The Dataprise Story

Operational Managed Services Overview

Our Organization

27
Years of Managed IT Services

400+
Full-Time IT Professionals

300+
Technical Experts

4.5
Years Average Staff Tenure

1,000+
Total Active Customers

AICPA SOC
aicpa.org/soc4so
SOC for Service Organizations ™

SOC 2 Type 2

CERTIFIED

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Our Philosophy

We believe that your organization's technology should enable you to be the best at what you do.

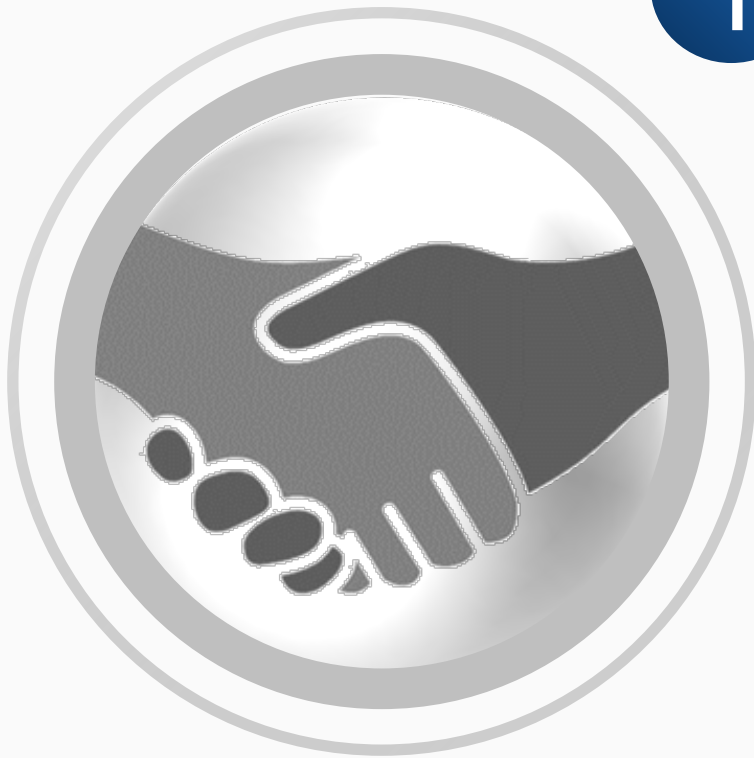*The best way to achieve this is through…*

Best-in-class managed services including servers, network, infrastructure, collaboration, and end-user services

Integrated together into a single solution with real-time reporting and telemetry

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Strategic Operational Managed Services Partner

1 Infrastructure Team

2 Help / Service Desk

3 Best-in-Class Tools & Technologies

4 Integrated Single Pane of Glass

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Dataprise Operational Managed Services Detail Overview

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Operational Managed Services

	Intermediate	Advanced
Incident Management & Service Desk		
Coverage	Level 1: 24 x 365 Level 2, Level 3: Monday - Friday 8:30 am - 5:30 pm Eastern	Level 1, Level 2, Level 3: 24 x 365
Service Levels	Critical: < 1 hour; Urgent: < 2 hours; Standard: <4 hours	Critical: < 1 hour; Urgent: < 2 hours; Standard: <4 hours
Incident Management (Infrastructure and Security)	Critical: < 1 hour; Urgent: < 2 hours; Standard: <4 hours	Critical: < 1 hour; Urgent: < 2 hours; Standard: <4 hours
Backup and Recovery	Backup Recovery and Restoration	Backup Recovery and Restoration
Service Requests	Unlimited	Unlimited
Service Delivery		
Cloud Service Delivery Manager	Designated Technical Account Manager who provides visibility, recommendations, escalation, and reporting through all phases of the onboarding, migration, and operational lifecycle and coordinates with your operations team	Designated Technical Account Manager who provides visibility, recommendations, escalation, and reporting through all phases of the onboarding, migration, and operational lifecycle and coordinates with your operations team
Cloud Architect	Designated Cloud Architect who provides technical and operational expertise to improve your operational excellence in the cloud	Designated Cloud Architect who provides technical and operational expertise to improve your operational excellence in the cloud
Operations on Demand Access	Blocks of hours can be purchased for one-time or recurring non-standard operational work for standard catalog items or customized requests	Blocks of hours can be purchased for one-time or recurring non-standard operational work for standard catalog items or customized requests
Proactive Programs	As requested through Dataprise Professional Services and managed by Dataprise Project Managers	Planned Event managed by Dataprise Project Managers
Operational Logging, Monitoring, Reporting		
Azure Resource Monitoring	Leveraging Azure Monitor, Azure Advisor, Defender for Cloud, SolarWinds	Leveraging Azure Monitor, Azure Advisor, Defender for Cloud, SolarWinds
Controls Enforcement	Curated library of Azure Policy controls	Curated library of Azure Policy controls
Logging and Log Aggregation	Azure Monitor, Azure Activity Logs, Azure Resource logs, Defender for Cloud	Azure Monitor, Azure Activity Logs, Azure Resource logs, Defender for Cloud
Reporting and Cost Optimization	Monthly reports and cost optimization guidance	Monthly reports and cost optimization guidance

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Operational Managed Services

	Intermediate	Advanced
Security Management		
Security Monitoring	Azure Defender for Cloud, Azure Policy	Azure Defender for Cloud, Azure Policy
Security Conformance	Azure Security Benchmark 3.0 controls and guardrails aligned with National Institute of Standards and Technology (NIST) and the Center for Internet Security (CIS) security frameworks Hardened Azure Landing Zone and account configuration	Azure Security Benchmark 3.0 controls and guardrails aligned with National Institute of Standards and Technology (NIST) and the Center for Internet Security (CIS) security frameworks Hardened Azure Landing Zone and account configuration and managed Azure Bastion
IAM and Security Review	Azure Role Based Access Controls and Microsoft Active Directory	Azure Role Based Access Controls, Microsoft Active Directory, and security review and approval by Dataprise Managed Services security team
Access Management	Azure Role Based Access Controls and Microsoft Active Directory	Azure Role Based Access Controls and Microsoft Active Directory
Managed Firewall	Customer Managed	Azure Firewall / Other Vendors Negotiable
Endpoint Protection	Customer Managed	Microsoft Anti-Malware agent
Patch Management and Operating System Support		
Patch Management	Included: Automated patching with failure remediation for critical security and important updates	Included: Automated patching with failure remediation for critical security and important updates
Azure Machine Image Management	Operations optimized and security enhanced images for supported OSes provided Azure Marketplace	Operations optimized and security enhanced images for supported OSes provided Azure Marketplace
Supported Operating Systems	Windows Server, Windows 10, CentOS, Oracle Linux, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server, and ClearLinux	Windows Server, Windows 10, CentOS, Oracle Linux, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server, and ClearLinux
Landing Zone and Network Management		
Landing Zone and Account Operations	Dataprise deployed and managed Azure Landing Zone as part of professional services project	Dataprise deployed and managed Azure Landing Zone
Network Configuration	Network monitors and flow log alerts. Pre-configured network with VPN and / or ExpressRoute Gateway and Firewall	Network monitors and flow log alerts. Pre-configured network with VPN and / or ExpressRoute Gateway and Firewall

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Operational Managed Services

	Intermediate	Advanced
Provisioning and Change Management		
Change Protection	Azure Policy checks and audit	Changes executed through change management with automated review by Azure Policy checks and manual audit
Provisioning	Azure Portal, Azure Bicep, Azure CLI, PowerShell, GitHub, Azure DevOps	Dataprise Managed Services Change Management, Azure Portal, Azure Bicep, Azure CLI, PowerShell, GitHub, Azure DevOps
Change Management	Customer provided	Dataprise Managed Services provided Change Management
IT Service Management (ITSM) Integration	Using capabilities of ITSM tools, and multiple ITSM connectors	Using capabilities of ITSM tools, and multiple ITSM connectors

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Dataprise Azure Managed Services Advantages

- Comprehensive suite of solutions

- Flexibility to customize projects to your needs

- Deep pool of certified resources

- Expertise in a wide array of technologies

- A strategic partnership backed by 400+ IT professionals

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Thank you!

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