

Vuzion Azure Managed Service

At Vuzion, we believe that Microsoft Azure offers unparalleled hybrid and public cloud capabilities, with the most comprehensive AI (artificial intelligence) services, as well as the largest number of data centre regions worldwide. For any business looking to refresh its IT infrastructure, we believe that Microsoft Azure is the cloud platform of choice for delivering modern business IT solutions.

By using our 20+ years' cloud solution delivery experience we've developed a range of services to help businesses deliver better business outcomes by taking advantage of the Microsoft Azure platform – including Identity & Access Management, Infrastructure Modernisation, Cloud Desktop and Cloud Backup – and created the Vuzion Azure Managed Service to provide comprehensive ongoing solution support and peace of mind for your customers.

Service Description

The Vuzion Azure Managed Service is designed to help organisations maximise the business outcomes of moving their IT infrastructure to Microsoft Azure by providing the following:



Advanced monitoring and management: to keep the solution secure, available and high-performing



Orchestrated platform maintenance: includes patching and updates to keep your customer's platform secure and compliant



Performance troubleshooting: we will identify performance problems and remediate on your customer's behalf



Reactive support: our cloud experts are on hand to answer queries about your customer's cloud-based IT solutions



Recommendation implementation: we will remediate on recommendations on your customer's behalf



Service management: incorporating monthly platform reporting and recommendations, we provide a comprehensive availability, security, and performance report with appropriate improvement recommendations and remediation scheduling.



Monitoring



Alerts

Vuzion's team of cloud support engineers will receive and respond to alerts from the monitoring systems configured on your customer's cloud infrastructure.

Monitoring can be implemented at the cloud infrastructure layer, operating system, database, as well as for specific line of business applications running within the solution.

Two service levels are available with alert monitoring:

- On receipt of an alert, the Vuzion team will refer the incident to your customer's in-house IT team for resolution
- Or the incident will be handled by the Vuzion team on your customer's behalf, with appropriate support escalation to Microsoft as required.



Quality of service

Utilising cloud-powered monitoring and analytics, the Vuzion Azure Managed Service helps optimise the quality of service from your customer's cloud infrastructure.

Examples of service options include the delivery of:

- Performance checks and alerts
- Security monitoring
- Network performance monitoring
- Mobile device monitoring
- Cost optimisation automation.



Reactive Support

Vuzion's team of cloud experts is available 24*7 to answer queries about your customer's cloud platform – questions, for example, which could relate to:

- Azure Portal access
- Best practice configuration for Azure service components
- Azure resource management/configuration
- Operating system and database level advice/customisation.

Security & Patch Management

Taking a pro-active approach, the Vuzion team will assess your customer's platform update and patch requirements, and – at a time to suit your customer – orchestrate their installation. Management options include:

- Automation of the installation of the patch/update
- Availability of customisable policies and scheduling – your customer chooses when patches are installed, for example
- Patch roll-back – if there's a problem, we'll help to fix it.

The Vuzion team will also ensure that your customer's platform is protected against known viruses, and catch/detect and remediate against new, hard-to detect malware threats. This includes provision of:

- Extensive signature-based scanning
- Heuristic checks
- Active, real-time protection and behavioural scanning
- Powerful customisation – to cater, for example, for customer-specific practices/technology.



Solution Backup

Every organisation running infrastructure in the cloud needs to be able to backup and restore data/platforms as required. The Vuzion Azure Managed Service can also provide for backup configuration, management and monitoring.

Service Management

A member of the Vuzion team will meet with your customer on a monthly basis – through online meetings, via telephone, or in-person – to discuss recommendations and issues, and will help plan any changes to your customer's service required as a result.

Vuzion Azure Managed Service Plans

For all service options, Vuzion will provide support based on a prescribed list of Azure resources. These will be defined at the start of the contract, and the service cost will cover support for that list of resources. New service requirements will need to be added to the list and configured within Vuzion's monitoring systems before support for any new requirements can commence.



Next steps

For more information about the Vuzion Azure Managed Service, speak to any of the Vuzion team on 0333 009 5939 or email partners@vuzion.cloud.

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About Vuzion

A Microsoft Gold Partner, Vuzion is a modern, value-add cloud aggregator and Microsoft CSP indirect provider (CSP distributor).

When collaborating with an indirect provider, transition to become a cloud MSP becomes easier and swifter. We offer a complete cloud service delivery platform and smart ecosystem of cloud, managed and professional services, and a range of business success services to help partners grow a long-term, future-proof, profitable cloud based business.

Vuzion's integrated marketplace of solutions and billing automation supports provisioning and billing. Our continually developing portfolio of cloud services, complementary professional and managed services, and partner-to-partner offerings, enables partners to build the solutions customers want, more quickly and with greater value and profit.

We provide comprehensive solution consultancy and pre-sales support, plus options for marketing provision, along with incident management processing (which includes monthly service reviews) to ensure partners are fully aligned to be able to deliver a great customer experience.



24/7 Support
 Helping you all the way



Delivering ROI
 Highest Office 365 adoption



22+ Years
 Experienced in Cloud



An Ecosystem
 Hundreds of connected partners



Grow Together
 Fastest growing Azure provider



Over 90%
 Partners would recommend Vuzion



- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Small & Midmarket Cloud Solutions
- Gold Communications
- Gold Messaging
- Gold Datacentre
- Silver Enterprise Mobility Management



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