



Microsoft Azure Managed Services

Power new levels of innovation, efficiency and productivity

Leveraging the Azure cloud can bring new levels of innovation, efficiency and productivity, but the sprawling complexity of the cloud means day-to-day management can over burden your resources, and even distract your team from higher priority initiatives.

Now with MicroAge Azure Managed Services you can better manage and optimize your Azure cloud resources while improving security, automating patches and relying on experts to help with total cloud infrastructural management.

Benefits of MicroAge Azure Managed Services

- Advance security and compliance with robust security measures that leverage industry best practices
- Enhance disaster recovery and business continuity plans
- Gain peace of mind with 24x7x365 monitoring and support
- Eliminate the need to retain cloud expertise in-house
- Benefit from technical expertise and best practices from a proven Microsoft Azure Solutions Partner
- Free up resources to focus on core business objectives and higher-value tasks
- Improve agility and flexibility with resources that can manage your scale-up or down at any time
- Stay ahead with proactive maintenance and updates



OPERATIONAL MANAGEMENT

- Security and compliance
- Backups and disaster recovery
- Cost optimization
- Change and configuration management
- On-demand consulting and professional services



MONITORING & MAINTENANCE

- 24x7x365 monitoring and alerts for Azure services
- Automated patching and updates
- Backups and backup system deployment
- Managed redundancy, and high-availability of virtual machines, containers and databases

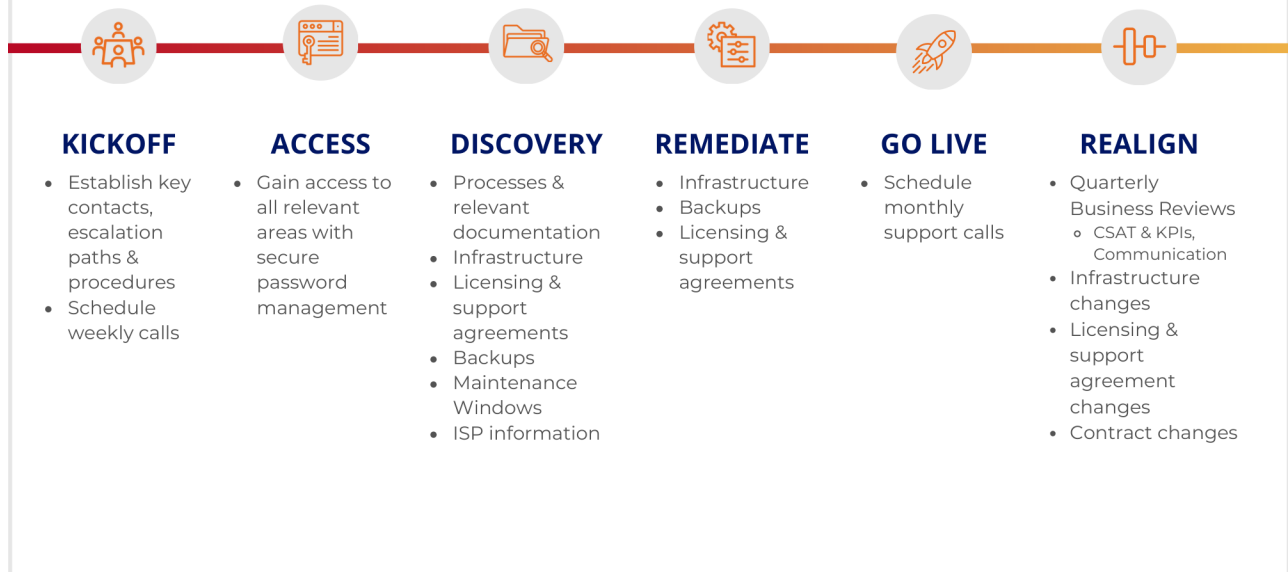


SUPPORT

- Support for monitored Azure services
- Engineering support and consulting for modernization and new service adoption
- Monthly billing and subscription management
- Migrations* consulting including security gap analysis, cost optimization and reporting**
- Quarterly business reviews

* Migrations, on-demand consulting and Professional Services delivery may require additional project scoping and statement of work for project management.
** Security, gap analysis and cost optimization provided in quarterly review reports.

MicroAge Azure Managed Services Onboarding



SEVERITY, SUPPORT LEVEL & RESPONSE TIMES

| PRIORITY | IMPACT | HOURS | RESPONSE TIME |
|----------|-------------------------------------|-------------------|---------------|
| High | Service Outage (ALL USERS IMPACTED) | 08:00 - 20:00 EST | 1 hour |
| | | 20:00 - 08:00 EST | 2 hours |
| Standard | All other requests | 08:00 - 20:00 EST | 2 hours |
| | | 20:00 - 08:00 EST | 4 hours |

What's the MicroAge difference?

MicroAge combines a powerful mix of technology services backed by vendor-certified engineers and an acclaimed panel of experts to deliver the competitive edge technology leaders need to lead in a disruptive, digital environment. MicroAge positions your organization for the future with end-to-end services.

Simplify and optimize your Azure environment management.

Learn how MicroAge Azure Managed Services delivers time and cost savings while streamlining Azure operations. **Contact your Account Executive, call (800) 344-8877 or visit MicroAge.com to get started.**