

# Managed Services

The most comprehensive offering to realize the benefits of the Cloud

Hanu Managed Services for Azure operates as a true extension of your company’s IT team, offering 24x7x365 support. Leveraging best-in-class people, processes and technologies, Hanu provides consulting, managed services and Azure governance solutions to create seamless cloud integration and management for clients of any size across all industries.



### Identify Performance Bottlenecks

- Assess cloud infrastructure for performance and usage
- Review security practices
- Validate networking configuration



### Understand Risks, Assure Readiness

- Identify and rank areas of concern
- Validate patch level deployments
- Readiness reports for Hanu managed services



### Implement Best Practices

- Security practices and compliance
- Governance and escalation
- Maintenance, access and authorization

Hanu will set up, manage and protect your cloud environment so you can focus on growing your business. We help you control costs and automate critical processes, managing each step and facet of support in the cloud by following a set of simple SLAs defined below:

| HANU MANAGED HOSTING & SERVICES (IAAS/PAAS) |                          | Azure Workload 1 | Per Hour Service | Azure Workload 2 |
|---|--------------------------|------------------|------------------|------------------|
| CSP<br>Azure Hosting                        | Hosting Support          | ●                |                  | ●                |
|   | STANDARD SERVICES        |                  |                  |                  |
|   | Proactive Monitoring     | ●                |                  | ●                |
|   | Configuration Management | ●                |                  | ●                |
|   | Security Management      | ●                |                  | ●                |
|   | Spend Optimization       | ●                |                  | ●                |
| ADVANCED SERVICES                           | Managed Database         |                  | ●                | ●                |
|   | Managed Network          |                  | ●                | ●                |
|   | Managed Security         |                  | ●                | ●                |
|   | Managed Operations       |                  | ●                | ●                |
|   | Consultation Services    |                  | ●                | ●                |



Hanu's Managed Services ensures peak performance by proactively monitoring the entire Azure ecosystem on a 24x7x365 basis from ISO 27001 certified NOC with an industry leading 10-minute response time SLA.

## SYSTEMS & CONFIGURATION

### Hosting Support (CSP)

- Azure Tenant & Subscription Provisioning
- Azure Tenant & Subscription Identity & Access Management
- Weekly Azure Consumption & Forecasting Reports
- Monthly Azure Consumption Reporting & Billing Services

### Proactive Monitoring

- Azure IaaS/PaaS Availability Monitoring
- Azure IaaS/PaaS Event Monitoring
- Azure IaaS/PaaS Resource Utilization
- Azure IaaS/PaaS Performance Monitoring
- Azure Network Monitoring

### Configuration Management

- Azure IaaS/PaaS Configuration Management
- Azure IaaS Monthly Patch Management
- Azure IaaS Backup Schedule & Policy Management
- Azure IaaS/PaaS Backup Status Reporting
- Azure IaaS/PaaS Weekly Scheduled Maintenance & ORT (Housekeeping)

### Security Management

- Azure IaaS/PaaS Identity & Access Management
- Azure IaaS Anti-Virus Updates, Event Monitoring & Notification
- Azure IaaS/PaaS Application Certificate
- Key Vault Management

### Spend Optimization

- Azure Usage Visibility
- Azure IaaS VM Right Sizing
- Azure Consumption & Billing Forecasting
- Chargeback

## APPLICATIONS & SUPPORT

### Managed Database

- Database Health Checks & Corrective Action
- Preventive Maintenance
- Database Performance Tuning

### Managed Network

- Azure Vnet, Subnet & Express Route Management
- Network Security Group Management
- Network Firewall, VPN, Traffic Manager, Load Balancers Management
- Third Party Security Appliance Management

### Managed Security

- Threat Analytics
- Intrusion Management
- Web Application Firewall Management

### Managed Operations

- 24x7 Service Desk & L1 Support
- ITIL Service Management Processes & Monthly KPI Reporting
- 24x7 Level 2 & 3 Technical Support
- Vendor Support Coordination
- Disaster Recovery Management

### Managed Vendor Support

- Tier 4 - Microsoft Advanced Support

### Consultation Services

- Technical Consultation & Advisory Services (Dedicated Client Advisor)

FOR A COMPLIMENTARY  
CLOUD CLEAR EVALUATION

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## ABOUT HANU

A Microsoft Partner for over 15 years, a Tier I CSP Partner and an Azure Expert Managed Service Provider exclusively dedicated to Azure migration and integration, Hanu supports enterprises with unequalled intelligence and expertise providing Managed Transformation, Application Modernization and Enterprise IT Innovation.

From Azure CSP to Managed Services to strategic consulting and development, Hanu has the expertise to help organizations capture the potential of their cloud strategy through discovery, decision and delivery, across each stage of their transformation.

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