

24/7 Azure Managed Service

Enabling an Azure cloud transformation strategy without the need for in-house expertise

Azure Skills

Customers may not have the Azure skills needed to commit to an Azure cloud strategy

Azure Managed Service (ITIL Level 2)

- ITIL Level 2 Management: we manage the customer's Azure instance 24/7 to full ITIL Level two standards (monitoring, incident management, problem management, patching, change management, etc.), so that the customer does not need to invest in Azure skills
 - Full ITIL Level 2 service
 - ITIL Level 0: monitoring, event management, asset & configuration management and knowledge management
- ITIL Level 1: incident management, standard operating procedure creation & execution and continual service improvement

Azure Management

Eliminates concerns about unexpected costs and managing performance, security and availability

- ITIL Level 2: problem management, access management, availability management and change & release (patch) management
- Cost Management: (included in Azure Managed Service): we create and manage Azure budgets, analyze costs and execute cost saving actions
 - Optimization Management: (optional extra service): we proactively recommend and implement best practice strategies for Azure cost effectiveness, performance, high availability and security

Azure Management Process



Standard Operating Procedures

- nDivision will follow existing SOPs, if available
- We will work with the customer to mutually agree any changes to SOPs to make them compliant with Azure best practice standards
- We will mutually agree and document new SOPs as needed



Change Management

- All SOPs are supported by a mutually agreed Change Management process, as applicable
- Provisioning, updating or decommissioning of VMs will need to comply with Change Management processes
- If the customer is subscribing to nDivision's cost Management or Optimization Management services, cost control, performance, availability or security measures may be subject to Change Management



Automation

- 70% to 80% of all VM incidents are resolved using 'digital labor'—no human involvement
- Most of the remaining incidents involve a degree of automation—attempt to fix, run diagnostics, etc., then escalate to a human
- Anything running on Azure VM can be part of an automation—databases, applications, etc.
- Where applicable, patching can also be automated



Continual Services Improvement

- ITIL Level 2 Management: candidates for automation are identified and prioritized through regular Service Reviews
- Cost Management: measures for cost reduction are discussed and actions agreed through regular Service Reviews
- Optimization Management: measures related to performance, availability and security are discussed and actions agreed through regular Service Reviews

Cost Management

(included as part of the Managed Service)

Microsoft's Azure Cost Management

- **Full set of cloud cost management capabilities**
- **Financial governance**
- **Integrates into Azure Portal**
- **Data is refreshed every 4 hours**
- **Increase organizational accountability**
 - Implement governance policies for effective enterprise cloud cost management
 - Increase accountability with budgets, cost allocation and chargeback
- **Monitor cloud spending**
 - Track resource usage and manage costs across all clouds with a single unified view
 - Access rich operational and financial insights to make informed decisions
- **Optimize cloud efficiency**
 - Improve the return on your cloud investment with continuous cost optimization and best practices
- **Report on cost and usage**
- **Aggregate multiple data sources**
- **Create alerts on cost and usage**
- **Eliminate idle cloud resources Right-size cloud resources**
- **Chargeback & budgeting**
 - Cost markup
 - Redistribution
 - Custom charges
 - Import external budgets
 - Customize recommendations thresholds
 - Categorize costs with custom meta-tags

Let's Talk

Set up an appointment to discuss how our **Azure Managed Service** can improve IT operations and cloud adoption for your organization - sales@nDivision.com

Optimization Management

(optional additional service)

Microsoft's Azure Advisor

- **'Personalized' cloud consultant**
- **Continuous optimization of Azure environments**
- **Analysis of resource configuration and usage telemetry with recommendations**
- **Proactive and actionable recommendations for improving cost, effectiveness, performance, high availability and security**
- **Ability to filter recommendations to specific subscriptions**
- **Configuration of low usage VM**
- **Recommendation rules**
- **Summarize and report on recommendations**
- **Push button implementation of some recommendations**
- **Detect threats and vulnerabilities that might lead to security breaches**
- **Improve the speed of your applications**
- **Optimize and reduce overall Azure spend**
 - Virtual machine resizing or shutting down
 - Unprovisioned ExpressRoute
 - Idle virtual network gateways
 - Reserved instances
 - Unassociated public IP addresses
- **Ensure and improve the continuity of your business-critical applications in Azure**
 - Virtual machine fault tolerance
 - Availability set fault tolerance
 - Manages Disks for data reliability
 - Application Gateway fault tolerance
 - Accidental VM deletion protection
 - Azure Service Health alerts
 - Traffic Manager endpoints for resiliency
 - Soft delete on Azure Storage Account to save and recover data
 - Active-active VPN gateway for connection resiliency

