



## Azure on-demand

### Cloud Adoption, Simplified

Microsoft Azure is a public cloud computing platform, providing a range of integrated cloud services, for compute, analytics, storage and networking. With benefits such as cost savings, faster time to market and increased storage and security, many organisations are keen to embrace Microsoft Azure to build, deploy, and manage applications and services from the cloud. However, for many organisations the initial adoption of Azure can appear; complex, costly and can represent a big change for the business. Trustmarque's Azure on-demand service removes uncertainty and gives organisations more control over their IT.

# Microsoft Azure

## Support from a trusted partner

Trustmarque simplifies and removes the risk from your Azure adoption to deliver cloud success for your organisation. We have a wealth and depth of experience in successfully procuring, building, deploying and managing Azure solutions for many customers in both the public and private sectors. In fact, we are one of a select group of Microsoft Partners to build value-added offerings around Microsoft Cloud and can offer a seamless experience across all stages of your journey to the cloud.

**Microsoft  
Cloud Services  
Provider (CSP)  
program**

**Microsoft  
Cloud OS  
Network  
Partner (COSN)**

**No.1  
Cloud Partner  
for Microsoft  
in the Public  
Sector**



## Get ready to benefit from cloud

Our team of experienced Azure specialists provide support and services to simplify and accelerate your Azure purchase, adoption and usage.



By purchasing Azure resources through Trustmarque, you can enjoy a seamless ordering, provisioning and support experience from a team that knows you, understands Azure and has your cloud success as our top focus.



We offer competitive pricing, without forward commitment, a choice of SLAs, as well as Advisory Services to help review your plans, keep you updated on any Azure changes and support your Azure project delivery from start to finish.



## Start small, grow fast, with support and control

Our Enterprise Services Portal also provides additional functionality beyond that which comes as standard with Microsoft Azure, to simplify financial management and billing of the dynamic, consumption based pay as you go (PAYG) costs, calculating and managing all your Azure activity to reduce risk, control costs and ensure you get the most out of Azure.



## Key features



Pay as you go - no term commitment needed



Competitive pricing



Choice of support packages



Supports any enterprise purchasing model



Financial management and alerting capabilities built in to all offerings



# Azure On-Demand

## Support Offerings

Our choice of support packages can help you with your Azure journey. Our expertise, data insights, and governance are plugged into your consumption from the start so they'll be there when you need them.

Support Package	Incident Service Window	Incident SLA	On-demand Expertise (ODE)*	Proactive Monthly Impact Assessments	Technical enquiries	Named SDM & Bi-annual reviews
Basic	8-6, Mon-Fri	P1 2hr Other 8hr	No	No	No	No
Non-Stop Essentials	24 x 7	P1 30 mins P2 2hr P3 4hr P4 8hr	Yes	No	Through ODE	No
Advanced			Yes	Yes	Unlimited**	No
Premier Advisory Services			Includes 10d and 5% discount	Yes	Unlimited**	Yes

\*Charged in blocks of 30 minutes. Max 2 open requests limited to 48hr duration each.

\*\*Max 5 concurrent / open enquiries.

Support Package	Technical enquiries	Named SDM & Bi-annual reviews
Basic	N/A	Free
Non-Stop Essentials	1 month	£375 pm
Advanced	1 month	£525 pm
Premier Advisory Services	12 months	£1,625 pm OR £18,500 pa payable in advance