



**Managed Azure from  
Macquarie Cloud Services**  
**Just the ticket.**





# Speed. Efficiency. Performance.

**The speed to react to your clients' needs, the transforming business landscape and unforeseen issues. Efficient use of your team, your digital capacity and financial control. These are the secrets to success in today's cloud economy.**

Microsoft Azure gives you the capability to excel. But getting up to speed and continuing to operate comfortably on Azure can demand valuable time and resources. And this impacts how you control costs and manage risk across your organisation.



## Take control of the cloud

Azure might seem simple, but it is continually changing. With more than 37,000 service options, it suits millions of businesses of varying sizes. Finding the right fit takes valuable time, energy and other resources. How do you know you're getting the absolute most out of Azure's labyrinthine potential? Do you have the people power to make sure you are? That's why we're here to help. With Managed Azure from Macquarie Cloud, you get the benefits of the public cloud with the backing of Australia's most recommended managed cloud provider.

Combining best-of-breed technology and highly skilled people, our team is ready to meet your hybrid cloud needs. It's the best of both worlds.



## Accelerate your Azure journey

Safe, swift, seamless migration means you won't lose time moving to Azure. And then you'll have 24/7/365 support, with a guaranteed ticket response time of 15 minutes, when questions or issues arise – as well as complete visibility over your billing and account.



## You've got bigger things to do than get stuck in the cloud

Our expert, continual oversight of your Azure ecosystem means you won't need to waste your time and resources on upkeep. We'll take care of updates, optimisation, compliance and certification, freeing up you and your team to take care of other vital business.



## Azure with suitably scaled services

Managed Azure from Macquarie Cloud is designed for your needs, not ours. So you can scale your services and only pay for what you need. Choose from two service level options to best suit your organisation and get more value out of the cloud.

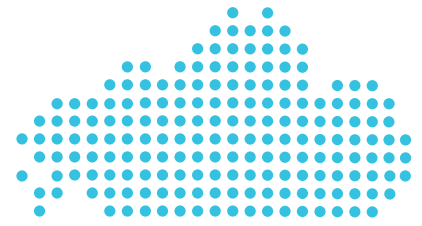


## Local support you can count on

We're right here, not over there. Our team and hosting services are based in Australia, so there's less risk. We've got your back, and we're right around the corner if trouble arises.

Speed, reliability, flexibility and security – it all adds up to Azure Managed Services that let you operate at your worry-free best.

**Your key to cloud ignition.**  
**Macquarie Azure Services.**



# Zettabytes of knowledge at your disposal.

We are obsessed with Azure. Macquarie Cloud Services is the No. 1 managed cloud business in Australia and the country's most-recommended secure cloud provider, with a world-class Net Promoter Score (NPS) of +84. Our 18-year relationship with Microsoft has led to Gold status across multiple focus areas and an escalated support contract with the company.

Say goodbye to multiple points of contact and a tangle of service providers. Here you'll get one team (us) and all the clarity, convenience and transparency that comes with it.

#### Let us Azure you

The benefits of using cloud managed services are almost as wide-ranging as Azure itself. No matter your size or your ultimate goals, we'll make sure Azure is working specifically for you and your organisation.

#### Innovate and transform your business – on your own terms

Our Azure Managed Services quickly bring your old systems and processes into the present, preparing them and you for a more productive and successful future. With our help, you'll seamlessly migrate your legacy workloads and adapt them to work hand-in-hand with the dynamic Azure platform. And that Office365 suite upon which you rely so heavily? Azure becomes a superpowered extension of it, complementing and extending your backoffice services and capability. It all happens on the schedule and level that suits you, with a scaling structure, so you don't feel overcharged and underserved.

**Kousik**  
Service Delivery  
Manager





# Maximise your potential.

**With our different levels of support, you can determine which aspects of Managed Azure from Macquarie Cloud suit you best.**

From a self-managed service that provides extra support to a fully-managed service offering in which we deploy all of our extensive expertise and know-how, Managed Azure from Macquarie Cloud is flexible so you can be, too.

## **Design, develop and deploy, without stress**









Software developers have plenty on their plate without worrying about the nuts and bolts of the cloud. Managed Azure from Macquarie Cloud frees you, your team and the rest of your resources to focus on the things that matter most. That means more time for development and less time worrying over cloud operations. Scale your deployment platforms in accordance with your developments. Protect your customers with rock-solid compliance and security. And, avoid spiralling cloud costs. Managed Azure from Macquarie Cloud makes it all hassle-free.

## **Going the extra mile**

Managed Azure from Macquarie Cloud represents peace of mind. Whether it's a lightweight extension of your team or complete cloud management you're seeking – Macquarie's Azure-obsessed experts will keep you running and optimising to extract the maximum value from your investments.



# Two-speed service capability

Service Summary	Managed Azure	Azure Essentials
 <b>Service Model</b>	Full support with proactive 24/7 monitoring and support; rebate backed service management, mission critical, complex and dynamic environments.	Azure Support on demand on a 24/7 managed platform for self-sufficient customers, with service desk on call.
 <b>Team of certified Azure Experts</b>	<ul style="list-style-type: none"> <li>Dedicated named team of Azure cloud specialists assigned, including CMND, the tier 3++ service delivery and management team</li> <li>Shared Hosting Management Centre (HMC)</li> <li>24x7x365 service desk</li> </ul>	<ul style="list-style-type: none"> <li>Shared service delivery team</li> <li>Shared Hosting Management Centre (HMC)</li> <li>24x7x365 service desk</li> </ul>
 <b>Best Practices Guidance</b>	Regular best practice advice, monitoring, resource analysis and escalation support for customer specific components, as well as reviews based on our experience working with organisations similar yours.	Regular best practices and advisory communique.
 <b>ITIL Service Management</b>	<ul style="list-style-type: none"> <li>Event management</li> <li>Change management</li> <li>Configuration management</li> <li>Capacity management</li> <li>Incident management</li> <li>Problem management</li> </ul>	<ul style="list-style-type: none"> <li>Event management</li> <li>Incident management</li> </ul>
 <b>24/7 Incident Management &amp; Issue Resolution</b>	<ul style="list-style-type: none"> <li>Response within mandated response time frames to allocate engineers, triage, analyse and address customer-specific issues</li> <li>Problem management</li> <li>Unlimited incident support for platform and customer specific incidents</li> </ul>	<ul style="list-style-type: none"> <li>Assistance within mandated response time frames to allocate engineers, triage, analyse and address platform issues</li> <li>On-demand, flexible approach where customers can pay for incident assistance per call or pre-paid Service Hour blocks that is drawn down on a monthly basis</li> <li>Unlimited incident support for Azure platform incidents (Service Health incidents)</li> </ul>
 <b>Moves Adds and Changes</b>	<ul style="list-style-type: none"> <li>Assisted deployment and provisioning</li> <li>Unlimited service hours (within business hours for in-scope services)</li> </ul>	<ul style="list-style-type: none"> <li>Self-service deployment and provisioning</li> <li>On-demand, flexible approach where customers can pay for changes per call</li> <li>Customers may purchase pre-paid service hour blocks that are drawn down on a monthly basis when anticipating a large project or placing change requests or optimising environments</li> </ul>
 <b>Financial Visibility and Control through an analytics platform</b>	<ul style="list-style-type: none"> <li>Customisable dashboard for financial visibility</li> <li>Charge-back holistic drill down cost visibility across departments, periods and Azure resources</li> <li>Curated cost optimisation, performance and security recommendations</li> <li>Custom reports for greater insights across nominated filters such as applications, users, projects, etc</li> <li>Spend threshold alerting</li> </ul>	<ul style="list-style-type: none"> <li>Default dashboards for financial visibility</li> <li>Default charge-back reporting</li> <li>Cost optimisation recommendations ; self service</li> <li>Default reports across aggregated subscriptions</li> <li>Spend threshold alerting</li> </ul>
 <b>Solutions based on validated reference architecture</b>	<ul style="list-style-type: none"> <li>Infrastructure operations</li> <li>OS operations</li> <li>Data protection</li> <li>Governance</li> <li>Identity and access management</li> </ul> <p>Operations are built on foundational principles of security, performance, efficiency and resiliency – incorporating automation, customisable runbooks and repeatable policies.</p>	
 <b>Monitoring and Alerting 24/7</b>	Secure integration of low-level events and alerts into event management systems – ‘advanced/custom alerts’.	Secure integration of platform level events and alerts into event management systems.
 <b>Central Logging</b>	Custom queries and on-demand log exports.	Engage on-demand Professional Services when log exports or custom queries are required.
 <b>Service Reporting</b>	CIO report on inventory, incidents, service requests, orders, alerts triggered, plus online reporting on governance breaches, security misconfigurations and activity logs.	CIO report on inventory, incidents, service requests, orders, alerts triggered.
 <b>Service Optimisation</b>	Regular strategic review covering: <ul style="list-style-type: none"> <li>Optimisation of environments across security, performance, efficiency and resiliency</li> <li>Project management and activity reviews</li> <li>Activity reviews</li> </ul>	Engage on demand Professional Services when service optimisation is required.
 <b>Service Metrics</b>	<b>Comprehensive</b> <ul style="list-style-type: none"> <li>Assistance for critical issues within 15 minutes of request – guaranteed</li> <li>Provisioning targets</li> <li>Resolution targets</li> </ul>	<b>Enhanced</b> <p>Assistance for critical platform issues within 15 minutes of request – guaranteed</p>

Choose the breadth of support that best suits your needs, wherever you're at with the cloud.

Macquarie Cloud Services weave Azure into the broader services fabric – extending on-premises, private cloud or specific value-added services.



### Where else we can help

We started as a Telco that didn't behave like the others and still act that way. In addition to Managed Azure Services, Macquarie Telecom can help your business with:

**Naran**  
Head of  
Azure Practice



SD-WAN

DATA

MOBILES

NBN

VOICE COMMUNICATION

Macquarie Cloud Services has signed a World First agreement with Microsoft – linking VMware VeloCloud to Azure, Azure Lighthouse and the Azure Marketplace.

# Taking the leap to Microsoft Azure.

Ready for a look at the big picture of how we'll get you from where you are to where you want to be?

Delivered either upfront or down the road, Macquarie Cloud Services has curated repeatable Professional Services designed to accelerate your journey to Azure or bring you insights that can help elevate your run-state.



## Discover

Take a big-picture look at your business and goals



## Design

Build a cloud strategy aligned with your desired outcomes



## Optimise

Continually monitor the Azure environment and allocate resources appropriately to optimise efficiency



## Migrate

Prepare your cloud environment for change



## Deploy

Migrate your business to Azure and learn how to innovate differently



## Innovate

Implement new ideas for higher performance

Get started with Managed Azure from Macquarie Cloud today and unlock some of the cloud's greatest benefits.



Speak to our team today

Macquarie Cloud Services  
1800 004 943 or visit [macquariecloudservices.com](https://macquariecloudservices.com)