

# Azure Managed Services

## Operations Management, Optimization and Governance

This ongoing Managed Services offer leverages Azure's limitless capacity and global scale to help customer drive agility and scale, without traditional headaches. Whether you're new to Azure or already a Microsoft shop, our Azure certified cloud experts can help you architect, design, migrate, manage, secure and optimize cloud solutions. Zensa offers a flexible approach, no matter the phase in your Azure journey. Our managed services can help you secure, optimize and govern your workloads by delivering a tightly integrated set of services with multiple tiers that fits your business.

### Features

- Ongoing engagement to monitor, secure, optimize (cost & perf) workloads on Azure
- Collaborate with business owners and IT Teams to continuously refine cloud solutions
- Enhanced services to include Health and Perf Monitoring, OS Patching, BCDR, and 24x7 Support.
- Flexible, adaptable solutions and ability to meet customer's growing needs.

### Deliverables

- Public/private Cloud accounts mgmt, cost insights and optimization dashboards
- Cloud operations and billing support with reconciliation and reporting
- Cloud platform service availability, health monitoring and workload management
- Backup and BCDR using Azure Site Recovery and Vault services
- 24x7 Escalation via Business Support, 24x7 Service Desk Support
- Compliance monitoring to close the gap of public cloud offering using a robust set of managed compliance controls and standards to adheres to compliance requirements.

### Zensa's Process

#### Assess:

Collaboratively, review customer's current support/service plans and determine service level agreements, requirements and options

#### Understand:

Zensa will work closely with customer to understand the operational management of services in Azure, build a detailed plan to lessen complexity, accelerate transformation, and optimize investments.

#### Onboard:

Fully onboard customer tenancies into our management framework (Lighthouse)

#### Manage:

Health and performance monitoring, cost optimizations, security and compliance monitoring/enhancements. BCDR and backup solutions with always available, 24x7 support operations



Assess



Understand



Onboard



Manage



## ZENSA'S CLOUD TECHNOLOGY SERVICES

### Cloud Enablement

- Cloud ROI and TCO Analysis
- Workload Discovery and Assessment
- Migration Planning
- Datacenter Migrations
- Data/Database Migrations
- Cloud Reseller Migrations Training

### DevOps, AIOps Automation

- DevOps Capability Assessment Services
- Continuous Integration, Delivery, Deployment Pipeline Design and Implementation
- Automation Services
- Compliance and Security Services (Hardening)
- DevOps Training

### IoT Solutions, Data, Analytics

- IoT Solutions Architecture Design
- Sessions (devices and applications)
- IoT Automation and Hardening
- IoT Edge Implementation Services.
- Insights and Analytics
- IoT Training

### Application Services

- App Modernization (Micro-services, Docker, Functions, Event Driven)
- Application Perf Tuning & Monitoring
- Legacy Application Migration
- Mixed/Virtual/Augmented Reality
- AI & Machine Learning
- 3D UI/UX Designing