

Cloud Essentials

Effective support, management and optimisation
of your Microsoft cloud environments



Microsoft
Partner

Gold Cloud Platform
Gold Cloud Productivity
Gold Collaboration and Content
Gold Datacenter
Gold Data Analytics

Demand to modernise and expand whilst managing increasingly complex IT environments

As customers adopt cloud services and pivot their businesses to be more agile and dynamic, they are faced with the challenge of supporting day-to-day operations, whilst navigating change, becoming experts in cloud technologies, all whilst trying to grow revenues and reduce costs.



Challenges

- Operational resilience
- Rapid problem resolution
- Not wasting money
- Developing new services
- Driving down costs
- Increasing productivity

Solution

A service that can seamlessly be augmented with customers to provide effective and timely support and expertise to address problems in a cost-effective way.

Desired Outcomes

- Problems addressed as and when they arise
- Cloud infrastructure properly maintained
- Environment and security vulnerabilities addressed
- Costs optimized



Reactive Proactive Technical Commercial

SUPPORT **OPTIMISATION**

Microsoft Azure Microsoft 365

Cloud Essentials

Cost effective, dynamic and comprehensive support for Microsoft cloud environments. Customers gain peace of mind and confidence that they can shift more workloads and services into Azure and utilize 365 to underpin their business. Increased utilization is often accompanied by increased concerns around costs. The Bytes service addresses this with options for commercial as well as a technical optimisation of cloud costs and architecture.

SUPPORT SERVICES

Proactive and reactive support that will ensure your Microsoft cloud environments are operational, secure and able to run your business

OPTIMISATION SERVICES

Commercial strategies to ensure your cloud costs are reduced, along with technical right-sizing and governance to drive cost effective performance

ENABLE MODERNISATION

With Cloud Essentials customers will be able to drive modernisation of their business with the knowledge and confidence that new cloud environments will be well architected, managed and optimised

Bytes' Cloud Essentials for Microsoft Azure and 365

With the power of Microsoft Azure and Microsoft 365 customers can truly be agile and provide a dynamic environment for their staff and customers. Customers however may not have all the skills or capacity to manage and support the fast pace of change and new technical challenges that cloud brings. With Cloud Essentials customers can be reassured that their adoption of cloud is underpinned by a service that will augment their internal team with experts that can respond to events as they happen whilst ensuring their costs and technical environment are optimized.

P1 Incident Management

24x7 support as standard providing you with peace of mind that no matter when a problem occurs, and no matter what the severity Bytes are there to manage through to resolution

Preventative Maintenance

Proactive support can be included that will ensure your estate is properly maintained from patching virtual servers to monitoring and optimizing performance

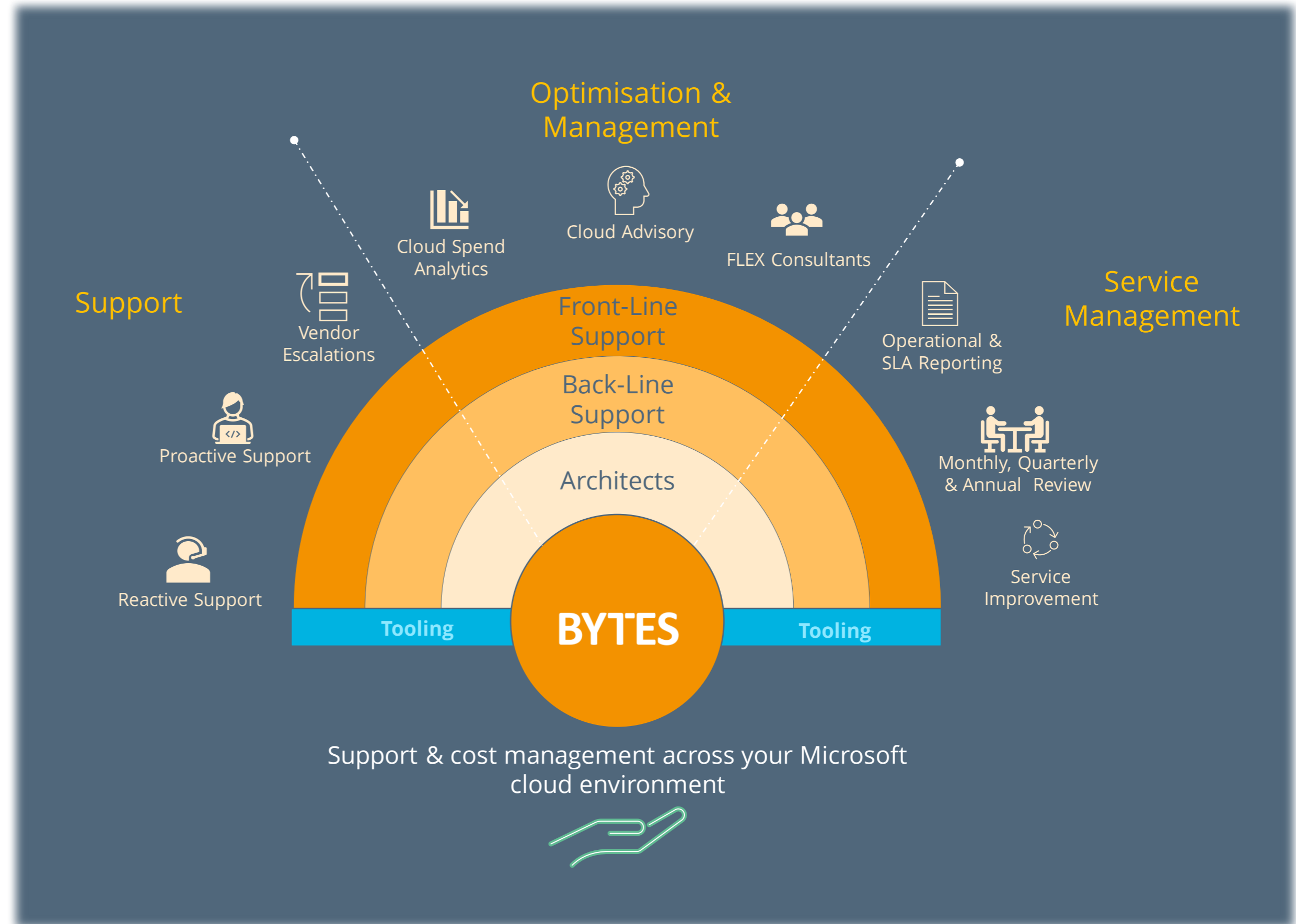
Cost Optimisation

Utilizing Bytes' Quantum technology, Azure and 365 usage can be monitored, and costs optimized through use of reservations, BYOL and aligning SKUs to actual requirements

Cloud Essentials

Ensuring effective service delivery, operations and continuous improvement

- ✓ Commercial Management
- ✓ Service Management
- ✓ Issue Resolution
- ✓ Problem Management
- ✓ Service Escalation
- ✓ Proactive Support
- ✓ Estate Management & Maintenance
- ✓ SLA Monitoring & Reporting
- ✓ Service Improvement
- ✓ Ad hoc Consultancy
- ✓ Futures Planning





Contact Bytes to learn more.

Call for more information: 01372 418 500

Ask a question via email: tellmemore@bytes.co.uk

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Delivering Innovation
That Matters