MANAGED MICROSOFT AZURE

Why Managed Microsoft Azure

The question of on-premise or Cloud has been settled, and most would agree that it is a hybrid of both. This redefines the network perimeter that spans customer datacenters, cloud providers, mobile devices and mobile applications. This is where Microsoft has been leading the way by offering seamless integrations with the latest versions of Windows and SQL Server, allowing Azure to differentiate itself from other hyper-scale clouds. With an expanded network perimeter, and blurred lines between the cloud and physical aspects of the solution, security is no longer at the edge but needs to be woven into the entire solution.

On top of this, Azure is constantly evolving with features regularly being released and updated, creating complexity that can be challenging to navigate. This is where Aptum can help as we simplify the journey so our customers can focus on their core business. With a strong background in managing mission critical infrastructure solutions for customers, we are well placed to advise on the best strategies to secure, scale and leverage the power of Azure. Our services create robust architectural designs, migrate services and provide ongoing management of the solution with the backing of a 24/7/365 team of experts keen to reduce complexity and risk.

Benefits

MANAGED MICROSOFT AZURE SERVICES

Will help you to be more successful as Aptum takes on the responsibilities of managing the infrastructure, allowing you to focus on delivering a fantastic experience to your customers, growing your business and maximizing your return on investment. In addition, there are many other benefits which include:

○ Faster and more reliable connections with lower latencies

We are Microsoft Connectivity provider and this means we can deliver Hybrid infrastructure via Express Route. Using ExpressRoute connection to transfer data between on-premises systems and Azure can give you significant cost benefits.

○ Flexible, customizable solutions and ability to meet fast growth

Paired with a choice of additional services, you can customize the level of management required for each of your Azure subscriptions. Whether you require a self-service (Aptum Microsoft Azure Self-Service), or a managed solution (Aptum Managed Microsoft Azure), we will work with you to create the flexibility and reliability you need to fully accommodate your business. If you require solution deployment, our Design Build service can easily added on to Managed Microsoft Azure Services too – All our Microsoft Azure services are independent from others providing customers a great level of flexibility (no forced bundling of deployment services). Whether you've been in business for years or are a start-up company, Managed Microsoft Azure services will flex to accommodate your business operations today and grow with you in the future.

○ Fast, secure and reliable solutions

Our team of experts will tailor the solution to your needs and are based on best practice recommendations that consider resiliency, security and performance. The systems are configured to receive security and critical updates and our teams set up monitoring alerts for system availability to help them detect and resolve problems early on, so you'll enjoy increased security and system uptime.

○ Budget Friendly and Cost Efficient

The management service is designed to scale with your business in the same way as your cloud infrastructure solution does, as a result you will pay for management services only when the cloud services are active.

○ Personalized and direct contact with our team of experts

You receive high quality service and flexibility through our white glove service. Our goal is to ensure efficient and effective collaboration for all of our customers and hence you will have direct contact with our team of experts. You will not only receive the solutions you need, but these will be delivered the way you want.

○ Increased security with our Identity Management System

Our administrators may not always need to view the server password credentials to access your solution, the session launcher can be automatically connect our administrators to your solution without passwords being exposed. Aptum service passwords are automatically burned and rotated once viewed. Ability for Aptum to audit which administrator has had access to the customer solution at any point in time. Customers are able to leverage private IP's on their solutions to limit the attack surface and still receive management services.

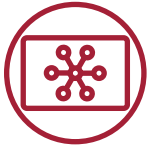### ○ Protecting your critical data

We will configure and monitor the success of Azure backups protecting your business-critical infrastructure, according to the backup schedule and retention policy required by your business for data protection and compliance purposes.

Managed Microsoft Azure Features

MANAGEMENT TOOL
- Best Practice recommendations, Documentations & FAQs
- Access to Aptum's Management Portal for Azure
- Access to the online ticket system & 24/7 phone support

- Managed Anti-malware service
- Managed Backup service
- Monitoring
- Virtual Machine service availability alerting
- Integration with Aptum incident management systems
- Technical Support for Microsoft Azure portal

TIER III+ STANDARDS
- Best Practice Advisory Service
- Network Configuration Assistance
- Virtual Networks (Azure Virtual Networks)
- VPN (Azure VPN Gateway)
- Firewall (Azure Network Service Groups)
- Load Balancers (Azure Load Balancer
- Operating systems (Virtual Machines)
- Remote configuration assistance and troubleshooting services – For Windows, Red Hat & CentOS operating system
- Operating System versions supported matches those supported by the Operating System vendors
- Managed Operating System security updates and patches

ACCOUNT MANAGEMENT
- Account Manager
- Customer Experience Management (CEM)
- Technical Account Manager

SERVICE MANAGEMENT
- Service request & incident management
- Azure platform escalation management

Supported Azure services include:

Compute: Virtual Machines / Virtual Machine Scale Sets – **Databases and Storage:** Azure Database for SQL / Storage – **Networking:** Virtual Networks / Network Security Groups / ExpressRoute / Load Balancer / VPN Gateway – **Management:** Monitor & Application Insights / Backup

TO LEARN MORE ABOUT HOW OUR SERVICES CAN HELP YOUR ORGANIZATION, PLEASE VISIT:

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ABOUT APTUM TECHNOLOGIES

Aptum Technologies enables customers to unlock the potential of their data infrastructure to drive tangible business outcomes and maximize the value of their technology investments. Aptum's Data Center, Cloud, Hosting and Global Network solutions, underpinned with expert Managed and Professional Services, offer genuine choice and adaptability combined with international reach spanning North America, Latin America, Europe and the United Kingdom. Aptum is a portfolio company of Digital Colony, a global investment firm dedicated to strategic opportunities in digital infrastructure. For more information, visit www.aptum.com. Follow us on Twitter @aptumtech and LinkedIn https:www.linkedin.com/company/aptum/