

MANAGED SERVICES FOR MICROSOFT AZURE

Moving Your Applications to the Microsoft Azure Cloud? Let Connectria Help.

No other provider hosts as many technologies in the Cloud as Connectria. If you're interested in Microsoft Azure and don't know where to start, or you're already using Azure but need help monitoring and managing your environment, Connectria's Managed Azure Services provide comprehensive solutions to meet your needs. We can help you set up, implement, manage and support whatever Azure environment you need.



Microsoft Partner
Silver Hosting



24/7 MANAGED MICROSOFT AZURE SERVICES AND SUPPORT

As a longstanding Microsoft Partner, Connectria can help you take advantage of Azure Cloud computing no matter what your environment. We help organizations set up, install, manage and support Azure Cloud services for their development, production and complex, custom environments, including compliance such as HIPAA, PCI, and SOX.



Focus on your business applications, not IT infrastructure. Our certified Azure engineers will provide as much guidance and support as you need with your Azure solution. Whether you're new to Azure and don't know where to start, or you're already using Azure but need help monitoring and managing your environment, Connectria's Managed Azure Services provide comprehensive solutions to meet your needs.

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Use Microsoft Azure for a Range of Services:

Azure supports any operating system, language, tool, and framework— from Windows to Linux, SQL Server to Oracle, C# to Java. It puts the best of Windows and Linux ecosystems at your fingertips, so you can build great applications and services that work with every device across a variety of initiatives:

- **Websites** - you can use Windows Azure if you want to launch a website. You can develop the site using a wide range of different web application frameworks (like ASP.NET and Node.js) or using open source applications (like WordPress or Joomla).
- **Virtual Machines** - you can use Windows Azure to run Windows or Linux virtual machines in the cloud. This is a great option if you need additional computer capacity for existing applications but you don't want to add more servers to your own datacenter.
- **Mobile Services** - Windows Azure includes features that accelerate the development of mobile applications. You can easily incorporate user authentication using Windows Live, Facebook, Twitter, or Google.
- **Media** - you can use Windows Azure if you want to create, manage or distribute media. The platform provides functionality to protect content, to provide live or on-demand streaming of video and to convert media to various formats.

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- **Cloud Services** - you can use Windows Azure to build or extend existing enterprise applications. Windows Azure includes a services bus which enables integration with other applications, such as SAP.
- **Big Data** - you can use Windows Azure as a platform for enormous amounts of data (petabytes – thousands of terabytes, millions of gigabytes). With the built-in tools you can provide data warehousing and business intelligence solutions for improved business analytics.

Benefits of Microsoft Azure:


Adoption of Cloud Computing is increasing at a rapid rate by businesses and enterprises of all sizes; namely due to several compelling benefits. For Microsoft Azure, these include:

- **Faster time to market** – allows you to focus upon your business application, not the underlying cloud infrastructure and platform. With Microsoft Azure, you can design, develop, implement and scale applications in a fraction of the time compared to managing everything on your own.
- **Reduced costs** – a “pay-as-you-grow” model allows you to pay for only what you need, when you need it. In addition, the overall costs of a hosted model including managed services are most often lower than implementing/managing a solution in-house.
- **Increased scalability** – quickly adjust capacity (up or down) according to your business fluctuations and needs. Never worry about running out of server capacity.
- **Enhanced flexibility and creativity** – rapidly deploy and change applications to Microsoft Azure with no downtime. Free your mind (and time) to devote to applications, not the infrastructure running them.

Connectria’s Managed Azure Solutions and Support:

While Azure delivers some of the most comprehensive Cloud Computing solutions in the world, many organizations do not have the resources or desire to implement and administer them. That’s where Connectria comes in. Connectria has been providing managed hosting services since 1998. With more than 1,000 customers in 30+ countries, Connectria offers the broadest portfolio of managed services in the industry.

As the Gold Standard in managed services for the hosting industry, we’ve taken our best practices and sophisticated tools and migrated them to deliver our Managed Azure Solutions. Our Managed Azure Support include the industry’s broadest, most comprehensive portfolio of products and services to support and manage our customers’ Azure environments.

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Our Managed Azure Solutions include:

Azure Environment Setup & Implementation: On behalf of customers, Connectria will provide setup and builds of Azure Cloud Service configurations including Azure audit and planning, setup of the Azure network and security infrastructure (VNET setup), Azure virtual machine compute and storage setup, as well as any other applicable Azure components.

Azure Hosting Plans: In order to meet the specific requirements of our customers, Connectria provides the following Azure Hosting Plans:

- **Azure Development Hosting Plan** - aimed at non-production Virtual Machines that only require basic technical support and backups (typically low criticality test environments)
- **Azure Managed Hosting Plan** - provides a high level of support appropriate for typical virtual machines that have a normal level of complexity and effort required for systems administration, backups, troubleshooting, escalations, O/S updates, networking services, or security services.
- **Azure Complex/Compliance Hosting Plan** - for customers who require advanced services to meet their unique requirements, and/or have comprehensive security and compliance needs such as PCI, HIPAA and SOX, or other sophisticated compliance challenges.

Extensive Azure Managed Services and Support: Connectria provides full production support of your Azure environment. Services available with each Hosting Plan are as follows:

Managed Microsoft Azure Services	Development Hosting Plan	Managed Hosting Plan	Complex/ Compliance Hosting Plan *
AZURE SUPPORT & ACCOUNT MANAGEMENT			
24/7 Toll-Free Tech Support	Yes	Yes	Yes
24/7 Security Incident Response	Yes	Yes	Yes
Dedicated Azure Support Team	Yes	Yes	Yes
Dedicated Level 2/3 Support Teams	Yes	Yes	Yes
Custom Maintenance Windows	Yes	Yes	Yes
Dedicated Account Management	Yes	Yes	Yes
Senior Management Interface	Yes	Yes	Yes
Incident Management	Yes	Yes	Yes
AZURE CUSTOMER PORTAL			
Powerful 24/7 Support Ticketing System	Yes	Yes	Yes
Inventory Management of Azure Components	Yes	Yes	Yes
Access to Azure Management Portal	Yes	Yes	Yes
Access to Connectria Custom Monitoring Environment	Yes	Yes	Yes
Access to Connectria Billing Information	Yes	Yes	Yes

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Managed Microsoft Azure Services	Development Hosting Plan	Managed Hosting Plan	Complex/ Compliance Hosting Plan *
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AZURE ENVIRONMENT SETUP AND BUILDS

Azure Cloud Service Setup

Networking & Security

• Azure Traffic Manager (Load Balancing) Setup & Administration	Yes	Yes	Yes
• Setup of Subnets and Routing Tables	Yes	Yes	Yes
• Setup of Internal & External IP Addresses	Yes	Yes	Yes
• Setup of Internet Gateways	Yes	Yes	Yes
• Managed Azure Virtual Network (VNet), Firewall & Endpoint Setup	Yes	Yes	Yes

Computing and Storage

• Virtual Machine Setup	Yes	Yes	Yes
• Implement SQL Databases Including Data Protection, Replication & Elastic Scale	Yes	Yes	Yes
• Attach Disks & Create Azure Storage	Yes	Yes	Yes

Setup of Other Azure Components Purchased (If Applicable)

Yes	Yes	Yes
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VIRTUAL NETWORK SECURITY & NETWORK ADMINISTRATION

Advanced Security

Managed Azure Virtual Network (VNet), Firewall & Endpoint Administration	Yes	Yes	Yes
Managed Azure Firewall & Virtual Networks including VPN Support	Yes	Yes	Yes
Administration of Network Security Groups (NSG) and Network Access Control Lists (ACLs)	Yes	Yes	Yes
Vulnerability Scanning	Yes	Yes	Yes

Advanced Network Administration

Azure Traffic Manager (Load Balancing) Administration	Yes	Yes	Yes
Administration of Subnet and Routing Tables	Yes	Yes	Yes
Administration of Internal & External IP Addresses	Yes	Yes	Yes
Administration of Internet Gateways	Yes	Yes	Yes
Azure ExpressRoute Support and Administration	Yes	Yes	Yes

Azure Technical Support

Yes	Yes	Yes
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Managed Microsoft Azure Services	Development Hosting Plan	Managed Hosting Plan	Complex/ Compliance Hosting Plan *
Azure Data Backup and Restore Services			
Managed Backups and Restores	Yes	Yes	Yes
Managed SQL Database Backups and Restores		Yes	Yes
Support for Optional File-Level Backups	Yes	Yes	Yes
Azure Monitoring, Alerts and Escalations			
24/7 Monitoring of Virtual Machines and SQL Databases		Yes	Yes
24/7 Monitoring and Reporting of Custom Services and Processes		Yes	Yes
24/7 Advanced Web Application Performance Monitoring		Yes	Yes
24/7 Monitoring of Storage with Automated Alerts		Yes	Yes
Automated Alert System		Yes	Yes
Problem Management and Escalations			Yes
Systems Administration			
Windows and Linux Systems Administration		Yes	Yes
Automated Quarterly O/S Updates		Yes	Yes
Technology Support (.Net, Apache, Tomcat, JBoss, SQL Server, Oracle, etc.)		Yes	Yes
Managed Customized O/S Updates			Yes
Auditable O/S Updates			Yes
Virtual Machine Security			
Real-Time Virus/Worm/Trojan Protection		Yes	Yes
Multi-Factor Authentication Support		Yes	Yes
Advanced Virtual Machine/Operating System Hardening		Yes	Yes
Advanced Support Services			
Custom Integration of Services and Processes			Yes
Custom Restarts and Escalations			Yes

Managed Microsoft Azure Services	Development Hosting Plan	Managed Hosting Plan	Complex/ Compliance Hosting Plan *
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Advanced Security Services

Advanced Data Encryption Support for Data Stored in Azure and Data Transmitted Using Azure			Yes
Security Configuration Management(SCM)/Change Control			Yes
Advanced Security Information Event Management (SIEM) and Security Review			Yes
Vulnerability Scanning (Risk Assessment)			Yes
Two-Factor and Multi-Factor Authentication Support			Yes
Application Access Controls			Yes
Annual Assessment and Ongoing Employee Controls (for Connectria)			Yes
Firewall and Intrusion Detection System (IDS) for Azure			Yes
Web Application Firewall (WAF) for Azure			Yes
Real-Time Endpoint Security Protection			Yes
HIPAA Compliant Business Associates Agreements and Other Security Compliance Agreements			Yes

ENHANCED AZURE MANAGEMENT SERVICES

Production Azure SQL Database Administration Services

SQL Database Configuration	Optional	Optional	Optional
SQL Database Monitoring	Optional	Optional	Optional
SQL Database Change Management	Optional	Optional	Optional
SQL Database Backups and Restores	Optional	Optional	Optional
SQL Database Security Setup and Administration	Optional	Optional	Optional
SQL Database Table Space Management	Optional	Optional	Optional
SQL Database Geo-Replication and Elastic Scale Administration	Optional	Optional	Optional
24/7 SQL Database Support and Troubleshooting	Optional	Optional	Optional
Azure Environment Redesign Services	Optional	Optional	Optional

* Microsoft Windows & Red Hat Linux only. Other Linux distributions will not have all features.

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About Connectria

Connectria provides award-winning cloud computing, managed hosting and custom hosting solutions for more than 1,000 customers in over 30 countries worldwide. We are experts in complex multi-vendor solutions, and we support the broadest range of technologies, managed services and security in the industry.

At the core of Connectria is our No Jerks Allowed® company philosophy. As The Jerk Free Company,® we've established a unique culture where every individual goes "the extra mile" to take care of our customers. Being the Jerk Free Company® extends beyond our people, too. We make it easy to do business with us through flexible terms, scalable solutions and straight-forward pricing to serve the hosting needs of large and small organizations alike.

To learn more about Connectria and Managed Azure Services, please visit us at:


www.connectria.com/azure



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