



MANAGED MICROSOFT AZURE SERVICES

Service Definition

☎ 0845 519 5465

✉ info@axistwelve.com

🌐 www.axistwelve.com

Table of Contents

Overview	3
Services	3
Environment Setup and Implementation.....	3
Microsoft Azure Managed Service and Support	3
On-Boarding and Off-Boarding	4
Pricing.....	4

Overview



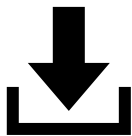
Axis12's Managed Microsoft Azure Service allow you to quickly set up and implement high availability, secure Azure instances for any of your environments.

Backed by our own ISO 27001 certified processes for change control and server management, our hosting offer is trusted worldwide to deliver superior performance, security and uptime.

We provide support and consultancy services for over 1,500 Microsoft Azure clients worldwide. References are available on request.

Services

Our Managed Microsoft Azure Services include:



Environment Setup and Implementation

We design and build Microsoft Azure Cloud configurations, set up Microsoft Azure network and security infrastructure, Microsoft Azure virtual machine compute and storage, as well as any other applicable Microsoft Azure components.



Microsoft Azure Managed Service and Support

We provide full support of your Microsoft Azure environments and cover the following:

- Security & Network Admin and consultancy
- Technical Support
- Data Backup and Restore Services
- Systems Admin (including Windows or Linux)
- Microsoft Azure Monitoring, Alerts and Escalations
- Support
- Database Administration
- Access to an Infrastructure expert 24/7/365 for any Severity 1 infrastructure issues that may arise
- Access to an Infrastructure expert 9am – 5pm for any non-Severities 1 infrastructure issues
- Nightly off-site encrypted back-ups of your applications
- Nightly local back-ups of your database for quick data restore
- Real-time availability and resource consumption monitoring
- Access to our secure ticketing system (Jira) to raise tickets

Our Microsoft Azure support contracts include:

- Ad hoc restores/rebuilds of environments
- Infrastructure advice and consultancy
- Help with any issues related to software or configuration performed by our clients
- Updates/changes to software other Operating system, Database, Web, Firewall, Intrusion detection, Search, and Caching services
- Changes to our standard configuration requested by our clients
- Application support and updates
- Anything else not directly related to ensuring the infrastructure and its core components are secure and operating normally

On-Boarding and Off-Boarding

The first step we take during on-boarding is to create a support project in our back-office support system (Jira). You will need to supply us with a primary contact (through which all change requests will be routed) plus one or more email addresses for alerts and tickets. Training in how to use Jira for logging tickets will be provided as part of the on-boarding process.

We will confirm your architecture requirements and your servers will then be commissioned and configured.

Depending on the complexity of your requirements provisioning generally takes anywhere from 2-3 hours up to 2-3 days.

Off-boarding involves removing all accounts associated with back-office systems involved in your deployment and securely deleting all data held in line with our ISO 27001 processes. We can provide an archive of all support tickets if requested. Data held on the servers can be packaged and delivered on request although this may incur a small fee. We will also securely delete all tickets in the Jira project we created for you.

Pricing

Refer to separate pricing document.