

# Azure Essentials Managed Service

With you every step of the way





# Partnering for Azure success

With more and more of the UK public sector using Microsoft Azure services, Phoenix are helping to accelerate with the provision of advice, guidance and support to organisations with our Azure Essentials Managed Service. Whether you're using Office 365 and now want to start running applications in Azure or whether you've been operating in Azure for a while, partnering with Azure Expert MSP accredited Phoenix can help you realise your cloud ambitions.

We've designed a multi-levelled service, tailored to the sectors we support which provides both Azure technical support and guidance to ensure that both those new or experienced with Azure are fully supported. With regular Azure security reviews and cost optimisation built-in as standard, it's easy to gain peace of mind that your Azure investment is working well and driving your organisation forward.

Customer satisfaction is key in all we do at Phoenix and our current data tracking for our Azure Essentials Managed Service shows 100% positive feedback from our ongoing customer polling. This is something we're really proud about as it demonstrates the value of our service.

## Comfort that you're using Azure securely and you're backed up!

Many organisations have concerns about using cloud, particularly when they are storing critical applications or sensitive data. The Azure Essentials Managed Service provides you with the comfort that your Azure security settings, and general posture, are configured to best practice through ongoing reviews with our Security Specialists. Azure Backup is configured by default for all customers and Phoenix monitors your backup jobs for you, to ensure they run as planned.

Gold

Microsoft Partner

Azure Expert MSP





# Ensuring that your cloud costs are under control

Phoenix have highlighted Azure cost savings to every customer on their Azure Essentials Managed Service and often the service pays for itself in Azure cost savings alone. We recently reduced a UK charity's monthly Azure bill by a massive 80% ...

*"It's somewhat embarrassing that via the Azure Essentials Managed Service from Phoenix we have reduced our Azure bill by around 80%, but it's also fantastic that our configuration errors were highlighted when we came onboard with the service! Being new to Azure, we'd setup some workloads we needed, but over time we had left some things running, consuming compute and storage we didn't. It's great to have someone keeping tabs on the alterations we make and to be there for support and guidance."*

Systems Technical Architect, UK Charity

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# Carbon Reduction

We are dedicated to ensuring that unused and unneeded assets are removed from Azure data centres to help customers improve their sustainability position and reduce their carbon footprints. As part of our optimisation services, we are actively seeking assets that can be turned off or removed as well as ensuring that instances are rightsized to only consume the resource they need.

## Benefits

- Azure technical support 24x7
- Regular security reviews of your Azure environment
- Implementation of security recommendations by Azure Security Specialists
- Ongoing identification and removal of unused Azure assets to save you money and reduce your carbon footprint
- Ongoing resizing of workloads for cost efficiency and reduced carbon consumption, freeing up your time to focus on your organisation
- Ongoing tailored advice on how to best procure Azure for your organisation, leveraging forward purchasing options like Reserved Instances where appropriate

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# Service feature and levels

Varying levels to provide the best support for your organisation

Service Features	Bronze	Silver	Gold
Support Hours	08:00-18:00 (Mon-Fri)	08:00-18:00 (Mon-Fri)	24 x 7 x 365
Azure Technical Support	✓	✓	✓
Service Level Agreement	✓	✓	✓
Service Onboarding	✓	✓	✓
Access to Azure Subject Matter Experts	✓	✓	✓
Vendor Escalation	✓	✓	✓
Change Enablement	✓	✓	✓
Problem Management	✓	✓	✓
Event Management	✓	✓	✓
Governance Management	✓	✓	✓
Asset Management	✓	✓	✓
Tagging Strategy	✓	✓	✓
Regular Security Benchmark Assessments	✓	✓	✓
Ongoing Cost and Carbon Optimisation Advice	✓	✓	✓
Monitoring Portal	✓	✓	✓
Service Reporting Dashboard	✓	✓	✓
Cloud Management Platform	✓	✓	✓
Scheduled Reports	✓	✓	✓
Unlimited Portal Users	✓	✓	✓
Health & Performance Monitoring	✓	✓	✓
Customer Success Manager	✓	✓	✓
Regular Service Reviews	✓	✓	✓
Reserved Instance Management	✓	✓	✓
Self Service Catalogue	✓	✓	✓
Self Service Catalogue Customisations		✓	✓
Backup Configuration & Verification		✓	✓
Windows Patching Configuration & Verification		✓	✓
Linux Patching Configuration & Verification		✓	✓
Root Cause Analysis		✓	✓
Change Requests		✓	✓
Proactive Rightsizing		✓	✓
Proactive Health & Performance Monitoring		✓	✓
Proactive Cost and Carbon Optimisation		✓	✓
Security Review – Bi-annual		✓	✓
Security Review - Quarterly			✓



# Access to Azure Specialists

Phoenix are the only Azure Expert Managed Service Provider (MSP) who is 100% focused on the UK public sector, with a service built and delivered from the UK. Azure Expert MSP is the highest level of Microsoft accreditation and independently validates Phoenix's expertise and quality of cloud transformation services, covering planning, migration, optimisation, operation and management of cloud services on the Azure platform.

Contact your Phoenix Account Manager or email [hello@phoenixs.co.uk](mailto:hello@phoenixs.co.uk) if you'd like to understand more about how our Azure Essentials Managed Service can help your organisation get the most out of Azure.

01904 562200 | [hello@phoenixs.co.uk](mailto:hello@phoenixs.co.uk) | [www.phoenixs.co.uk](http://www.phoenixs.co.uk)



## Our Microsoft Accreditations



### Microsoft Gold Partner

- Gold Application Development
- Gold Application Integration
- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Collaboration and Content
- Gold Datacenter
- Gold Enterprise Mobility Management
- Gold Enterprise Resource Planning
- Gold Messaging Competency
- Gold Project and Portfolio Management
- Gold Security Competency
- Gold Small and Midmarket Cloud Solutions
- Gold Windows and Devices
- Silver Data Analytics
- Silver Communications

### Microsoft Azure Expert Managed Service Provider (MSP)

Microsoft Windows Virtual Desktop Advanced Specialization

Microsoft Windows Server and SQL Server Migration to Microsoft Azure Advanced Specialization

Microsoft Adoption and Change Management Advanced Specialization

Microsoft Surface PC Authorized Reseller

Gold

Microsoft Partner

Azure Expert MSP





# Let's drive your digital transformation - today.

We're ready to take your call to help you plan, build, deploy, protect, optimise, manage and innovate to achieve your business outcomes.

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