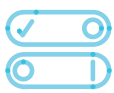


Managed Azure Overview.

Our 18-year relationship with Microsoft has led to Microsoft Expert MSP, Advanced Specialisations and Gold status across multiple focus areas.



Take control of the cloud

Azure might seem simple, but it is continually changing. With more than 37,000 service options, it suits millions of businesses of varying sizes. Finding the right fit takes valuable time, energy and other resources. How do you know you're getting the absolute most out of Azure's labyrinthine potential? Do you have the people power to make sure you are? That's why we're here to help. With Managed Azure from Macquarie Cloud, you get the benefits of the public cloud with the backing of Australia's most recommended managed cloud provider. Combining best-of-breed technology and highly skilled people, our team is ready to meet your hybrid cloud needs. It's the best of both worlds.



Accelerate your Azure journey

Safe, swift, seamless migration means you won't lose time moving to Azure. And then you'll have 24/7/365 support, with a guaranteed ticket response time of 15 minutes, when questions or issues arise – as well as complete visibility over your billing and account.



You've got bigger things to do than get stuck in the cloud

Our expert, continual oversight of your Azure ecosystem means you won't need to waste your time and resources on upkeep. We'll take care of updates, optimisation, compliance and certification, freeing up you and your team to take care of other vital business.



Local support you can count on

We're right here, not over there. Our team and hosting services are based in Australia, so there's less risk. We've got your back, and we're right around the corner if trouble arises. Speed, reliability, flexibility and security – it all adds up to Azure Managed Services that let you operate at your worry-free best.

Azure service capability.

Service Summary

Managed Azure



Service Model

Full support with proactive 24/7 monitoring and support; rebate backed service management, mission critical, complex and dynamic environments.



Team of certified Azure Experts

- Dedicated named team of Azure cloud specialists assigned, including CMND, the tier 3++ service delivery and management team
- Shared Hosting Management Centre (HMC)
- 24x7x365 service desk



Best Practices Guidance

Regular best practice advice, monitoring, resource analysis and escalation support for customer specific components, as well as reviews based on our experience working with organisations similar yours.



ITIL Service Management

- Event management
- Change management
- Configuration management
- Capacity management
- Incident management
- Problem management



24/7 Incident Management & Issue Resolution

- Response within mandated response time frames to allocate engineers, triage, analyse and address customer-specific issues
- Problem management
- Unlimited incident support for platform and customer specific incidents



Moves Adds and Changes

- Assisted deployment and provisioning
- Unlimited service hours (within business hours for in-scope services)



Financial Visibility and Control through an analytics platform

- Customisable dashboard for financial visibility
- Charge-back holistic drill down cost visibility across departments, periods and Azure resources
- Curated cost optimisation, performance and security recommendations
- Custom reports for greater insights across nominated filters such as applications, users, projects, etc
- Spend threshold alerting



Solutions based on validated reference architecture

- Infrastructure operations
- OS operations
- Data protection
- Governance
- Identity and access management

Operations are built on foundational principles of security, performance, efficiency and resiliency – incorporating automation, customisable runbooks and repeatable policies.



Monitoring and Alerting 24/7

Secure integration of low-level events and alerts into event management systems – ‘advanced/custom alerts’.



Central Logging

Custom queries and on-demand log exports.



Service Reporting

CIO report on inventory, incidents, service requests, orders, alerts triggered, plus online reporting on governance breaches, security misconfigurations and activity logs.



Service Optimisation

Regular strategic review covering:

- Optimisation of environments across security, performance, efficiency and resilience
- Project management and activity reviews
- Activity reviews



Service Metrics

Comprehensive

- Assistance for critical issues within 15 minutes of request – guaranteed
- Provisioning targets
- Resolution targets



Winner World's Best Customer Experience Award
Winner Azure Managed Service Innovation of the Year
Certified ISO/IEC 27001:2013

Microsoft Partner


Gold Cloud Platform
Gold Data center
Gold Data Analytics
Gold Application Development
Gold Security

Silver small and Mid-market Cloud Solutions
Silver Collaboration and Content
Direct Bill CSP
Azure Network MSP

Microsoft Azure Expert MSP