



MODERN DATACENTRE MANAGED SUPPORT



Manage your public and hybrid cloud environments with peace of mind

Managing a complex datacentre can involve various activities and intricate process. You will need to consider access from multiple workload owners, managing a variety of 3rd party vendors, continual performance and maintenance monitoring to prevent downtime and outages. This can leave little time for innovation or improvement.

Our proactive and flexible support team help you to manage your infrastructure, serving both public and hybrid cloud environments, regardless of where individual workloads reside. We closely monitor your IaaS with your on-premise environments, so we can identify issues promptly and provide you with accurate response recommendations under pre-agreed SLAs.

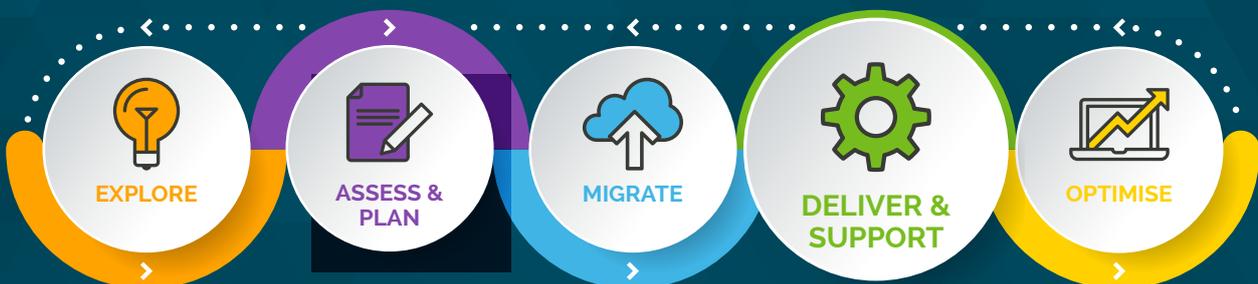
- Be alerted to issues that could impact business operations
- See your whole IT environment
- Get visibility of your entire estate including performance issues and bottlenecks
- Access 24/7 or business hours support

Microsoft Azure Solutions by Trustmarque

When it comes to cloud adoption, choosing the correct path for your organisation can be difficult. That is why Trustmarque has developed a tried and tested approach to support your Microsoft Azure adoption and modern data centre strategy.

Our holistic and flexible approach is designed to meet the exact needs of your business to give you the right services at the right time, no matter where you are in your cloud journey.

Trustmarque Azure Solutions - Your clear path to the cloud



Features

Trustmarque's Modern Datacentre Managed Support service gives you a holistic view of your IT environment, regardless of whether your VMs and workloads are in the cloud or on-premises. With full visibility of your entire IT estate, we can detect performance issues and proactively alert you and highlight any issues that could impact business operations and make recommendations to rectify them.

To ensure that all issues are dealt with timely and efficiently we provide you with pre-agreed SLAs and work with third party hardware, software and cloud vendors so that there is a single point for management of case management. The service can be tailored according to your specific requirements in terms of devices and services to include within the purview of the support offering.

Benefits

Our Modern Datacentre Managed Support Services are designed with flexibility to meet the business and operational challenges of today's modern enterprise business.

Our Service Delivery organisation is ISO accredited and ITIL aligned, we provide a single point of contact for all incidents and requests. These Case Managers provide you with focused case ownership and a consistent resolution process to:

- Ensure swift and effective technical, manufacturer and 3rd party resolutions
- Continuously monitoring your IT environment for critical alerts or warnings
- Deliver defined SLAs for response times
- Keep you informed of issues detected by Performance Monitoring Services, their predicted impact on service and recommended actions
- Ensure all cases are resolved to yours and our satisfaction prior to closing
- Provide 24/7 or business hours support

When a case is resolved, we issue a monitoring customer satisfaction survey, feeding customer opinion back into Trustmarque and monitoring service levels to ensure continual service improvement.

Why Trustmarque for Microsoft Azure Solutions?

Trustmarque simplifies and removes the risk from your Microsoft Azure adoption to deliver cloud success for your organisation. Our highly accredited team has 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.

With a 30-year strong relationship with Microsoft, including a wide range of Gold accreditations, we are perfectly placed to help customers with their cloud workloads in Azure. Furthermore, Trustmarque's wider Cloud Services team has wide ranging and complimentary set of skills, which includes infrastructure and solution architects and BI and Analytics specialists. We draw on their expertise, skills and capability to transform our customers' journey to the Cloud.

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