DATACOM

Service description
Cloud operate

Ensure maximum efficiency, reliability, and security with Datacom's cloud operate service. Our managed service gives you the ability to consume services either from the Datacom service catalogue or our award-winning catalogue of packaged solutions.

Datacom is committed to transforming your IT landscape and workloads. We achieve this through our refined cloud adoption framework, which spans across any cloud. This enables Datacom to provide value via either a co-managed or fully managed environment, ensuring you exceed business objectives and outcomes.

With our diverse range of customised management services, Datacom enables your business to thrive on your cloud journey. Effectively integrate and manage a range of cloud platforms, including Microsoft Azure. Manage any type of cloud workload, including infrastructure as a service (IaaS), platform as a service (PaaS), software as a service (SaaS), and cloud-native applications.

Datacom's cloud operate service will manage your cloudscape on an ongoing basis, including;

- Provisioning of workloads and serverless infrastructure
- Management of virtual machines, storage, network devices, and serverless infrastructure
- Access to Datacom blueprints and well-architected templates
- Management of hybrid cloud deployments
- Deployment and management of landing zones
- Service management and reporting

Engaging Datacom early will guarantee you meet desired business outcomes.

Key to our success is our team's ability to work closely with project stakeholders in a collaborative and business outcomes oriented way.

Cloud adoption framework
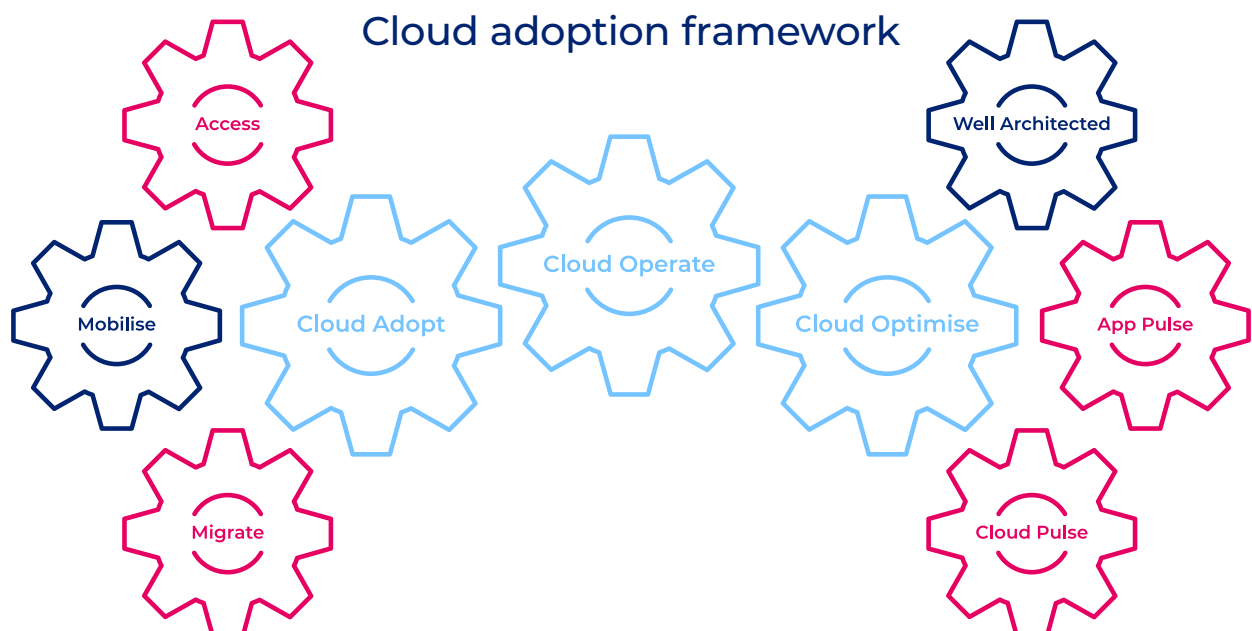
The Datacom cloud operate service includes:

- Supporting in architecting cloud deployments and migrating workloads through structured engagement
- Identifying cloud security gaps and providing recommendations on improvements that will ensure compliance with security policies, procedures , and legal compliance obligations.
- Assessing your cloud environment to determine where improvements can be made to reduce costs or improve service outcomes

Datacom support packages

Bronze

- Initial onboarding and instructions to link Datacom's Azure reseller billing account
- Monthly Datacom invoice (in New Zealand or US dollars) based on previous month's consumption
- Datacom s available for queries regarding billing and invoicing — this is a billing-only service, with Datacom providing up to two hours of billing queries per month
- Access to the CloudHealth billing tool for visibility of cloud consumption-based reporting

Silver

Gain all the benefits of Bronze with the following additional services:

- Basic Azure account security as per Center for Internet Security (CIS) Azure Foundation Benchmark standards
- Key resource monitoring
- Break/fix as per agreed service levels for P3 and P4 incidents

Gold

Gain all the benefits of Silver with the following additional services:

- Azure Security Center
- Landing zone style separation of services
- Proactive account and resource maintenance
- Break/fix as per agreed service levels P2, P3, and P4 incidents
- Basic security monitoring and compliance
- Monthly reporting and conference call

Platinum

Gain all the benefits of Gold with the following additional services:

- Personal service including an Azure-certified person on-site for one day a week
- Break/fix as per agreed service levels for P1, P2, P3, and P4 incidents
- 24/7 security information and event management (SIEM)monitoring
- Annual well-architected review

Service modules to be considered

Application performance management

Datacom will ensure your applications are operating fast, consistently, and maintain reliable access to your remote worker's applications.

Cloud reporting

Our cloud reporting provides you with the capability to gain insights into how your workloads and applications are running on your cloud infrastructure.

Cloud infrastructure management

A comprehensive cloud management solution. The Datacom team will assume responsibility of your cloud operations by leveraging our expertise and winning cloud managed services team.

Compliance

Audit-friendly service features for PCI, ISO, SOC, and other compliance standards. Datacom Is committed to ensuring your cloud is up to date and aligned with your regulatory requirements.

Financial reporting

Bring speed, accuracy, and consistency to a laborious, error-prone, and difficult process. Best-in-class support to ensure you receive the maximum value from your cloud investment.

Security

Maintain visibility and performance before, during, and after cloud migration. Boost app visibility and performance as you accelerate cloud adoption.

Managed DevOps

Datacom's DevOps managed service is a powerful option for customers who are wanting to accelerate their DevOps transformation journey and have their software delivery foundation managed centrally by Datacom.

How we help:

Cloud platforms, discover the possibilities. Datacom works closely with all major cloud providers.

We are one of 65 globally accredited Microsoft-certified Azure Expert Managed Service Providers (MSP), Dell Titanium CSP partner, and partner accredited for Google Cloud and Alibaba Cloud.

Datacom delivers a holistic approach to managing a customer's cloud environment. This approach allows organisations to be secure with hybrid cloud, benefiting from the scale, security, and expert skill sets available through Datacom, designed to meet business and development needs. With a consistent, governed, and endorsed 'best practice' cloud environment, our agile team will ensure you confidently meet the promise of tomorrow.

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