Managed Cloud Operations

Comprehensive Managed
Services for Seamless
Operations

What CloudOps team will do for you

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You will get a fully managed operation for the Azure platform to form a strong foundation for business operations in terms of stability, service availability, security and compliance with governance requirements.

01 **Enhanced Team Readiness**
An experienced and scalable team with Cloud/Sec/FinOps expertise available around the clock under SLA to tackle any disruptions in production environment while ensuring data availability and confidentiality.

02 **Robust Monitoring and Observability**
Through the use of robust monitoring and alerting, proactively detect abnormal trends, provide insights on application behaviour and react quickly when critical telemetry data exceeds established baselines.

03 **Streamlined Deployment Processes**
Minimize risks through standardized deployment process with approval security gates, templates and clear responsibilities for each team member involved in the deployment or change process.

04 **Optimal Incident Response Framework**
Adapt the incident response framework to promptly address any app failures. Define escalation paths, communication channels, and response protocols to minimize downtime and mitigate the impact on users.

05 **Scalable and Efficient Operations**
Ensure secure and scalable operations through automated playbooks, alerting and remediation, consistent SOPs and problem-solving processes. This will allow us to include more apps in same service plan.
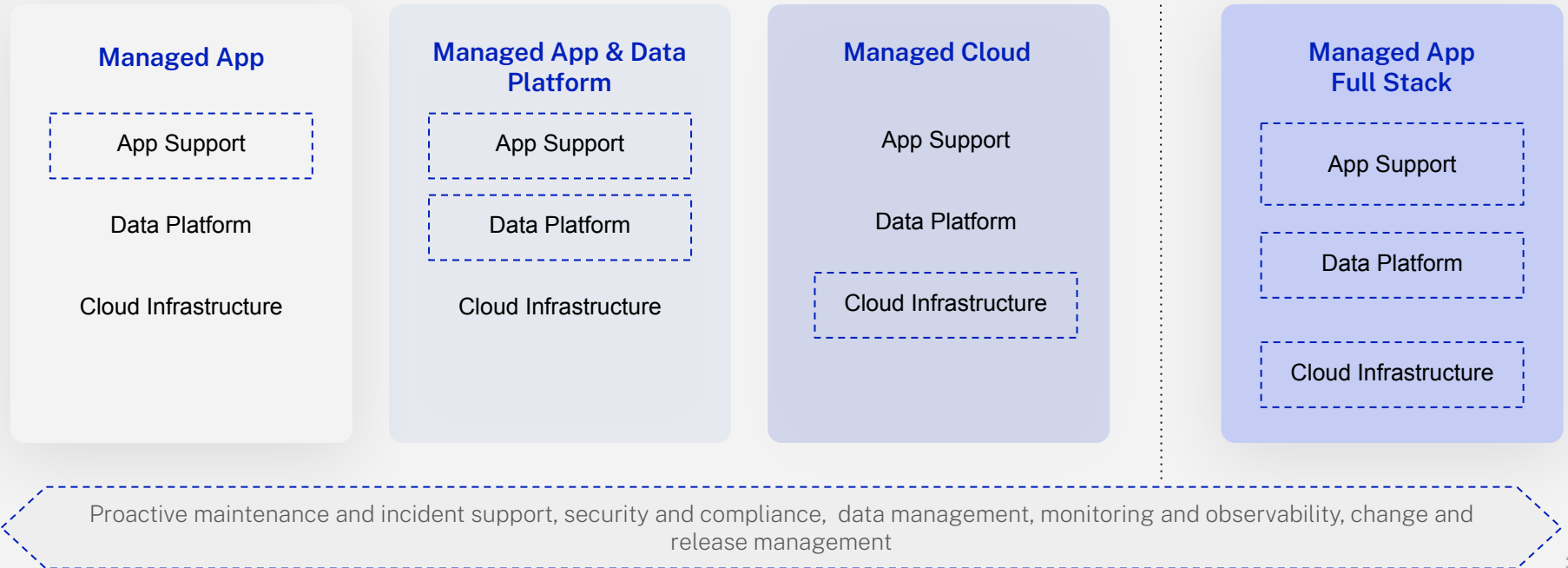
We are flexible in providing the CloudOps service

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While our standard support model encompasses various aspects of cloud application support, we can tailor our services to support all the infrastructure stack using the **Managed Cloud** package up to the fully fledged **Managed App** package.

While any scenario is supported, a **Managed App Full Stack** consolidated model plan will benefit from a **fast single point of contact** and a **simplified responsibility model.**

Co-managed scenarios could also be envisioned for core cloud platform (networking, Entra ID).

Managed App	**Managed App & Data Platform**	**Managed Cloud**	**Managed App Full Stack**
App Support	App Support	App Support	App Support
Data Platform	Data Platform	Data Platform	Data Platform
Cloud Infrastructure	Cloud Infrastructure	Cloud Infrastructure	Cloud Infrastructure

Proactive maintenance and incident support, security and compliance, data management, monitoring and observability, change and release management

Service Packages and flexible expansion

We will assign monthly tiered subscription packages **per app*,** based on criteria defined during the initiation phase. Plans may be adjusted quarterly based on the amount of workload performed by the support teams. Support plan covers the cloud infrastructure and application technology stack.

* App scope definition

Application scope definition will be agreed with the customer during Delivery Initiation.

Scope is defined by:
- Functional Scope
- Technical Scope
- Support Requirements
- Monitoring & Reporting

Usual application scope is for app instance, related backend services and infrastructure.

2100 EUR / month

16h proactive maintenance and change requests
8h break-fix support (standard SLA)

4200 EUR / month

32h proactive maintenance and change requests
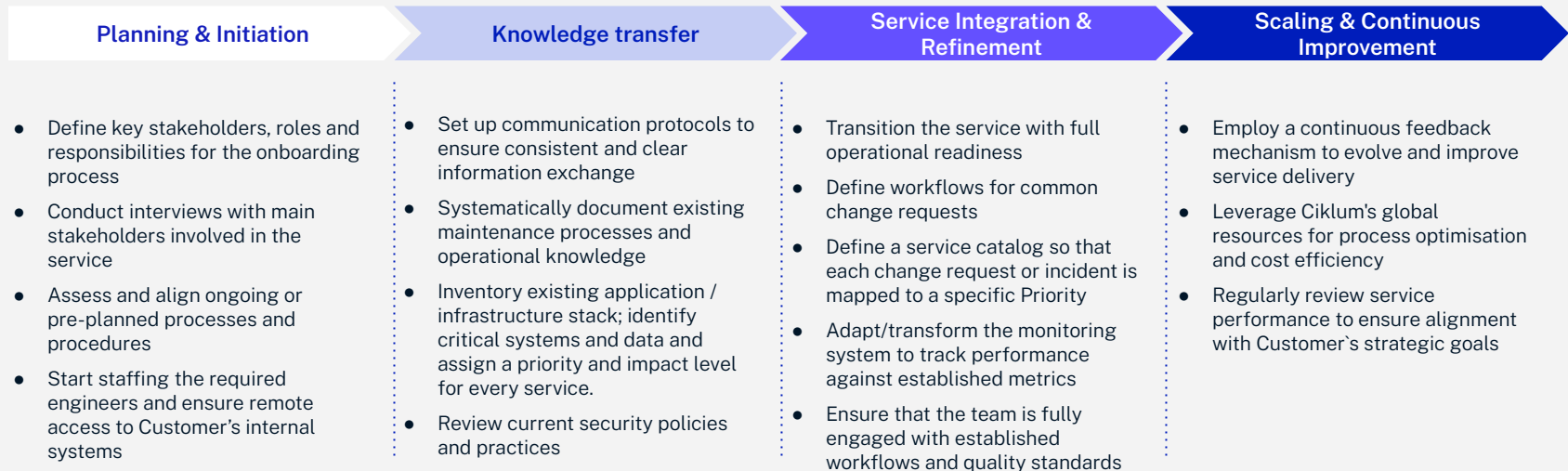**16h** break-fix support (standard SLA)

8400 EUR / month

64h proactive maintenance and change requests
32h break-fix support (standard SLA)

We will adopt a rapid phased approach

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Structured phased approach for scope clarity, workflow efficiency, and scalable excellence.

Planning & Initiation	Knowledge transfer	Service Integration & Refinement	Scaling & Continuous Improvement

Planning & Initiation
- Define key stakeholders, roles and responsibilities for the onboarding process
- Conduct interviews with main stakeholders involved in the service
- Assess and align ongoing or pre-planned processes and procedures
- Start staffing the required engineers and ensure remote access to Customer's internal systems

Knowledge transfer
- Set up communication protocols to ensure consistent and clear information exchange
- Systematically document existing maintenance processes and operational knowledge
- Inventory existing application / infrastructure stack; identify critical systems and data and assign a priority and impact level for every service.
- Review current security policies and practices

Service Integration & Refinement
- Transition the service with full operational readiness
- Define workflows for common change requests
- Define a service catalog so that each change request or incident is mapped to a specific Priority
- Adapt/transform the monitoring system to track performance against established metrics
- Ensure that the team is fully engaged with established workflows and quality standards

Scaling & Continuous Improvement
- Employ a continuous feedback mechanism to evolve and improve service delivery
- Leverage Ciklum's global resources for process optimisation and cost efficiency
- Regularly review service performance to ensure alignment with Customer`s strategic goals

This phased approach is designed to provide customer with a seamless transition, ensuring a deep understanding of service scope, building effective workflows, and laying the foundation for scalable operations and ongoing enhancement.