Managed Services for Azure

Simform manages your Azure environment 24×7 through SimDesk for structured ITSM operations and SimOps for cost optimization, with proactive monitoring and security governance across your subscriptions.

Overview summary

Managing Azure at scale creates operational pressure that internal teams struggle to absorb. Simform's Azure Managed Services handles ongoing operations through SimDesk for incident, change, and request management with SLA-backed response times, and SimOps for cost visibility, forecasting, and optimization. Security monitoring runs continuously through Defender for Cloud and Sentinel, so your team can focus on strategic initiatives.

1. **L1 – Basic support:** First-line Azure operations through SimDesk. We manage incidents, requests, and changes with SLA-backed response times. Covers portal navigation, RBAC and MFA configuration, licensing queries, and user onboarding. Complex issues escalate to higher tiers with full context.
2. **L2 – Operational support:** Adds proactive monitoring, resource administration, and cost governance. We provision VMs, storage, and databases, configure Azure Monitor with tuned alerts, and deliver cost visibility through SimOps with forecasts and rightsizing recommendations.
3. **L3 – Advanced support:** Engineering-led management with automation and governance. We deploy infrastructure using Terraform and Bicep, build CI/CD pipelines, manage AKS clusters, and harden security with Defender for Cloud. All changes are tracked through SimDesk with audit trails.
4. **L4 – Engineering support:** Full operational ownership for business-critical workloads. Includes health dashboards, architecture reviews, escalation to Microsoft engineers and TAMs, DR validation through resilience testing, and continuous optimization across cost, security, and performance.

What you get

- Monthly SLA reports showing incident response times, resolution rates, and ticket trends across your Azure environment.
- Cost and optimization reports with spend breakdown by resource, anomaly alerts, and rightsizing recommendations.
- Security posture reports covering Defender for Cloud scores, threat detection activity, and compliance status.
- Health dashboards provide real-time visibility into the status of applications and infrastructure across subscriptions.

SIMFORM

Operating Model Lifecycle

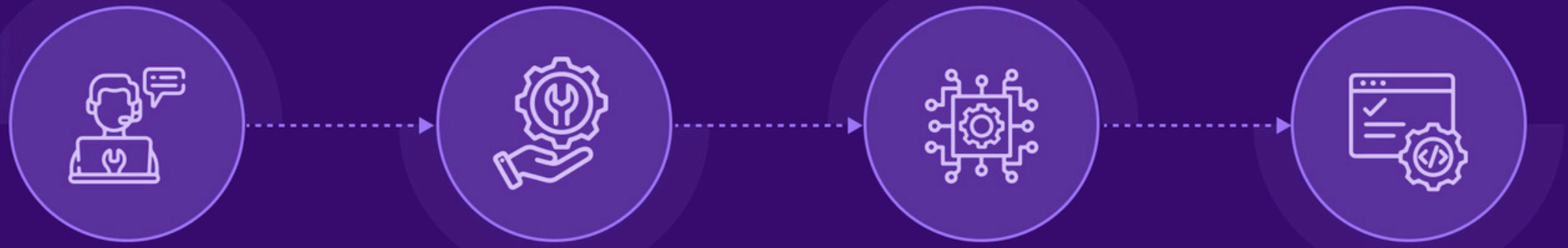
Powered by

SimDesk	SimOps	Azure Lighthouse
IT Service Management (ITSM)	Cloud Management Platform (CMP) & FinOps	Secure multi-tenant Azure management

SIMFORM

Simform's Managed Services Operation Model

Simform delivers enterprise-grade Azure Managed Services, combining support, governance, automation, and engineering to improve reliability, cost control, and delivery speed.



L1

Basic Support

Foundational Azure operations support and operational hygiene

L2

Operational Support

Expanded Operational Coverage with proactive monitoring, technical admin tasks, and cost governance

L3

Advanced Support

Engineering-led platform management for scalable, automated, and governed Azure foundations

L4

Engineering Support

End-to-end operational ownership for business-critical Azure workloads and continuous improvement.

Simform and Azure – Empowering digital transformation with cutting-edge AI/ML

Simform specializes in Cloud/MACH architectures, DevOps, data, and AI using Azure technologies. From SaaS development to advanced AI integrations, our Azure services align with Microsoft's well-architected framework to deliver highly performant, efficient, and secure cloud solutions.

Digital Product Engineering

- Cloud native and MACH development
- Serverless API development
- Application modernization
- Advanced DevOps transformation
- API management and integrations
- PaaS integrations
- Low-code development with Power Platform

Data & AI/ML Engineering

- Data engineering and analytics
- Data platform modernization
- GenAI using Azure AI Studio
- Data science and ML
- Azure AI services PaaS

Infrastructure Engineering

- Migration assessment and implementation
- Well architected reviews
- Kubernetes and containerization
- Infrastructure as a Code
- Unified observability
- Cloud governance and FinOps
- Hybrid cloud and VDI migration

Security and Compliance Engineering

- Security posture improvement
- DevSecOps
- Compliance management
- Vulnerability assessment and penetration testing

75+ Azure-certified engineers

250+ Microsoft developers

50+ Projects delivered