

Summary

At Diyar Managed Services, we offer to take over the management of customers Azure services and applications Hosted on Azure. Diyar's focus and commitment to service has enabled it to successfully win and implement fairly large and complex contracts in Kuwait and the Gulf Region. Diyar Partnership Approach has resulted in major success in its Managed Services operations thus growing the Managed Services business from a small team to a major service force of more than 800 technical specialists. Diyar strive to minimize administration efforts on your side, optimize Azure bills, and provide you with a total transparency over the services we deliver, and the services you receive from Azure.

- A member of **Microsoft Cloud Solution Provider (CSP) program**.
- A reliable Microsoft Partner holding **16 Gold Microsoft Competencies**, including in Cloud Platform, Data Analytics, Data Platform, Datacenter, and Messaging.
- **Microsoft Certified Solutions Experts (MCSE), Microsoft Certified Professionals (MCPS)** on board.
- Featured among **Top Azure Consultants**
- **Since 1980** experience in the IT industry
- Proven success and maturity in similar projects in the GCC region
- Full understanding of local culture and laws
- **20+ years** in **IT service management (ITSM)** practices based on ITIL principles.
- Compared with the in-house efforts, Azure migration with Diyar guarantees:
 - 3-5 times faster migration.
 - 3 times lower migration costs.
 - 300% higher protection from security issues.

Benefits – Service Deliverable & Outcomes

Diyar commits to providing its Services with highest quality of service and based on international standards. With a history of successful implementations and managed services, we are confident that we can offer a complete solution and support services which complies and meets with customer's objectives and requirements. We believe that partnering with Diyar will provide value for Customers through

Azure Monitoring 24/7

Diyar IT team ensures continuous monitoring of your Azure-based applications and services to timely detect configuration, security, and other issues. We can properly configure such tools as Azure Monitor, Nagios, Zabbix, SCOM, etc. to ensure that your applications are highly available and reliable. We exert all efforts to avoid system downtime within your IT environment and provide you with detailed reports on your Azure resources utilization and performance.

Reduced Azure Services Costs

- We regularly monitor and analyze your Azure resources consumption to ensure cost-effective usage of Azure resources
- We tune Azure scaling policies to ensure optimal behavior of Azure services
- We define the right types of virtual machines and storage that will suit your application workloads
- We apply ITSM processes to decrease Azure administration costs
- We give recommendations on possible ways to change and/or enhance your Azure-based applications to achieve Azure services cost reduction
- We keep your Azure management expenses within reasonable limits due to the consolidated billing system we adhere to and affordable prices we offer
- To ensure visibility over the services we deliver, we design a KPI system depending on our cooperation specificity

Increased Reliability of Azure-Based Applications and Services

- We implement automatic failover of your Azure-based applications to secure your IT environment from data loss.
- We establish constant application monitoring, with our own efforts, or in collaboration with your in-house IT team or your other vendors.

Governance and Automation

- We manage the Cloud Management Platform Governance through admin-defined user control settings
- Incorporate adaptive user-interface for each user with different permission setting
- We will implement the User-defined automated cost alert system to allow threshold, date, budget personalization
- Swift supervision using numerous user-defined filter of various objectives

Azure Cybersecurity

We secure your Azure environment with:

- Designing the entire security strategy and its technical components
- Configuring and managing access to cloud resources
- Performing regular security monitoring across your Azure environment
- Timely detecting breaches in your cloud IT infrastructure
- Providing security patches and updates
- Performing regular vulnerability scans and penetration testing

Azure Evolution

In collaboration with your IT team or your other vendors, Diyar can help you plan the changes needed to improve the reliability of your Azure-based infrastructure and provide recommendations on implementing these changes with the minimal downtime. Diyar IT team is also ready to train your application development and support teams to help them quickly adapt to the changed IT environment.