



Bridge the talent gap with the experts you need to operate in the cloud

SoftwareOne Cloud Managed Services for Azure

IT leaders continuously balance priorities between delivering new innovations to the business and maintaining predictable operations of their critical estates. Add to that the challenge of retraining or hiring technical talent as you transform to the cloud, and the pressure mounts.

Savvy leaders bridge the talent gap by bringing in the right partner to help manage their cloud environments while they transform their own teams' skills and practices. A leader's job to shape their team for the future is never fully complete, but with SoftwareOne you can think bolder and do more.

SoftwareOne Cloud Managed Services tiers are applied on a cloud account basis, giving you the structured flexibility to make decisions about the level of service you need for each account in your portfolio. We act as an extension of your team—from just-the-basics to fully-managed.

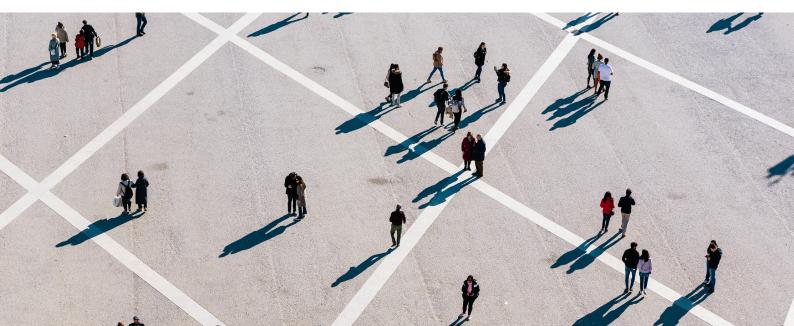
| Essentials | | Licensing and support | |
|--|---------------------|-----------------------|-------------------------------|
| Flexible licensing & billing | Spend management | | Spend anomaly detection |
| Incident & service request management | | perations | |

| Advanced | | Cloud operations | |
|---------------------------|----------------------|---------------------|-----------------------------------|
| Infrastructure monitoring | Backup management | | Patch management |
| Governance & compliance | Cost optimisation | | Service delivery management |

| Premium | | Fully-managed lifecycle | |
|---|------------------------------------|----------------------------|--|
| Landing zone management | Identity & access management | | Enhanced security |
| Workload management response detection & response | | hange anagement | Security managed detection & response |

all Essentials service modules

+ all Essentials and Advanced service modules



SoftwareOne Cloud Managed Services provide cloud experts and modern tools and automation to help ensure the rock-solid operation of your organisation's IT engine room. A team by your side, recommending and implementing technology, process, and cost optimisations, aligned to your business goals.

What you get:

- **24/7 support**: Sustain operations with global support in a time zone near you.
- **Reduced risk**: Ensure security and governance of your cloud estate with a proven provider.
- **Cost optimisation**: Manage cloud spending and avoid surprises with anomaly alerts.
- **Reliability**: Minimise downtime and improve resilience of data and systems.
- **Performance**: Monitor and improve system performance.
- **Structured flexibility**: Get a little help, or a lot—for part of your portfolio, or all of it.
- **Self-service controls**: Fine-tune your level of support through tagging.



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