

Azure Management

Make it easier to manage or support Microsoft Azure

Total offers proactive management or reactive incident resolution and support for your Microsoft Azure infrastructure. You benefit from skilled Microsoft certified specialists managing or helping you to support your Azure environment.

Why would you want it?

Moving servers and services to Microsoft Azure brings with it many benefits, but it can be hard for a generalist systems admin to achieve truly effective management. Azure is very different from an on-premise infrastructure, requiring a new set of management skills, and beneath the surface lie many layers of complexity. While the ease with which capacity can be added can easily result in sprawling costs.

Total's Azure Management service helps you address this, by drawing on the expertise of Microsoft certified support specialists to enable you to maintain a consistently high level of service. It offers you the choice of either reactive third line support or a proactive management service.

With Total's Azure Management service, you will benefit from:

- continual improvement of your Microsoft Azure environment – improving efficiency and performance
- monthly consumption reports*
- regular advice on where Total can save you money through capacity and availability optimisation*

- a UK service delivery team
- skilled, Azure certified, support team
- a defined escalation path for troublesome issues
- a monthly cost that can easily scale up or down
- a service delivered to a binding Service Level Agreement (SLA)
- ITIL and ISO 20000 standard service delivery.

*Management service only

For our proactive management service, the cost is usually less than that of recruiting and retaining internal resource.

What Total do

Total offers a choice of specialist support or proactive management for Microsoft Azure.

Support provides additional help for those that manage their own infrastructure, with specialist third/fourth line help to undertake specified tasks and to resolve more challenging problems.

Management takes care of Microsoft Azure for you, with expert proactive management and ongoing optimisation of your environment.

Total will support/manage your Azure environment across

At a glance

Service type

1/2/3/5 year(s) fixed term

Prerequisites

- Management relationship owner
- Day-to-day technical contact
- Administration rights

Key benefits

- Consistently high level of service
- Improved management
- Cost & technical optimisation
- UK service delivery team
- Skilled support staff
- Defined escalation path
- Scalable monthly cost
- Binding SLA
- ITIL and ISO 20000 processes

any of Microsoft's global data centres, as well as its integration with other Microsoft solutions, regardless of where they are hosted. If required, Total has the backup of Microsoft support.

The service is delivered remotely from a UK service centre with primary features summarised in the table (over). A detailed service description is provided during discussions.

Prior to service commencement, Total follows a structured on-boarding process to plan, document and setup service delivery.

Key features	Support	Management
Available 8am-6pm, Mon-Fri (excluding public hols)	✓	✓
Available 24x365	X	✓
Proactive, 24x7, monitoring of Azure platform	✓	✓
Proactive, 24x7, monitoring of virtual machines	X	✓
Proactive incident diagnosis and resolution	X	✓
Reactive incident diagnosis and resolution	✓	✓
Microsoft Azure portal support/management	✓	✓
Configuration of platform and virtual machines	X	✓
Configuration assistance with platform	✓	N/A
Creation and management of virtual machines	X	✓
Creation and management of network (inc gateway, VPN & Express Route)	X	✓
ITIL based lifecycle change management	✓	✓
Operating system support*	X	✓
Management of two factor authentication	✓	✓
User management: Moves, Adds, Changes and Deletions (MACD)	X	✓
Azure backup	✓	✓
Maximum number of incident resolutions	Unlimited	Unlimited
Binding Service Level Agreement defining response and resolution times	✓	✓
Assigned Service Delivery Manager	X	✓
Monthly review of environment & its improvement	X	✓

*Includes server deployment, OS patching, management of antivirus and backup, management and troubleshooting of Windows.

Prerequisites

Successful service delivery requires:

- a management level relationship owner
- a system admin for day-to-day technical liaison (Support service)
- administration rights.

Why Total?

Total has its own team of specialist UK support professionals, all certified to at least MCITP level, following ITIL processes and methodology. Total is a Microsoft Partner with the highest level, gold, competency for Cloud Platform as well as being ISO 27001 (Information Security Management System) certified.

Total supports and manages the infrastructure of a variety

of public and private sector organisations ranging in size from tens up to thousands of users. Total's quality of service delivery is consistently rated as very good or excellent.

What next?

To learn more, contact your account manager or email sam@totalcomputers.co.uk to arrange an initial conference call or meeting.