

Azure Eyes

An integrated set of tools and services that provides expert insights and oversight of your Azure Subscriptions. Helping to improve performance and operations, save money and protect your services and investment.

Trustmarque's 'Azure Eyes' provides our Insights, Monitor, Act, Protect, Optimise and Realise tools and services, incorporating the following:

Insights - Everything in one place

Our Cloud Management Platform (CMP) provides access to our Service Desk, Cost Management tools (Prism) and further services, providing a single management plane for your Azure environment.

Act – Provides remedial actions for key Azure Platform Landing Zone or Hub resources

Our Service Desk monitors availability of your key PLZ resources. Where resources go offline or are non-responsive, Trustmarque investigates with you to resolve issues and return normal service operations.

Monitor – Monitoring and alerting of key events

Provides our best practice monitoring and alerting for PLZ Azure resources. Providing alerting and notification of 'events' relating to performance, health, capacity, availability and consumption costs, prior to them becoming service impacting incidents.

Protect – Provides baseline Azure Architectural controls
Helps protect organisations from data theft, exploitation as well as common misconfigurations.

Optimise – Save money, improve resilience, security and provide optimal performance
Self-service optimisation insights are provided through our award-winning PRISM platform. Providing organisations with oversight and insights to help underpin informed decision making in optimising environments for the least cost. Our Cloud Solution Architects (CSAs) surface quarterly high-level optimisation recommendations in line with the 5 pillars of the Well-Architected Framework (WAF).

Realise Success – Aligned Cloud Solutions Architect (CSA)
Our CSA's helps advise and track a customer's cloud adoption, maturity and advancement through quarterly advisory meetings.

Azure Eyes Premium



An integrated set of tools and services that builds upon Azure Eyes through extending monitoring to Azure native resource residing within subscribed subscriptions together with the inclusion of support and change for existing Azure resources, and includes:

Insights - Everything in one place

Our Cloud Management Platform (CMP) provides access to our ServiceDesk, Cost Management tools (Prism) and further services, providing a single management plane for your Azure environment.

Monitor – Monitoring and alerting of key events

Provides our best practice monitoring and alerting for Azure resources and workloads. Providing alerting and notification of 'events' relating to performance, health, capacity, availability and consumption costs, prior to them becoming service impacting 'incidents'.

Act – Provides remedial actions for your Azure resources

Our Service Desk monitors availability of your key monitored Azure resources. Where resources go offline or are non-responsive, Trustmarque investigates with you to resolve issues and return normal service operations.

Protect – Provides baseline Azure Architectural controls

Helps protect organisations from data theft, exploitation as well as common misconfigurations.

Support and Business-as-Usual Change – Provides support and change when and where you need it

Provides escalated or proactive support for existing Azure resources in addition to the ability to undertake Business as usual change activities when you need it.

Optimise – Save money, improve resilience, security and provide optimal performance

Self-service optimisation insights are provided through our award-winning PRISM platform. Providing organisations with oversight and insights to help underpin informed decision making in optimising environments for the least cost. Our Cloud Solution Architects (CSAs) surface quarterly high-level optimisation recommendations in line with the 5 pillars of the Well Architected Framework (WAF)

Realise Success – Aligned Cloud Solutions Architect (CSA)

Our CSA's helps advise and track a customer's cloud adoption, maturity and advancement through quarterly advisory meetings.

Azure Eyes Assured

A comprehensive ready-made service designed for organisations looking to out-task the management of their Azure environment to a specialist AEMSP accredited Microsoft Azure Managed Services Provider. Providing best practice services and acting in partnership with you as an extension of your IT organisation.

Our Azure Assured service extends to the provision of updating and patching, backup as well as services to continually advance and mature your organisations use of Azure and ensure that environments remain rightsized and optimised in-line with actual demands. Azure Eyes Assured includes:

- Outcome based support services providing unlimited support for the investigation and remediation of incidents
- In-depth consultancy-based Azure optimisation, providing ongoing rightsizing and optimisation covering the five Microsoft Well-Architected Framework disciplines of cost, security, reliability and operational and performance efficiencies.
- Backup Management and Workload Restoration based on agreed backup policies.
- Monthly Patching and Updating of IaaS Workloads based on an agreed customer cadence.
- Cloud Success Realisation – Our consultancy led engagement focussed on advancing and maturing a customer's Azure usage, adoption and maturity.
- Inclusion of Prism – Our award-winning business intelligence platform that provides oversight and insight into the use, performance, and cost of your cloud resources.
- Business as Usual (BAU) Change activities – For undertaking BAU change activities, including the provision of resources through our ARDEN infrastructure as code management platform.
- Monthly Service Reporting – Reporting and subsequent reviews focus on potential Cost Savings, Security, Operational Excellence, Performance Efficiency and Reliability recommendations aligned to the Well Architected Framework, as well a review of open and resolved cases.

Azure Eyes ‘*Tailor-made*’

Trustmarque is a UK accredited Expert Azure Managed Service Provider (AEMSP). We provide a portfolio of Managed Service modules within our Service Catalogue that can be combined to address the needs of any organisation looking for a tailored managed service to meet their unique needs and requirements.

Our service modules are standard high quality repeatable services that can be delivered at scale and are delivered in the same way to all customers receiving the service. Services may contain ‘service options’ that allows services to address wider use cases, services may also contain ‘service levers’ such as the cadence of an activity. Collectively this provides agility through standardisation - and provides the ability to provide the agile services needed to address each organisations unique requirements without bespoke services and sacrificing on quality.

Services are based on stated outcomes, roles, and responsibilities and are delivered out of a shared services model. Due to standardisation our Service Operations team(s) can work on any customer account.

Ongoing service lifecycle review and Continuous Service Improvement initiatives are implemented at the Service level and reflected across all customers purchasing that service. This approach delivers greater quality, consistency, predictability and lower risk through standardisation and economies of scale, without loss of agility.