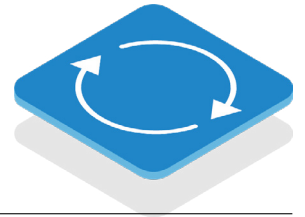


Azure Managed SysOps

Our tailored Azure Managed SysOps service



N4Stack's Azure Managed SysOps services are designed for organisations that need a trusted partner to provide 24x7 operational support for Azure Services and web technologies.

Our Managed Operations Portfolio provide a comprehensive range of services covering the following areas:

Azure SysOps - Management of Azure Services and web technologies

Azure DataOps - Expert management of databases and data platforms

Azure DevOps - End-to-end SRE management for application stacks

Azure SecOps - An Azure managed Sentinel SOC service

Azure NetOps - Managed ExpressRoute and Azure networking

Azure Managed Solutions - Preconfigured solutions including Virtual Desktops DR and Datawarehousing

This datasheet focuses on our Azure Managed SysOps offering.



Service Features

	Foundation Support	24x7 Critical Support	OS Management	Open Source Management
Service Hours	8x5	24x7	24x7	24x7
Incident Management	✓	✓	✓	✓
Advanced Escalation to Microsoft	✓	✓		
Service Monitoring		✓	✓	✓
Event Management		✓	✓	✓
Request Fulfilment		✓	✓	✓
Backup Management			✓	
Patch Management			✓	

For more information on our Azure Managed SysOps service or other products and services we offer please call our team today on 0115 933 8474 or email us at hello@n4stack.co.uk

Foundation Support Extended

The Foundation Support Extended builds on the basic service included in the Governance Managed Services to cover the below services. This service is typically used to cover non-production environments, whereby N4Stack Engineers aren't required to make changes.

IaaS VM Services

- Virtual Machines
- Virtual Machine Scale Sets
- Reserved Instances
- VM Storage (Disk / Blob)
- Availability Sets

Networking

- Traffic Manager
- Azure Front Door
- Azure DNS
- Application Gateway (and WAF)
- Content Delivery Network
- DDOS Protection
- Azure Firewall

Data Operations

- Azure SQL Database
- Azure Database for PostgreSQL
- Azure Database for MySQL
- Azure Database for MariaDB
- Azure Cache for Redis
- Cosmos DB
- Azure Search
- SQL Data Warehouse
- Data Factory

Other Services

- Azure Kubernetes Service
- Web Apps
- Batch
- App Service
- Azure Backup
- Azure Site Recovery
- Key Vault
- Azure NetApp Files
- Active Directory Domain Services

Azure Critical Support

24x7 Azure Critical Support is designed for Production or Critical workloads, whereby the customer requires N4Stack Engineers to be able to address issues 24x7. Critical Support delivers proactive management with Service Monitoring automatically raising service cases with the N4Stack support team. The request fulfilment module provides comprehensive change management, allowing the Azure Engineering team to undertake configuration changes to the supported services.

IaaS OS Management

The IaaS OS Management service extends the Critical Support package to the operating system, providing 24x7 support from a team of Wintel and Open Source specialists. This service includes management of the Azure backups, handling failures and checking for successful retention. The team will also handle patch management on a monthly rota, applying critical fixes and updates.

Open Source Management

The Open Source Management service extends the Critical Support package to the Open Source web stack, providing 24x7 support specialists in web technologies. This service provides management of a range of technologies including web services, load balancing, caching, containers, search and proxies.

Benefits of N4Stack's Azure Managed SysOps

✓	Gain access to a team of Azure Engineers 24x7
✓	Real-time monitoring of health statistics and service metrics
✓	ISO 27001:2013 accredited services
✓	Free up your internal team by outsourcing operational tasks
✓	Advanced escalation of issues to Microsoft
✓	Reduce operational risks with a service backed by robust SLAs
✓	Extend your operational capabilities for a fraction of the cost of internal hires

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