



A CANCOM COMPANY

# Azure FastSupport Services

## Expert end user support



### Solutions Brief

#### Why choose OCSL

- ▶ Enterprise level service for a fraction of the investment
- ▶ Highly skilled expert team with 25+ years of delivering services to customers worldwide
- ▶ Bespoke, fully transparent service
- ▶ Allocated Service Delivery Manager to look after your account and deliver the most from your service
- ▶ Key strategic partner relationships with
- ▶ Cloud vendors and direct connections to Cloud providers

#### OCSL's data centres:

- ▶ Government OFFICIAL Supplier
- ▶ N3/HSCN Supplier G-Cloud Supplier
- ▶ Cyber Essentials + IASME
- ▶ ISO 27001, 20000, 27018,
- ▶ 9001 & 22301 certified by a UKAS accredited auditor

#### Why choose OCSL

- ▶ MSCE Certified Consultants Top 10 UK Azure Partner
- ▶ Global Azure Blackbelt Partner
- ▶ Work with Microsoft Azure Engineering Resources
- ▶ Delivered from our UK Managed Service Centre

### Support when you need it

Have you invested in Microsoft Azure? Do you lack expertise internally to manage Azure on a day-to-day basis? Or simply want the peace of mind from talking with an Expert and getting a fast response?

Our comprehensive Azure FastSupport Service provides a dedicated team of Microsoft-certified analysts to manage Azure. Our proactive approach ensures that you make the most of your cloud investment. Free up your IT departments time and resource to focus on more strategic projects. Quickly get a resolution by using our online portal to register a call to speak to an expert directly.

#### Support Levels

All Azure plans bought under CSP come with a free of charge standard telephone support service. OCSL provide two further enhanced levels of support as detailed below:

Azure Standard Support	Azure Advanced Support
<ol style="list-style-type: none"> <li>1. Our skilled in-house experts provide a managed service covering the Azure services</li> <li>2. Dedicated Technical Account Management</li> </ol>	<ol style="list-style-type: none"> <li>1. Our skilled in-house experts provide a managed service covering the Azure services</li> <li>2. Dedicated Technical Account Management</li> <li>3. Risk management - Backup support and Disaster Recovery strategies in Azure</li> </ol>

#### 1. Rapid response

Our Microsoft-certified expert analysts provide architectural guidance and Azure planning and strategy to help you get the most out of cloud, 24x7x365 via telephone and online. #AskTheSupportExpert for a timely and certain response.

#### 2. Technical Account Management

Recruiting and training skilled in-house staff is expensive and time consuming. Our service provides a dedicated Technical Account Manager throughout your contract to develop an optimised evergreen state. They will deploy and manage your customised Azure environment to maximise performance, innovation and reliability.

#### 3. Manage Risk

Reduce the risk of down time. We can monitor and patch your VMs and inform you of any other potential security issues which arise.

**Price: based on your monthly Azure consumption**



Learn more: [ocsl.co.uk](http://ocsl.co.uk)



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