Managed Services Capabilities

24/7 Shared Service Team
Rest easy knowing our expert team is always on guard, proactively monitoring and managing your IT infrastructure, even while you sleep.

Focus On Your Core Business
With our managed services, you can free your valuable time and resources to focus on what you do best – driving your business forward.

Go Beyond Monitoring
We actively optimize your infrastructure, proactively preventing issues before they impact your business. Say goodbye to firefighting!

Flexible Pricing
Pay only for what you need. We customize your plan based on the number of servers, their complexity, and your unique requirements. No one-size-fits-all here!

24/7 Support & Reporting
Access our dedicated support team anytime, anywhere. Get detailed reports and dashboards for complete visibility into your IT health and performance.

Expert Care for All Servers
From simple cloud instances to complex legacy systems, our skilled engineers handle it all, maximizing performance and security.

Guaranteed SLAs
Experience consistent, reliable performance with our service-level agreements. We hold ourselves accountable to deliver measurable results.

NOC Support
Cloud Infra

Silver Microsoft Partner
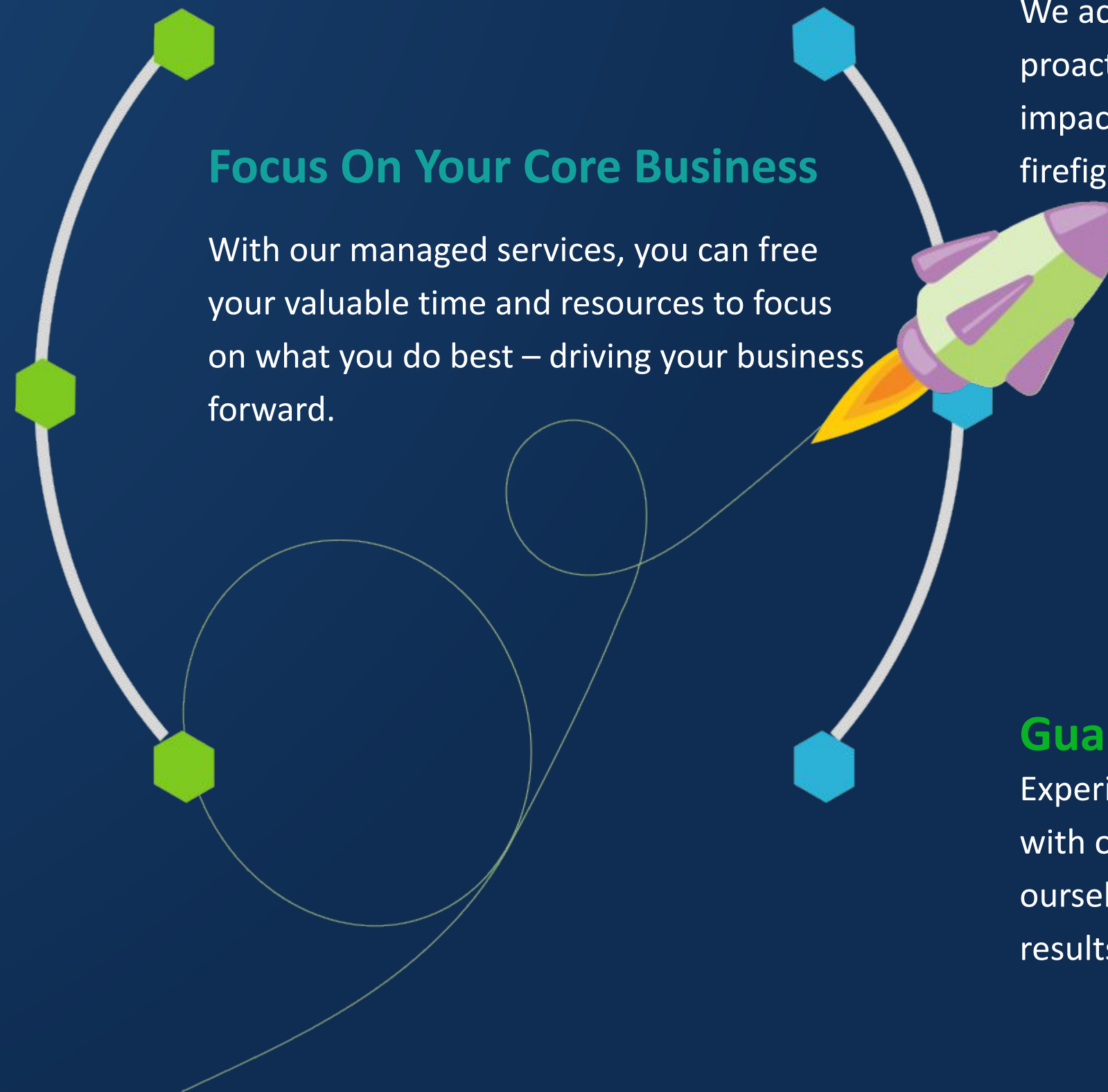
Cloud & Application Performance Monitoring

Alerts & Reporting for P1 and P2 incidents

Incident Management
(Priority/Escalation/Ticket tool update)

Security Monitoring & Alerting(SIEM)

Data Storage Services & Database Management
- Database Management
- Data backup & recovery
- Storage optimization

L1/L2 Support

Troubleshooting/Resolution

SOP and Runbooks constant updates

Cloud Infrastructure Management
- Provisioning and managing virtual machines
- Resource scaling and optimization
- Network setup and configuration

Cost Management
- Cost monitoring & optimization
- Budget allocation and control
- Cost analysis and reporting

Backup and Disaster Recovery
- Implementing backup strategies
- Disaster recovery planning & implementation
- Testing and maintenance

SLA Matrix
<30 minutes response time For P1 and P2 incidents

NOC Support

On-Prem Infra

Application installation & Performance Monitoring

Alerts & Reporting for P1 and P2 incidents

Incident Management

(Priority/Escalation/Ticket tool update)

Security Monitoring & Alerting(SIEM)

Software Updates & Patch Management

L1/L2 Support

Troubleshooting/Resolution

SOP and Runbooks constant updates

Data Storage Services & Database Management

- Database Management
- Data backup & recovery
- Storage optimization

Backup and Disaster Recovery

- Implementing backup strategies
- Disaster recovery planning & implementation
- Testing and maintenance

SLA Matrix

<30 minutes response time For P1 and P2 incidents

Assumption

Incident Response

- **P1 (Critical):**
  - **Cloud Provider Outages:** While CloudifyOps cannot be held responsible for cloud provider outages, we will provide active support and assistance in resolving such issues. We will aggressively follow up with the provider, keep you informed of progress, and work to minimize downtime.
  - **Infrastructure Incidents:** P1 incidents include, but are not limited to:
    - Instance stoppage
    - Production server failures
    - CPU and Memory utilization exceeding 90%
    - Internal connectivity issues
    - Cloud-native appliance issues
    - VPC and subnet routing problems
  - **Security Incidents:** Security incidents impacting production system availability or data integrity will be treated as P1 and addressed immediately.
- **P2 (High):**
  - P2 incidents include, but are not limited to:
    - Application latency
    - Intermittent performance issues
    - CPU utilization exceeding 80%
    - Issues with temporary workarounds
    - Disk outage forecasts

Assumption

To ensure we provide the most effective support, we have the following service limitations

Service Exclusions

- **Application-Specific Support:** Troubleshooting of application-specific issues (code-level bugs, performance tuning within the application) is outside the scope of standard support. This includes:
  - Application re-engineering (e.g., migrating to microservices)
  - Application functional testing or script development for testing
  - Database changes or resolving data integrity/structure issues
  - Application/database migration, implementation, setup, or changes (unless specified in the scope)
- **Data Pipelines:** We currently do not offer support for data pipeline technologies.
- **Kubernetes:** Our services do not extend to the management or troubleshooting of Kubernetes environments.
- **Third-Party Tools:** Support for third-party tools is limited to their integration with the cloud infrastructure (e.g., network connectivity, security group configuration).
- **Procurement:** Procurement of any software, licenses, or tools is not included unless specifically agreed upon.
- **On-Site Support:** Interstate or international travel and on-site support are not included unless explicitly stated in the Statement of Work. Travel fees may apply when travel is required.
- **Disaster Recovery Drills:** DR drills are not included in standard support but are available as a separate service. We offer DR drill planning and execution, with pricing based on complexity and duration.

Support Scope

- **Cloud Platforms:** We provide support for Azurei.
- **Remote Support:** All support is delivered remotely.
- **Support Hours:** Support hours are allocated based on your chosen pricing plan and do not carry over to subsequent billing cycles.

Additional Services

Any services not explicitly listed in the Managed Services Plan are considered out of scope and will be quoted separately on a Time and Materials basis.