

CSP+ Services

Unlock Efficiency and Transparency in the Cloud

Cloud Direct CSP+ is designed for organisations who manage their environments and would benefit from a scalable way to buy Azure while gaining value-added support. It provides advanced technical support and expert guidance to strengthen in-house skills and capabilities including resolving issues, cost optimisation, security and deploying new resources in Azure.

Challenges CSP+ Solves

- Unpredictable cloud spending leading to a lack of cost visibility and control
- Limited cloud expertise to manage the complexity of Azure
- Inflexibility to choose the right level of service to match your current and evolving needs

Cloud Direct CSP+ is available at three service tiers:



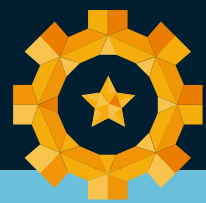
Essential

This service is for organisations who require a cost-effective consumption-based model, with access to an Azure Expert MSP partner for support and the ability to escalate Azure platform issues to Microsoft if necessary.



Enhanced

This service offers 24/7 support, quarterly optimisation reviews by cloud experts, and a dedicated Account Manager to better understand your business needs.



Enterprise

This service offers monthly optimisation reviews, advanced technical support, rapid problem resolution, and access to Cloud Architects for platform guidance and feature adoption.

Feature	Essentials	Enhanced	Enterprise
Transparent Cost+ pricing	✓	✓	✓
Provide™ Portal	✓	✓	✓
Onboarding Health Check		✓	✓
Optimisation Reports*		Quarterly	Monthly
8-6 Essential Support	✓		
24x7 Enhanced Support		✓	✓
Expert Support			✓
Strategic Advisory			✓
Dedicated Account Manager			✓

*Cost, security and performance

Benefits CSP+ Tiered System

- **Transparent Cost+ Pricing** - Choose a service level that matches your budget and support needs and avoid paying for unnecessary services.
- **Provide™ Portal** - Gain access to a centralised platform for managing your Azure resources, monitoring costs and optimising your operations.
- **Onboarding Health Check** - An initial review to ensure your Azure environment is optimised from the outset.
- **Optimisation Reports** - Regular reports to help maintain cost, performance and security posture of your Azure environment
- **Service Support Tiers** - From essential standard business hour to enhanced 24x7 support for resolution of platform issues.
- **Expert Support** - Enterprise tier provides direct access to Tier 4 Engineers for rapid expert problem solving and increased engineer and environment intimacy.
- **Strategic Advisory** - Enterprise tier provides ongoing architectural guidance for new features and platform enhancement.

Get in touch to unlock scalable cloud success

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