DATA CENTRE & CLOUD SERVICES: MICROSOFT AZURE MANAGED SERVICE

DRIVE GROWTH FOR YOUR ENTERPRISE WITH MICROSOFT AZURE MANAGED SERVICE

AN END-TO-END EXPERTLY MANAGED SOLUTION TO MAXIMIZE THE BENEFITS OF THE THE PUBLIC AND PRIVATE CLOUD TOGETHER WITH TATA COMMUNICATIONS' GLOBAL NETWORK REACH.

GET BACK TO BUSINESS

Designing, integrating and managing public and private cloud services while maximizing its benefits requires expertise that can place a drain on in-house IT resources. With Tata Communications Microsoft Azure Managed Service, leave the IT to us and get back to focusing on business.

THE CLOUD CHALLENGE

Today's Enterprise global business expansion is driven by technology and the cloud, but internally, IT has become a stress point. Managing operations, maximizing resources, and executing projects on the cloud has been a challenge due to lack of expertise, IT silos, and loss of visibility and control as there is no single touch point for deployments. These factors lead to a longer time to market and reduced ROI.

In addition, concerns over data security, integrity and availability of public cloud, lack of end-to-end support SLA for cloud services limits the full realization of benefits from cloud.

MANAGED SERVICE ON MICROSOFT AZURE

Get visibility and control over costs and productivity while improving resource efficiency with a hybrid cloud solution using Tata Communications Managed Service on Microsoft Azure for business application hosting.

This complete end-to-end, SLA-based service redefines cloud strategy by giving you access to the right expertise, infrastructure, and control to fuel growth with a lower total cost of ownership and improved performance.

CONSULT & DESIGN

Through consultation, our certified engineers work with you to design your comprehensive IT architecture using the best combination of solutions tailored to your enterprise needs that can be deployed across public and private clouds.

BUILD & MIGRATE

Tata Communications builds the solution, installing and configuring OS, middleware, databases, storage, backup and network functions as per industry best practices and also assist in migrating your workloads to Azure.

MONITOR

Our SLAs offer expert, around the clock, 24/7 support by 300+ industry certified professionals.

MANAGE

Get full performance visibility through a portal giving you comprehensive views of resource utilization, availability, integrated incident management, and more. Control costs and improve productivity through efficient resource management and cloud control.

GAIN A COMPETITIVE EDGE

IMPROVED EFFICIENCY

Use the cloud more efficiently and optimize your resources to lower costs. Reduce your time to market with application templates for faster performance.

EXPERTISE

Access to certified experts in cloud design, deployment and management equipped with best practices for continuous improvement

BE FUTURE-PROOF

Technology is constantly changing and so are your needs. With Managed Services, we'll periodically evaluate your public cloud portfolio and your IT footprint to adapt to newer technology, ensuring that you are always one step ahead of the curve.

S.NO	SERVICES	SILVER	GOLD
1	**Cloud Architecture and design consultation**	Standard templates, documentation & recommendations	Customized solution templates, documentation & recommendations
2	**Customer Portal**	✓	✓
3	**Proactive monitoring & management**	✓	✓
4	**Managed Deployment of Azure resources**	X	✓
5	**Managed OS, storage, backup, middleware, database, Firewall**	✓	✓
6	**Managed Azure support**	Yes, Limited by customer's Azure support subscription	Yes, Priority support through Tata Communications' Azure partner support subscription
7	**Azure migration support**	✓	✓
8	**Onboarding Assistance**	✓	✓
9	**Resource optimization**	X	Quarterly recommendations based on monitoring reports
10	**Incident response time**	Major: 4 hrs Minor: 1 business day Troubleshooting Request: 3 business days	Major: 60 min Minor: 180 min Troubleshooting Request: 1 business days
11	**24x7 technical support (Phone/Web/Email)**	✓	✓
12	**Change request per instance under management (per month)**	1	3

TATA COMMUNICATIONS ADVANTAGE

When you choose Tata Communications' Managed Service for Microsoft Azure, you'll get:

- Cloud choice – Public, private, or hybrid

- Deployment models – Standard, flexible, and fit for business

- End-to-end solution provider – Covers network, infrastructure, security, and emerging technologies like IoT & Big Data in the future

- Depth of technical expertise – More than a decade of experience in IT technologies & niche services

- Customer base - 2000+ Enterprise customers globally with 47,000+ SME in India

- Ease of business – Complete transparency in contract structure and a smooth customer on boarding process

- SLA-driven service commitments

Get in touch today to learn more about how Tata Communications' Managed Services for Microsoft Azure can give your Enterprise the competitive edge.

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About Tata Communications

Tata Communications Limited (CIN no:
L64200MH1986PLC039266) along with its
subsidiaries
(Tata Communications) is a leading global provider of
A New World of Communications™. With a leadership
position in emerging markets, Tata Communications
leverages its advanced solutions capabilities and
domain expertise across its global and pan-India
network to
deliver managed solutions to multi-national
enterprises, service providers and Indian consumers.

The Tata Communications global network includes
one of the most advanced and largest submarine
cable networks and a Tier-1 IP network, as well as
nearly 1.5 million square feet of data centre and
collocation space worldwide.

Tata Communications' depth and breadth of reach
in emerging markets includes leadership in Indian
enterprise data services and leadership in global
international voice.

Tata Communications Limited is listed on the
Bombay Stock Exchange and the National Stock
Exchange of India.

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