Let's get to the future, faster. **Together.**

Azure Competency Deck

Managed Services Catalog for IaaS, PaaS and SaaS

Cloud Managed Services	Delivery		
Cloud IaaS, PaaS and SaaS Operations	**Bronze**	**Silver**	**Gold**
Cloud Operation Support – Infrastructure as a Service	15% of Cloud Spend or $5000 which ever is more	20% of Cloud Spend or $5000 which ever is more	25% of Cloud spend or $7500 which ever is more
▪ Support Help Desk	8 x 5	16 x 5	24 x 7
▪ P1 & P2 Support	Yes (8 x 5)	Yes (16 x 5)	Yes (24 x 7)
▪ OS /Virtual Machine Images /VM Management*	Yes	Yes	Yes
▪ Scheduled Weekend Patch Management*	Yes	Yes	Yes
▪ Basic Patch Management *	Yes	Yes	Yes
▪ Monitoring of IaaS, PaaS and SaaS services	Yes	Yes	Yes
▪ Real time Notification and Alarms to admin team	Yes (8 x 5)	Yes (16 x 5)	Yes (24 x 7)
▪ Incident Management	Yes	Yes	Yes
▪ Change Management	Yes	Yes	Yes
▪ Backup Management	Yes	Yes	Yes
▪ Disaster Recovery Support**		Yes	Yes
▪ Cloud Network Management **	Yes	Yes	Yes
▪ Cost Optimization *		Yes	Yes
▪ VDI Management *		Yes	Yes
▪ Management & Governance **	Yes	Yes	Yes

* Only supported for IAAS   ** Only applicable to IaaS and PaaS

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Managed Services Catalog for IaaS, PaaS and SaaS

Cloud Managed Services	Delivery		
Security Management	**Bronze**	**Silver**	**Gold**
Anti-virus Management & Support*		Yes	Yes
Access Management (Users, Groups, ACLs, Servers)	Yes	Yes	Yes
Perimeter Support (Firewall, VPNs etc.)	Yes	Yes	Yes
DDoS Management & Support		Yes	Yes
WAF Management & Support		Yes	Yes
IDS/IPS Management & Support		Yes	Yes
Data Encryption Management		Yes	Yes
Security Audits		Yearly	Quarterly
SLA and Response Time	**Enterprise**	**Premium**	**Premium Plus**
Uptime SLA	Adhering to SLA provided by Microsoft for IaaS , PaaS and SaaS		
Response Time*	**< 30 mins**	**< 15 mins**	**< 15 mins**
Resolution Time*	**< 4 Hours**	**< 2 Hours**	**< 1 Hour**

* Only supported for IAAS

Managed Services Catalog for IaaS, PaaS and SaaS

Cloud Managed Services	Delivery		
Reporting and Reviews	**Bronze**	**Silver**	**Gold**
Weekly Health Report		Yes	Yes
Monthly Health Report	Yes	Yes	Yes
Monthly performance Review			Yes
Quarterly Business Review	Yes	Yes	Yes
Monthly Audit Reports			Yes
Value Added Services			
Quarterly DR Drills and Failover Testing		On Demand- additional Cost	Yes
Cloud Consulting Support			Yes

* Only supported for IAAS

LTIMindtree

LTIMindtree Azure Cloud offerings

OFFERINGS

Consult
CAF aligned, tool led Assessment to build Cloud Strategy

Deliver
Provision and perform Rehost/Replatform/Refactor

Operate & Optimize
Hypercare and seamless BAU support post Handover

Embark Cloud
Tailored cloud strategy with measurable outcomes in line with business needs
Multi-Cloud / Digital / CX / Industry

Cloud Assessment & Discovery
Cloud suitability assessment for transformation and GRC analysis

Well Architected Reviews
Cloud native, secure, scalable, high-performing solutions
Best Practices / WAR / POVs

Cloud Platform Build
Rapid programmatic platform provisioning for cloud foundation
Smart Deployment | Blueprints | Repeatable

Cloud Migration
Rapid, repeatable, automated movement of workloads to cloud
DC Uplift |Mainframe |License Freedom| App to Container Migration| DB Migration

VMware on Cloud
Seamless movement VMware to cloud

Boundaryless Operations
Proactive, predictive management of multi-cloud applications, data, infrastructure
SecOps |SRE |AIOps CBP |Single Pane of Glass| Cloud Analytics |Container Lifecycle| Cloud Ops| GenAI Ops Insights

Cloud Economics
Continuous Cloud Optimization and FinOps for Multi-Cloud Environment
Governance| Cost Insights| Recommendations

Extreme Automation
Everything as code (EaaC), from repetitive, error-prone manual operations to an automated code-to-cloud workflows

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Industry Cloud
Heavily customized fit-for-purpose, industry specific across Multi Clouds *Bank in Box| Mediacube| Aspentech / AssetNXT |Majesco | Duckcreek*

SAMPLE CLIENT BASE

Hoist Finance | KNAUF | REV Vehicles for life | DeLaval | Unilever | Deutsche Telekom | nets | HALLIBURTON

LTIMindtree   Wolters Kluwer

IPs and Accelerators, Our differentiators

INFINITY

V2C Automated multi-cloud Infrastructure provisioning & Container migration	**50% lesser time** to Modernize & Deploy
INSIGHTS Assess readiness of infrastructure for migration to cloud with the most appropriate roadmap	**2X** faster assessment
ENSURE Autonomous cloud governance and FinOps platform built to manage multi-cloud environments	**Real time** audits and **auto** remediations
CLOUD ELEVATE Cloud build automation with an API engine and pre-defined templates	**30% accelerated** deployment and provisioning
WATCH Single pane view into 360° observability with 50+ connectors to industry tools	**25%** savings in operational costs

canvas *by LTIMindtree*

Cloudxperienz Integrated Platform for end-to-end Multi Cloud Management Services	**60%** improvement in MTTR through Automation First Approach
AiOps Ai Platform for Digitized Operations	**Hybrid IT Ops ready AI bot** solution