

Azure Managed Services

Managing Your Cloud So You Can Focus on Your Business



Cloud: A New Set of Challenges

As a modern digital company you must consider the complexity of multiple solutions and deployments.

ACTS experts manage and monitor your cloud environment at a fraction of the cost of an in-house workforce; leveraging industry best practices to drive continuous improvement and overall cloud security.



The Challenges of Companies That Wait to Modernize

- **Unpredictable IT Costs:** Unsure if you're making the right IT investments
- **Inadequate Infrastructure Support:** Inability to focus on business growth & innovation
- **Security & Privacy Concerns:** Cyber security threats that continue to proliferate
- **Business Disruptions:** No infrastructure redundancy or resiliency plan in place
- **Changing Cloud Landscape:** Keeping up with the complexities can be difficult

Why ACTS Cloud Managed Services?

ACTS has over **150 years of combined managed hosting experience**. We enable you to focus on customers and shifting business priorities. Our Azure Cloud Managed Services, offer the **flexibility to meet your budget, IT and transformation goals**.

Future-proofed technology

Respond to market conditions with cutting edge technology

Resource & Risk Mitigation:

Design and implement resilience in your environment

Comprehensive Service:

360 view to ensures cloud optimization

Virtual Leadership

Information Technology:

Outsource an experienced technology expert

Project Management (PMO):

Strong alignment between projects & strategy

ACTS' Azure Services:

Governance & Management

Ensuring Your Environment is Managed and Aligned With Industry Best Practices

Monitoring & Maintenance

Confidence That Your Operations Will Continue in Case of Business Disruption

Incident Response & Resolution

Customized to The Needs of Your IT Budget and Goals

	Gold Service	Platinum Service*
Technical Account Manager	✓	✓
Best Practices Document Access	✓	✓
Cloud Cost Management	✓	✓
Account Review	✓	✓✓
Architectural Guidance	✓	✓✓
Resource Deployment Automation Templates	✓	✓✓
Architectural and Solution Design		✓
Azure Cost and Consumption Report		✓
Change Management Tracking	✓	✓
Azure Services Monitoring	✓	✓✓
Azure Backup and Restore	✓	✓✓
Azure Configuration Change Implementation		✓
Azure Deployment Service		✓
Operating Systems Maintenance		✓
Business Continuity and Disaster Recovery		✓
Incident Management	✓	✓
Azure Escalation Service	✓	✓
Escalation and Remediation Procedures	✓	✓
Service Level Response	✓	✓✓
Emergency	1 hour	15 minutes
Critical	4 hours	2 hours
Standard	8 hours	4 hours

*Dependent on ACTS SLA

ACTS offers add-on services that cover the entire cloud journey from end to end. Our services are customizable and can be built to fit any organization's size and goal.

“ Organizations need to align their culture to take advantage of both transformation and innovation at the same time.

-James Farhat ACTS CEO

Next Steps

Let ACTS manage your cloud so you can focus on your business.

ManagedServices@actsolution.net | www.actsolution.net/solution/cloud-managed-services/