

Managed Azure Platform Services

G-Cloud 15 Service Description

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1 Business Outcome

Nasstar's Managed Azure Platform Service provides organisations with a secure, resilient and fully governed public cloud environment in which business-critical workloads can operate with confidence. As organisations expand their use of Azure – balancing legacy migrations, modern application hosting, data services, hybrid connectivity and increasingly distributed cloud footprints—the complexity of managing performance, availability, security and cost grows significantly. Without a structured operating model, cloud environments can drift from best practice, accumulate configuration debt and become costly, inefficient and vulnerable to unexpected outages.

This service delivers an end-to-end operational wrap across Azure subscriptions, landing zones, server operating systems, PaaS workloads, data services, networking components and cloud-native tooling. Nasstar's cloud engineering and operations teams monitor, manage and remediate issues across the entire Azure estate, ensuring that workloads remain healthy, secure and performant. With 24x7 monitoring, automated alert handling, patching, configuration management, infrastructure governance, data protection and optional disaster recovery, the service ensures customers maintain a strong operational posture aligned with Microsoft cloud best practice.

By integrating tightly into customer operating models, the service reduces operational burden on internal IT teams, provides predictable and governed lifecycle management, and strengthens resilience through disciplined incident, change and problem management processes. This enables organisations to focus on strategic cloud adoption and innovation while Nasstar manages the foundational technical operations required to keep Azure environments running smoothly and efficiently.



2 What Does the Service Include?

2.1 Managed Azure Platform Services Overview

Microsoft Azure provides a powerful platform for operating modern applications, data services and hybrid cloud workloads. To keep that platform reliable, secure and efficient in production, organisations require continuous monitoring, structured configuration management, disciplined patching, and expert remediation capability. Nasstar's service provides exactly that: comprehensive operational management of Azure subscriptions, landing zones, compute, networking, PaaS services, databases and monitoring components – all delivered by dedicated Azure specialists and supported by Nasstar's mature ITSM framework.

The service covers all major infrastructure, platform and OS-level components that make up an Azure environment, with optional modules for patching, PaaS workload management, backup, disaster recovery and continuous optimisation. All activities are delivered with clear operational governance, documentation, and handoffs to ensure visibility, traceability and alignment to customer change controls.

Key service elements include:

- Azure Subscription & Landing Zone Management**
 Governance of subscription configuration, tagging, naming conventions and policy alignment; monitoring of Azure Service Health alerts; management of networking components including VNets, gateways, firewalls, load balancers, express routes, private endpoints and Arc-connected resources; configuration and oversight of Bastion, Key Vault, Storage Accounts and foundational Azure Monitor/Log Analytics components.
- Server Operating System Patching**
 Managed patch scheduling, installation and remediation for Windows and Linux servers; zero-day patch best-efforts deployment; patch compliance reporting and risk register updates for deferred or excluded servers.
- Windows & Linux Operating System Monitoring and Remediation**
 Availability and performance monitoring, OS-level configuration changes, VM resize operations, Defender updates, firewall configuration, storage expansion and incident remediation for both Windows and Linux virtual machines and scale sets.
- Platform-as-a-Service and Workload Monitoring**
 Operational management of key Azure PaaS workloads including App Services, IIS/Apache/Nginx endpoints, Azure Functions, APIs, Logic Apps, Container Apps, Cosmos DB, Redis Cache, SQL databases and SMTP services. Includes resource health checks, configuration adjustments, troubleshooting and managed escalation.
- Backup & Restore**
 Configuration and management of Azure Backup, monitoring backup job health, applying remedial actions, and supporting restoration of data for virtual machines and PaaS workloads.
- Disaster Recovery Management**
 Monitoring of replication health, activation of DR runbooks, support for failover/failback processes, and maintenance of DR agent versions (dependent on prior project deployment).
- Continuous Optimisation**
 Optional proactive optimisation across security, cost, reliability, performance and operational excellence. Includes Azure Advisor-driven review cycles, remediation of recommendations,



secure-score tracking, cost modelling, budget alert configuration and posture-improvement work aligned to the Well-Architected Framework.

Underpinned by Nasstar's mature service operations framework – incident, request, change, problem and knowledge management—the service ensures Azure environments remain stable, secure and aligned with evolving cloud best practices. Whether operating a pure cloud or hybrid deployment, Nasstar provides a complete operational wrap that reduces risk, enhances performance and maintains strong cloud governance.

With extensive experience designing, deploying and managing enterprise-scale Azure platforms, Nasstar provides a trusted end-to-end managed capability that supports predictable cloud performance, ongoing security posture management and continual cost optimisation. Our blend of cloud engineering, operations and governance expertise ensures your Azure estate performs at its best – empowering your organisation with a secure, dependable and continuously optimised cloud platform.

