

CLOUD OPERATIONS

Operational excellence for your Cloud Infrastructure

Improve business agility, reduce capital expense and enhance your Cloud capabilities

Enterprises struggle with operating a highly secure and scalable platform while at the same time meeting increasing business demands and timelines for new IT services.

CLOUDEON Cloud Operations is designed to run your Cloud Infrastructure and Platform with minimal downtime. Our Cloud Operations Services delivers the agility, scalability, efficiency and uptime you need.

We have years of experience operating and optimizing Cloud Services at enterprise scale. You will have access to a truly engaged, focused and knowledgeable Cloud Operation team. A team that prides itself on helping you succeed. We stay up at night ensuring that your data and applications are safe and available.

Why Cloud Operations

Peace of mind - We take away the hassle of running and optimizing your Cloud. Using best practices, we run your IT infrastructure as it should be run.

Effective - We manage your IT infrastructure with efficiency in mind. Managing your Cloud cost and delivering optimal returns on your Cloud investment.

Expertise - We are experts in our field, with Cloud Operations you can focus on running your business, and not managing your technology.

Innovative - We balance the need to maintain stable operations with the necessity of innovation that drives your business.

Dynamic - As with the Cloud, our operations center has elastic scale, and dynamically adjust to the level of operational support you need.

KEY FEATURES

Single Point of Contact for your entire Cloud infrastructure.

Cloud Operations of both infrastructure, platform and software services.

Access to a large resource pool of certified Cloud engineers and architects.

Service Level Agreements to suit the needs of your organization.

Dedicated Account Manager and Engagement Architect, dependent on volume.

Built-in operating system **Patching**.

Built-in **Antivirus** Management.

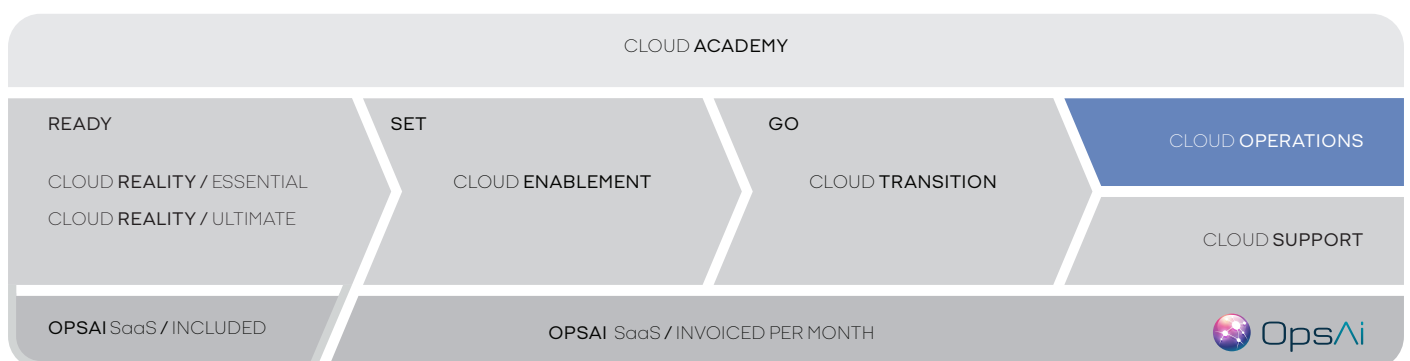
Asset and Configuration Management.

ITIL aligned Incident, Problem, Change and Capacity Management.

Continuous Service Improvement by continuous automation.

ISO27001 Certified Service Provider audited to the ISAE3402 standard

Ready, Set, Go - the full Cloud Journey



CLOUD OPERATIONS SERVICE

Included in all Operations Services are corresponding support for services managed by CLOUDEON. Please see CLOUDEON's support documentation for more information on our Support Services. Cloud Operations is provided on public Cloud services such as Azure, AWS or GCP or on premise standard Cloud solutions such as Azure Stack or AWS Outposts.

Cloud Operations are provided at three levels to ensure that you can find a fit that matches your organization's needs.

Essential is appropriate for companies or individuals utilizing non-production environments for trial and evaluation purposes.

Advanced is most appropriate for mid-size to large companies with substantial business critical utilization of the Cloud.

Ultimate is well suited for large or global enterprises with strategic and business critical dependence on Cloud products and services.

CLOUD SUPPORT PLAN	ESSENTIAL	ADVANCED	ULTIMATE
Capacity Management	T/M* or WO**	Included	Included
Service Delivery Manager	T/M or WO	Included	Included
SLA-reporting [basic]	Included	Included	Included
Anti-virus/malware support	N/A	Included	Included
D/R-test	N/A	T/M or WO	T/M or WO
Configuration Management	Included	Included	Included
Standard Change [RFC]	Included	Included	Included
Non-standard Change	T/M	T/M	T/M
Monitoring	T/M	Included	Included
Log Analysis	T/M	T/M	T/M
24x7 access to Service Desk	Only Mail	Included	Included
Incident Management	Included	Included	Included
Access to L3 Support	N/A	N/A	Via Service Desk
Task Force work	T/M	T/M	T/M
Microsoft Escalation Support	T/M	T/M	Included
Problem Management	T/M	Included	Included
Operation of Azure AD-system	T/M	Included	Included
Automatic Patching	Included	Included	Included
Backup	Included	Included	Included
Restore	T/M	T/M	T/M
3rd party application operation	N/A	Amendment to contract	Amendment to contract

*Service will be invoiced on time and material.

**Service can be included in a Work Order and invoiced according to the Work Order.

At CLOUDEON we enable organizations, no matter the size, to unlock the power of technology and bring ideas to life, at the speed of business. Our vision is to be the most innovative cloud company of the 21st century by driving the transition to digital solutions.