2-3 months of the project's inception.
- Provide information that is necessary to these resources, to fulfill the obligations under the SOW without violating any third-party rights. For greater certainty, Blazeclan is relieved of any obligations that are adversely affected by your failure to provide these.

Managed Services - Standard Support

Our Standard Cloud Managed service is designed for customers who want a 24x7, L1 support for their Azure cloud environment. This service will provide your business with access to certified Azure professionals. Also, it will give you access to the Incident Management and Cost Management platform for tracking incidents and daily cloud expenditure.

Services Included - Infrastructure

- 24*7 Monitoring·
- Read-Only access to environment
- Ticket / Issue Acknowledgement
- Server/Infra Monitoring
- URL monitoring
- Cloud Service Monitoring
- Handshake/ Escalate to L2

Services - Out of Scope

The following are considered to be Out of Scope and will not be included in the list of deliverables carried out by the services delivery team:

- Third party tools management, troubleshooting and file modification
- OEM's follow up excluding cloud providers follow up
- Middleware management
- Services dependent upon third party supplier
- Service outage by cloud service provider
- Any migration activity
- Services related to application support and deployment
- Network outage and restoration activity
- Infrastructure testing
- Server hardening with more than 1-day effort
- Security and Vulnerability scans to be done on additional cost with third party license
- Threat/vulnerability identification/mitigation
- New Infrastructure setup on Cloud including DR.
- Client's Active Directory setup and management.
- Services related to application support and deployment and configurations.
- Third party antivirus configuration and management except Trend Micro.
- SSL Certificate setup and installations related to applications.

Managed Services - Standard Support

(SLA) Services Level Agreement Metrics

Severity	Response Time	Resolution Time
Severity 1 (P1) Business Critical/Operations halted	30 mins	4 hours
Severity 2 (P2) Business Impacted	1 hours	8 hours
Severity 3 (P3) Standard Tickets	4 hours	24 hours (Business Hours)

Managed Services - Professional Support

Our Professional Cloud Managed service level is designed for partners who require more than the standard offering. This service provides L2, L3 and escalation support along with Resource Monitoring and Alert Notifications on Azure. Customers will get access to the SLA bound Incident Management, Operating System (OS) and Services Monitoring, Fault Resolution, Automated ticketing, Custom URL monitoring, OS Patching, Monthly reports/views, and consulting support from our certified professionals.

Services Included - L2 Activities

- Server Patching Security (Up to OS Level)
- System Administration (Up to OS Level)
- Cloud Services Access Management
- Cloud Service Network Configurations
- Cloud Service Provisioning and Decommissioning
- Incident Troubleshooting and Resolution.
- Service Request Liaison
- Enabling Vulnerability Scans
- Provisioning of Azure services
- Make changes but cannot delete
- Key Rotations
- Handshake/ Escalate to L3

Services Included - L3 Activities

- Service request management·
- Change Request Liaison
- Assist in Audits
- Security Best Practices Recommendation and Implementations
- Architectural Review & Recommendations
- Cost Optimizations
- New Service recommendations
- Setting Up Standard Operating Procedures for L1/L2
- Client Onboarding
- Log Rotation/Management
- Automation Recommendation

Managed Services - Professional Support

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(SLA) Services Level Agreement Metrics

Severity	Response Time	Resolution Time
Severity 1 (P1) Business Critical/Operations halted	15 mins	1 hours
Severity 2 (P2) Business Impacted	45 mins	4 hours
Severity 3 (P3) Standard Tickets	2 hours	24 hours (Business Hours)

Managed Services - Premium Support

Our Premium Cloud Managed service offers additional features, other than the Standard and Professional services. This will be an ideal service if you have a larger customer base that mandates support requirements beyond the Professional model. Our Premium Support service delivers a complete, thorough support for round-the-clock management and maintenance of your mission-critical cloud platforms.

Services Included

- All Professional Support L2 and L3 Services
- Best In the class support model
- Quarterly Operations Review
- Monitoring Backup jobs
- Storage Management

Services - Out of Scope

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Managed Services - Premium Support

(SLA) Services Level Agreement Metrics

Severity	Response Time	Resolution Time
Severity 1 (P1) Business Critical/Operations halted	15 mins	1 hours
Severity 2 (P2) Business Impacted	30 mins	4 hours
Severity 3 (P3) Standard Tickets	2 hours	24 hours (Business Hours)