



FACT SHEET

Hybrid Cloud Management

Wavenet manages your cloud experience leaving you to focus on the positive outcomes



There is no single cloud solution that fits all. Wavenet's Hybrid Cloud Management services aim to resolve the key business challenges and concerns that many organisations have in moving to the cloud, including data sovereignty, security, building a private cloud and managing multiple clouds.

Wavenet can ensure you have the best-fit solution to deliver your data, applications, and services to support your business outcomes.

Your cloud infrastructure can be delivered by Wavenet end-to-end and wrapped in Wavenet Hybrid Cloud Management Services that you can trust with service options to fit your business requirements.

Wavenet offers three levels of support and management services under the hybrid cloud framework which caters for both reactive and proactive services.

Advised (Essentials)

Designed for customers who have in-house resources yet require access to skilled technical resource for ad-hoc.

Monitored (Enterprise)

Designed for customers who need access to skilled technical resource for ad-hoc assistance with the additional benefits of monitoring and event management.

Managed (Enterprise Plus)

Designed for customers who would like to outsource the management of their services, transferring full responsibility for monitoring, technical support with incident resolution SLAs and proactive management to Wavenet.

What does Wavenet Hybrid Cloud Management Deliver?

- **Remote advice** – access to highly accredited engineers to bolster your in-house resources. We do this by leveraging our scale, best practice and extensive specialised knowledge
- **Monitoring** – from our 24/7 UK-based technical operational centre, our system monitoring services are tailored to match precise operational, technical and business requirements
- **Proactive management** – Wavenet provides patch, anti-virus and backup management for complete peace of mind
- **Proactive Azure optimisation** – reactive technical support for Azure storage, backup and replication and Azure networking
- **Access to Microsoft premier** support to open and progress diagnostics and implement recommendations

Category	Managed (Enterprise Plus)
Monitoring	✓
Virtual Infrastructure Management	✓
Azure Management	✓
Azure Optimisation Reviews	✓
Private Cloud Management	✓
Reactive Technical Support	✓

Why Wavenet for Hybrid Cloud Management?

Wavenet has more than 30 years' experience managing customer infrastructures through a UK-wide workforce that is skilled across multiple cloud technologies. We can help you build your own on-premise infrastructure or let you use our secure data centre facilities.

We design and provide co-location and managed hosting services and deliver hybrid cloud or pure public cloud platforms on which you can run your applications and services.

- Single unified management service across private community and public clouds
- Extensive experience managing and maintaining customer infrastructure
- Ability to protect customers from vendor lock-in with our cloud brokerage approach
- Highest level of vendor accreditations and relationships



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