

A woman with short brown hair and glasses, wearing a bright yellow blouse, is seated in a black office chair in a server room. She is looking at a laptop screen and has her hands on the keyboard. The room is filled with rows of black server racks. The lighting is dim, with some light coming from the server racks and a window in the background. A semi-transparent green banner is overlaid on the image, containing the text 'MICROSOFT AZURE MANAGED SERVICES'.

MICROSOFT AZURE MANAGED SERVICES





MICROSOFT AZURE

As organisations look to build greater agility into their IT Infrastructure, leveraging the public cloud has become key, either fulfilling the role as the primary platform of choice or playing a significant part in a hybrid cloud environment.

Microsoft Azure is one of the leading public cloud offerings, providing a comprehensive set of services on-demand to organisations. Traditional IaaS and PaaS consumption is complemented with a wide range of services that includes applications, security, development tools, back-up, management and analytics, to name but a few.

The benefits of Azure are wide-reaching, providing organisations with unlimited capacity and scalability, the ability to consume infrastructure as a cost-effective operating expense, and access to ready-made environments and services that can be spun-up at lightning speed.

HOW WE HELP YOU MANAGE & OPTIMISE MICROSOFT AZURE

As with any IT environment, your Microsoft Azure services need to be managed, monitored and continually optimised to ensure that they deliver the capabilities, performance and resilience needed by your business.

For those organisations that have resource constraints or do not yet have the internal experience and expertise of Microsoft Azure, we provide a comprehensive range of managed services that can be tailored to your specific needs. These services include:

SUPPORT & MANAGEMENT

Our specialist team is highly experienced and accredited in the support and management of Microsoft Azure environments. They will ensure that proactive housekeeping is meticulously performed on your services and will undertake any configuration and service management tasks associated with your Azure platform.

As part of this service we also provide you with experts on demand to respond to any issues as and when they occur with SLAs to meet the criticality of your business.

With our expertise extending beyond Microsoft Azure to a wider range of private cloud and premises-based environments, we are also able to extend these services to cover additional 3rd party elements outside of the core Microsoft Azure environment.

PRO-ACTIVE MONITORING

Our Network Operations Centre is fully skilled and equipped to provide comprehensive pro-active monitoring of your complete Microsoft Azure environment. We not only take care of the basics such as monitoring the status of your virtual machines and performance, but we also give service health monitoring and provide you with reporting on your Azure Active Directory.

For those organisations utilising Microsoft Azure as part of their business continuity process, we are able to utilise an isolated environment/network to test your disaster recovery failover and start-up of your virtual machines.

OPTIMISATION

A key aspect of our managed service is to support you in the continuous optimisation of your use of Microsoft Azure services and ensuring that it is aligned to the needs of your business. Azure is a comprehensive platform with many options and services available to you. What is more, these services are continually evolving and changing. As a Microsoft Azure partner, we are able to keep pace with the options available and apply this to ensure you are getting the best value from the services you consume.

We offer an annual or half-yearly optimisation review where we review every aspect of your Microsoft Azure service and provide you with detailed recommendations on how it can be optimised in terms of cost, performance and alignment to your business needs.

SUPPORT & MANAGEMENT

We align our support and management service to the size of your virtual machine estate within the Azure public cloud and provide you with the option of either Standard or Enhanced services.

These services are aimed at covering every aspect of your Microsoft Azure environment including virtual machines, network, security, load balancing, back-up and recovery, and identity services.

We utilise the following definitions to form the basis of our managed support services but look to further tailor this to your specific needs and define the appropriate set of SLAs required by your business.

MICROSOFT AZURE MANAGED SERVICES		SUPPORT	
		STANDARD	ENHANCED
Monthly Support Hours	less than 50 VMs	3hrs	5hrs
	51-150 VMs	5hrs	7hrs
	151-500 VMs	7hrs	9hrs
	500+ VMs	Custom Plan	Custom Plan
Virtual Machine Support		✓	✓
Network Support	vNet Peering/Routing (within Azure)	✓	✓
	VPN Gateway		✓
	Express Route		✓
Firewall Support	Network Security Groups	✓	✓
	Azure Firewall		✓
	3rd Party Firewalls		✓
Load Balancer Support	Azure Load Balancer	✓	✓
	3rd Party Load Balancer		✓
Recovery Services	VM Back-up		
	Site Recovery	✓	✓
	Azure Files Back-up		
	Azure Back-up Agent		
	SQL Back-up		✓
Hybrid Identity Support	Veeam Back-up		✓
	AD Connect	✓	✓
	ADFS		✓
	Azure AD Management	Optional	Optional
Azure Portal		Advisory	Advisory
Additional Support	Optional Additional Support in 10 Hour Increments	✓	✓
3rd Party Troubleshooting		Optional	✓
Azure Patching		Optional	Optional

Our standard support hours are Monday to Friday 9am to 5:30 pm. For those organisations looking for extended cover, we are able to offer flexible options up to 24x7x365.

MONITORING SERVICES

We offer thorough monitoring services for your Microsoft Azure platform. Again, we base the hours of service on the number of virtual machines in your environment and have both a Standard and Enhanced level of service.

Our monitoring service goes beyond simply monitoring machine status and the standard performance metrics. We also perform service health monitoring that includes checks on the security of your environment. We work with you to establish what is important to your organisation and create the alert rules that are appropriate and provide monitoring and reporting around Azure Active Directory.

The managed services monitoring plans offer a number of optional services including additional alerts and reports, as well as an option to periodically test and verify your failover provision for business continuity.

MICROSOFT AZURE MANAGED SERVICES		MONITORING SERVICES	
		STANDARD	ENHANCED
Monthly Monitoring Hours	less than 50 VMs	2hrs	4hrs
	51-150 VMs	4hrs	6hrs
	151-500 VMs	6hrs	8hrs
	500+ VMs	Custom Plan	Custom Plan
Virtual Machine Status		✓	✓
Virtual Machine Performance	CPU/Network/ Disk IO	✓	✓
Service Health Monitoring	Customer Service Health	✓	✓
	Security Notifications		
	Health Action Plan		✓
Customer Alert Rules	Up to 20 rules	✓	✓
	Up to 40 rules		✓
	Additional Alert Rules	Optional	Optional
Azure AD Monitoring & Reporting	10 Reports	✓	✓
	25 Reports		✓
Hybrid Identity Support	AD Connect	✓	✓
	ADFS		✓
	Additional AD Reporting	Optional	Optional
Azure Test/Failover		Optional	Optional

Both of these service offerings can be customised and tailored to meet any specific requirements you have and be extended to cover elements outside of your Microsoft Azure platform.



OPTIMISE SERVICES

As part of our support and monitoring managed services we provide a quarterly service review where we step you through key performance metrics for both your environment and the services levels we have delivered.

This enables us to highlight any potential issues where we can work with you to take proactive action to both improve performance and to align services to business needs.

In addition to this, we focus on providing value from continually optimising your use of Microsoft 365. On either an annual or half-yearly basis, or more frequently if required, we will perform a deep analysis of your environment and guide you in how you can gain the best possible value from your Azure environment.

As a Microsoft Partner we are able to keep pace with the continual evolution of the Azure services, any addition of new services, and changes to consumption models and pricing plans.

Our optimisation service is designed to analyse the services you are currently utilising and ensure these are fully optimised in terms of cost, performance and delivering on your needs. It also explores what other services you could be using to meet the needs of your business and deliver greater value.

We also provide you with quarterly road mapping of Microsoft Azure platform and services updates, this ensures your environment remains current while also highlighting future considerations to align with your business objectives and strategy.

MICROSOFT AZURE MANAGED SERVICES		SUPPORT	
		STANDARD	ENHANCED
Service Reviews	Quarterly	✓	✓
	Monthly	Optional	Optional
Optimisation Reviews	1 Per Year	✓	
	2 Per Year		✓
Security Assessment	1 Per Year	✓	
	2 Per Year		✓



WHY ONI?

Established in 1992, ONI plc is a leading provider of IT solutions and services for both public and commercial customers. Privately owned, our focus is in helping customer to gain the best possible advantage from their IT and Communications infrastructure.

Our expertise and experience spans on-premises infrastructure and both public and private cloud environments, this perfectly positioning us to assist our customers as they create hybrid environments to deliver the technology agility that their businesses need.

As a company we take an agnostic approach, this means we put the needs of our customers first, taking the time to understand what you are trying to achieve and then architecting the IT solution that will deliver the outcomes you are looking for.

Why ONI? We believe it comes down to the fact that we excel in the following areas:

CUSTOMER FOCUSED

Many of our customers have been customers for many years. This is because we invest in fully understanding their business and continually add value.

We help them to navigate the sometimes complex world of technology and maximise their return on investment.

SERVICE LED

We support many of our customers' mission critical environments and providing a highly responsive and effective service is part of our DNA.

We operate a 24x7 Technical Assistance Centre where our award-winning technical team pro-actively manage and support customer environments while ensuring that when customers need us we are always there.

EXPERTISE

We invest heavily in our people to ensure that they have the skills and expertise to deliver on the solutions and services that we offer.

This expertise spans on-premises solutions, data centre environments and both public and private cloud. This enables us to not only assist our clients to migrate across these environments but also to operate a hybrid strategy.

EXPERIENCE

With almost three decades of experience across both the public and private sector, with ONI you gain a partner you can trust that can add the value of having worked with organisations like yours.

We constantly learn in order to ensure that the services we provide are based on the very best practices.

STRONG FINANCIAL STABILITY

As a privately owned business operating since 1992, we offer our customers the peace of mind of strong financial stability. We have shown consistent growth over the past decade and are proud of our Experian credit rating of 100, the very highest you can achieve.



AVAILABLE FROM ONI:

- Managed Services & Support
- Hosting & Colocation
- Networking & Connectivity
- Back-Up & Disaster Recovery
- Cybersecurity Solutions
- Contact Centre Solutions
- Mobility & Collaboration
- Unified Communications
- Public & Private Cloud Infrastructure



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver a unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, NetApp, Veeam and Microsoft.