

# Azure Smart Cloud Operations – 4 Week implementation

*Netsmartz LLC*

This Smart Cloud Operations package delivers the essential support and fast response you need to maintain your cloud infrastructure 24x7. Delivering the knowledge and hands-on experience necessary to maintain your Microsoft Azure deployments, taking your organization to the forefront of cloud innovation.

## **Deliverables: (Key tasks to be performed during 24x7 operations)**

- 24 X 7 helpdesk support with 15 min. response times
- Direct access to L3 support
- Dedicated TAM and shared architect support
- Backup with Retentions
- Proactive infrastructure Monitoring, Alerting and Maintenance
- Proactive System Administration
- Proactive capacity planning, performance and cost optimization
- Deep Security (WAF, DDoS, Threat analytics, anti-virus, anti-malware, email and web protection)
- Proactive runbook authoring
- Guidance from Microsoft Azure experts for best Azure architecture
- Alert Automation

## **Support SLAs:**

- Priority 1: Service Desk Response time = 15 minutes: Service Restoration Time = 1 hr
- Priority 2: Service Desk Response time = 15 minutes: Service Restoration Time = 2 hr
- Priority 3: Service Desk Response time = 30 minutes: Service Restoration Time = 8 hr

## **Assumptions:**

- Up to 10 VMs or services supported (Total vCPU 40, Total RAM: 160 GB)
- Application and Database (Only monitoring and help desk support)
- Storage maintenance (Maximum Storage 2 TB)
- 3-4 hours of orientation

The fee for 24x7 Smart Cloud Operations on Azure is **US \$2,499** per month