

Azure Essentials Managed Service

FLEXIBILITY, EFFICIENCY AND PERFORMANCE
THAT'S ALL MANAGED FOR YOU





We will manage your Microsoft Azure for you

Many organisations have already invested in Microsoft technologies and are now looking for a safe pair of hands to assist them with Microsoft Azure as they start to move some of their workloads to the cloud. However, accessing the resources and expertise to handle the configuration of Azure, the management of workloads running in Azure, security and more can be a daunting task and one that can distract from an organisation's core business.

The Azure Essentials Managed Service from Phoenix is the answer for any Public Sector organisations that are facing these challenges.

We mix technology and automation with our team of experienced IT Consultants who will deliver ongoing management, configuration, security and 24x7x365 operations.

Put simply, you gain access to our Microsoft-certified engineers and architects, we manage your Azure environment, your teams focus on more strategic projects rather than the daily management of Azure and you get the most out of your cloud investment.

Sounds good doesn't it ...



What can Phoenix help with?

An Accelerated Route to Transformation

From single-applications to full data centre transformation, our assessment, planning, design, migration, deployment and optimisation services help you navigate your cloud journey and drive your Azure adoption.

Optimise Azure Investments

Our Microsoft-certified IT Consultants can help you build, deploy and manage a customised Azure environment to maximise performance, reliability, uptime and of course cost effectiveness.

Hybrid Success

As organisations move workloads and services to the cloud, ensuring that these operate efficiently and deliver a great user experience whilst interacting with workloads still on-premise is critical to success. Phoenix's cloud transformation experience allows us to ensure your success and helps avoid common pitfalls.

Complete Hybrid Managed Service

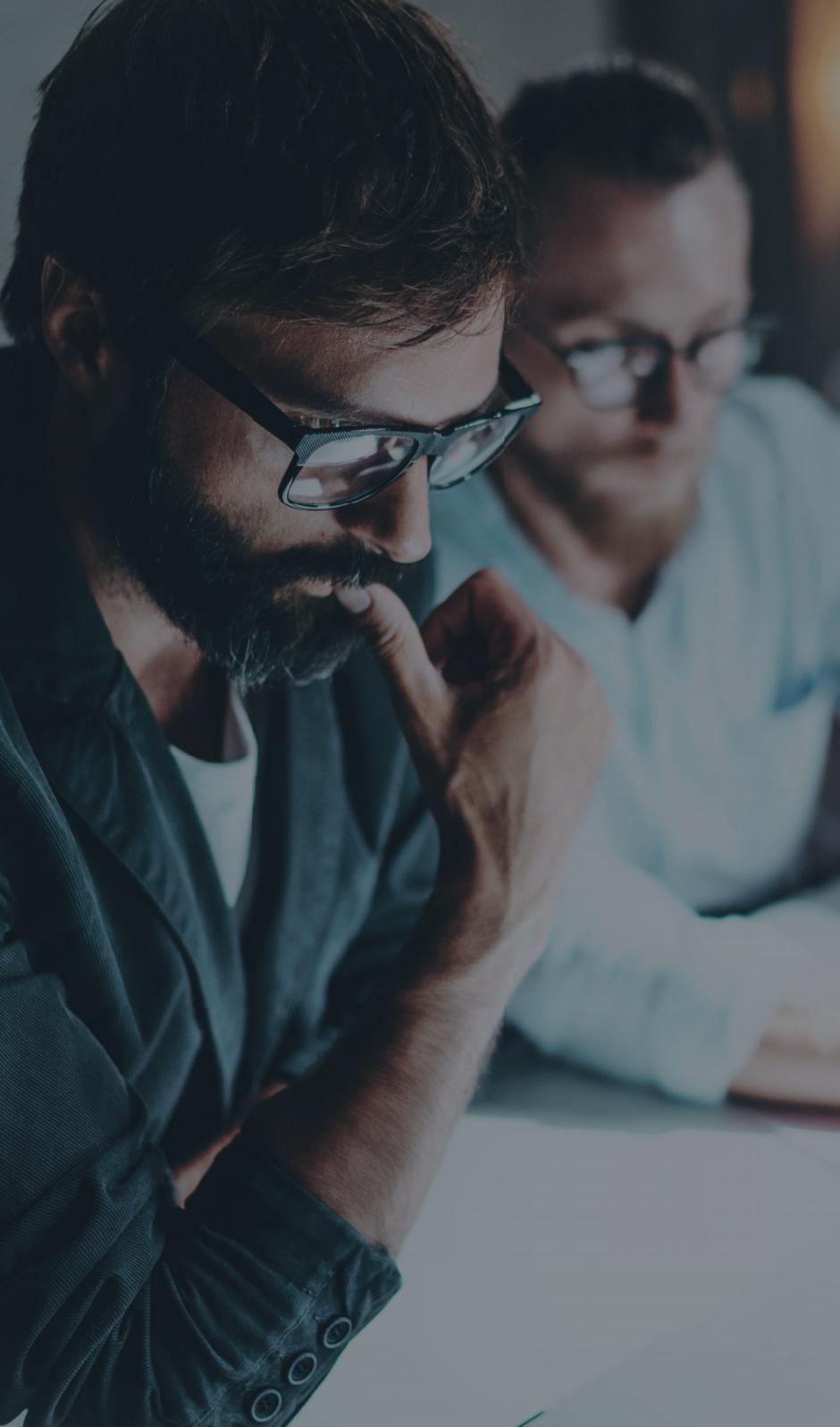
Today many of our customers are operating in a hybrid environment with services and workloads being run both on-premise and in the cloud. Phoenix offers Reactive and Proactive Managed Services which complement our Azure Essentials Managed Service to bring a full end-to-end managed service across multiple environments. This allows Phoenix to deliver a consistent level of service across your entire environment.



Three levels to provide the best support for your organisation

	BRONZE	SILVER	GOLD
Support Hours	10x5*	10x5*	24x7
Reporting Dashboard	✓	✓	✓
SLA Agreement	✓	✓	✓
Subscription Cost and Billing Management	✓	✓	✓
Technical Support by Phone, Email or Portal	✓	✓	✓
Access to Azure 3 rd line Technical Support Specialists	✓	✓	✓
Incident Management	✓	✓	✓
Event Management	✓	✓	✓
Problem Management	✓	✓	✓
Security Incident Management	✓	✓	✓
Basic Monitoring, Logging & Alerts - Azure Infrastructure	✓	✓	✓
Basic Monitoring, Logging & Alerts - Azure Security	✓	✓	✓
Basic Monitoring, Logging & Alerts - Azure Network	✓	✓	✓
Health and performance monitoring	✓	✓	✓
Performance and Capacity Optimisation - Advisor	✓	✓	✓
Cost Optimisation - Advisor	✓	✓	✓
Regular Service Reviews	✓	✓	✓
Operational Best Practice - Windows Patching	✓	✓	✓
Operational Best Practice - Backup Verification	✓	✓	✓
Operational Best Practice - Linux Patching	✓	✓	✓
Proactive Management - Azure Infrastructure	✗	✓	✓
Proactive Management - Azure Network	✗	✓	✓

* All 10x5 agreements are normal business days (Monday to Friday) and operate from 08:00 to 18:00 excluding Bank Holidays



Turn ideas into outcomes

Build Your Tomorrow

Go beyond the limits of your own on-premise data centre using the scalable, trusted and reliable Microsoft Cloud. Transform your organisation and reduce costs with an energy-efficient infrastructure spanning more than 100 highly secure facilities worldwide, linked by one of the largest networks on earth.

Microsoft Azure gives you with the ability to drive amazing transformation. We'll work with you to maximise it's potential by integrating world-leading technologies such as AI, Machine Learning and IoT, to revolutionise the way you do business

As a Microsoft global awarding winning partner, you can rest assured that we have the experience, resources, expertise and customer success stories to help you every step of the way.

Get in touch with the Phoenix Team today:

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Gold Cloud Platform
Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions
Gold Enterprise Mobility Management
Gold Enterprise Resource Planning
Gold Datacenter
Gold Collaboration and Content

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Silver Windows and Devices
Silver Messaging
Silver Communications
Silver Application Development

True Partnerships. Remarkable Outcomes.

As the UK's leading Public Sector only supplier, Phoenix sits across most procurement frameworks and works in partnership with each customer - understanding that no two are the same. Talk to us today:

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