Azure Support Services

Empowering Your Business with Azure Cloud Support

Navigating Azure can be a daunting task, even for the most capable IT teams - but we're here to help. OneNeck's Azure Cloud Support Services are crafted to empower mid-market businesses to realize the full potential of Microsoft Azure without the steep learning curve.

At OneNeck, we have a deep understanding of the multifaceted cloud landscape and the complexities of navigating it. Our support services are designed not just to guide you through the adoption of Azure but to foster a culture of best practices. We are your partner in optimizing costs, answering pressing questions and swiftly resolving incidents. Our hands-on Microsoft experts channel their extensive experience and lean heavily into our long-standing relationship with Microsoft to maximize the return on your Microsoft investments.

Most importantly, our support services have grown from a commitment to customer success, a model that is reinforced by industry best practices and grounded in the TSIA standards for foundational reactive customer support. We are dedicated to enhancing your Azure experience, providing steadfast support and expertise at every step of your cloud journey.

As businesses increasingly adopt cloud technologies, they encounter a range of challenges that can hinder their progress. These challenges span across various aspects of cloud adoption and management, including:

- Navigating the increasing complexity of cloud environments.

- Managing and optimizing cloud costs.

- Ensuring high availability and reliability of business-critical workloads.

- Keeping up-to-date with the latest developments in cloud technology.

- Preventing prolonged downtime and disrupted customer service.

OneNeck®
IT SOLUTIONS
a TDS®Company

Support for Your Azure Success

Understanding the challenges of rapid change, knowledge gaps and limited IT resources, OneNeck offers flexible, cost-effective support. Our Premier contract with Microsoft ensures prompt response times that lead to quick resolution, and as a seasoned cloud and managed services provider, we guide you step-by-step through integration into Azure.

Our flexible solutions are tailored to your unique requirements, guaranteeing a cloud journey that adheres to industry best practices while maximizing your investment.

Our advanced, expert-to-expert managed services perfectly complement your capabilities with a proactive approach, defined by a well-articulated scope of services and service-level agreements (SLAs) encompassing monitoring, maintenance and troubleshooting. These services include:

- **Backup and Disaster Recovery:** Safeguard critical data and ensure continuity with our robust backup and disaster recovery solutions.

- **Databases:** Experience seamless database management that optimizes performance and ensures data integrity.

- **Applications:** Offload your application management, ensuring they are always up-to-date and performing optimally.

- **Network:** Experience secure, reliable and high-performing network management that keeps your business connected and protected.

- **Storage:** Optimize your data storage solutions with expert management services, ensuring data availability and security.

- **IT Systems:** Streamline operations and enhance business productivity with comprehensive IT system management.

Azure Support Services Packages

SCOPE	BASIC ITIL-based Support for Azure 2 Incidents/ Month	STANDARD Mission-critical Support 4 Incidents/ Month	PREMIUM Tailored Support 8 Incidents/ Month
Service Onboarding and Identity Assessment with Recommendations: Support onboarding and registration. Assessment of issues and risks.	✓	✓	✓
Knowledge Base: Azure Knowledge Artcles (KAs) developed by OneNeck Azure experts, available in online forum. Includes Microsoft knowledge articles and OneNeck knowledge articles.	✓	✓	✓
Cost Optimization: Cost optimization awareness and recommendations.	✓	✓	✓
Incident Support: For Azure-related issues based on a presribed number of incidents per year. Additional incidents may be needed. Can be measured over 3 month rolling average not to exceed incidents/9*3 for any 3-month period.	24	48	96
Support Access: Business day support service, with critical incident support for Advanced and Premium tiers. Otherwise, best effort outside of support hours.	M-F 7x7 MST	M-F 7x7 MST Critical 24x7	M-F 7x7 MST Critical 24x7
Yearly Azure Support Assessment & Review: Azure support history review and discussion regarding the support service. (Additional cost may apply for complex environments.)		✓	✓
Customer Success Manager: OneNeck Service Delivery Manager or Customer Success Manager (depending on defined playbook for specific to support issues).			✓
Azure Cost Analysis: Tailored recommendations, analysis and optimization plan presented to the customer on an ongoing basis. (Some optimizations will require a project to implement, such as changing machine types, platform migrations, etc.)			✓
Microsoft Adoption Services: Assess Azure Advisor using best practices, and make next step recommendations: ■ Reliability ■ Security ■ Cost Optimization ■ Operational Excellence ■ Performance Efficiency			✓
Microsoft Azure Problem Management: OneNeck will do problem management on an ongoing basis to reduce or eliminate issues.			✓

The OneNeck Difference

- Expert-to-expert guidance in navigating the cloud landscape.
- Proactive cost management strategies to optimize cloud expenses.
- High availability and reliability of business-critical workloads.
- Regular updates on the latest developments in cloud technology.
- A reliable IT partner to prevent prolonged downtime and disrupted customer service.

A Microsoft CSP that Has Your Back

We value your business and include the following services when you choose us as your Microsoft Cloud Services Provider (CSP):

- Billing and Subscription Management Support
- Support Portal
- License Management Portal/Azure Usage View
- Curated, Self-help Resources
- Azure Cost Recommendations
- Microsoft Support Escalation
- Azure Architecture & Infrastructure Advisory
- 24x7 Support Access

Keep Moving Forward. We Got Your Back.

About OneNeck® IT Solutions

OneNeck IT Solutions LLC specializes in hybrid IT solutions. This includes cloud and hosting solutions, managed services, enterprise application management, professional IT services, hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, Oregon and Wisconsin.

OneNeck's nearly 550 professionals manage world-class, hybrid IT infrastructures and applications for businesses around the country.

OneNeck is a wholly owned subsidiary of Telephone and Data Systems [NYSE: TDS], a Fortune 1000® company.

855.ONENECK
OneNeck.com