

Azure Advanced Support

Premium Microsoft Azure Support Services

This support offering for Azure customers adds cost management & optimization, cloud governance, and monthly consultations with Azure Expert MSP staff to your other managed cloud services for an affordable alternative to Microsoft Premier support.

Lunavi is an Azure Expert MSP with a full staff of Microsoft-trained support technicians, engineers, consultants, and MVPs ready to assist customers with their Azure environment.

Our Azure Advanced Support is a competitively priced alternative to other vendor support services with the following features:



DEDICATED ACCOUNT MANAGEMENT: Gain direct access to your Account Manager for proactive guidance, help with execution, and assistance with resolution and escalation for critical support cases.



MONTHLY CLOUD CONSULTATION: Monthly one-to-one remote consultations are included with a Cloud Specialist with topics based on your most pressing Azure challenges or projects.



ADVANCED CLOUD MANAGEMENT DASHBOARD: Self-service access and support for the CloudHealth management dashboard, providing reports and recommendations on cloud spend, cost reduction, performance optimization, security best practices, and governance.



HEAR FROM A HUMAN SUPPORT SLA: Managed cloud services from Lunavi include guaranteed 15-minute or less response time to all support tickets, with onshore staff available 24/7/365.

“Lunavi learned the 'snowflakes' that make the business work and delivered the deployment on time and on budget.
-Avid

Azure Support Service Comparison

SERVICE	STANDARD AZURE SUPPORT	ADVANCED AZURE SUPPORT	MANAGED AZURE
15 Minute Response Time SLA	☑	☑	☑
Customer Support Portal Access	☑	☑	☑
Azure Portal Access	☑	☑	☑
Azure Support	☑	☑	☑
Monthly Cost Management Reports	☑	☑	☑
Advanced Cloud Management Dashboard		☑	☑
Account Management		☑	☑
Cloud Consultations		Monthly	Unlimited
Customized Dashboard & Reporting			☑
Monthly Cost Management & Optimization Reports			☑
Quarterly Security & Compliance Report			☑
Dedicated Account Governance Team			☑
System Audit & Documentation			☑
Change Management			☑
Identity & Access Management			☑
System Deployment			☑
Patch Management			☑
Operating System Upgrades			☑
System Monitoring & Notifications			☑

ABOUT LUNAVI

As a leading managed service provider and consulting firm, Lunavi is focused on helping customers advance their digital transformation goals by modernizing business applications, migrating solutions to the cloud, designing hybrid cloud solutions, and applying Agile and DevOps engineering practices to build new, innovative solutions. Our portfolio of services is designed to provide continuous improvement along each step of the IT journey to maximize business value and success. We are a Microsoft Gold Partner and Azure Expert MSP, offering deep expertise in the Microsoft ecosystem of enterprise IT software and services. Visit us at www.lunavi.com to learn more and follow us on LinkedIn, Facebook, and Twitter.