

Service Definition Document

Introduction

Through our cloud services, we deliver cost-effective, flexible solutions to our clients, drawing on our extensive expertise in Microsoft Azure. Cloud technology is at the core of Twoday, offering increased accessibility and reduced complexity for businesses. Security, workflow, and scalability are crucial for core business systems, and we ensure cost-effective and flexible delivery of solutions.

Specifically, Twoday provides cloud support and maintenance in relation to Azure-based certificate solutions. This means that Twoday's expert experience within the field of support and maintenance of such cloud solutions is offered through this service. Among others, Twoday are highly experienced in maintaining and supporting these types of services for maritime government agencies. The service encompasses the ongoing support and optimization required for maintaining Azure-based certificate solutions, offering clients reliable support in managing their Azure-based certificate solutions effectively. Thus, Twoday support Microsoft Dynamics-based solutions and Azure SQL instances by monitoring the customer's instances, and by maintaining the customer's solutions to ensure the desired functionality.

Service Features and Benefits

Service Features:

- Support Microsoft Dynamics-based solutions
- Maintenance of certificate solutions
- Monitoring customer instances
- Support Azure SQL instances
- Support through ITSM tool
- Customer specific certificate solutions.

Service Benefits:

- Longstanding expertise in certificate solutions
- Specialists in Microsoft Azure
- Microsoft Dynamics expertise
- Stable and well-maintained cloud solutions

- Improvement of efficiency through Azure
- Reduction of cost through using Azure cloud services.

Maintenance

All planned maintenance will as far as possible be performed outside the hours 9:00 to 17:00 on workdays.

After Sales Support

After sales support are provided by either emails or online tickets in the Suppliers portal.

Technical Requirements

There are no technical requirements as this service relates to the support and maintenance of Azure-based certificate solutions.

Security

Twoday continuously keep security at the core of its services. Twoday prioritizes the integration of robust security measures as a foundational aspect of its service provision. Through a diligent and proactive approach, Twoday ensures that security remains a central focus across all facets of its operations. This commitment encompasses the implementation of security protocols, regular assessments, and the adoption of best practices to mitigate potential risks and safeguard client assets. By continuously monitoring and enhancing security frameworks, Twoday underscores its dedication to upholding the highest standards of data protection and confidentiality for its clients.

Contact details

Please reach out to us at:

Email

udbud@twoday.com

Address

Twoday Danmark A/S

Sundkaj 125, 2150 Nordhavn, Denmark