

Navisite Azure Management Services:

Complete Support for Your Microsoft Azure Migration

With one of the largest staffs of Azure-certified employees in the industry, Navisite has the people and expertise needed to help organizations just like yours exploit the full power of Azure's leading-edge capabilities in hybrid cloud, cloud security and application availability. Microsoft has designated Navisite as an Azure Center of Excellence (COE).

Microsoft Azure is today's fastest growing public cloud platform and a go-to choice for any organization that is looking to invest in a long-term cloud strategy.

As an Azure Center of Excellence, Navisite works directly with enterprises to assess your needs, design an effective Azure solution, manage the migration and provide ongoing monitoring and support.

Tailored support

Navisite support is adapted to the needs of your organization:

- Working as an adjunct to your IT team, we design cloud solutions specifically for your business, application and data environments, optimizing them to manage your costs, lower the risk and reduce the downtime.
- Our workload-based approach delivers cloud infrastructure that is tailored to your needs—unlike the pre-packaged, one-size-fits-all infrastructure deployments that others offer.
- We make sure the cloud architecture is flexible and configured to deliver sufficient agility to handle change

Workload assessment

Our team of Azure experts will work with you to assess your applications and workloads for cloud readiness, determining what can and cannot be moved readily. Their actions will include the following:

- Mapping dependencies between applications (i.e., how they share functions, data and/or user interfaces) and your specific lines of business
- Prioritizing applications based on how ready and mission critical they are.
- Right-sizing over/under-utilized resources.

- Addressing security or privacy issues.
- Estimating cloud total cost of ownership with accurate inputs on labor, infrastructure, tools, training etc.

Navisite brings particular expertise to transitioning Windows Server 2008 R2, SQL 2008 R2 or older business continuity/disaster recovery (BCDR) solutions, helping to significantly reduce costs and extend support by migrating these to Azure.

Migration planning

Once workloads have been identified, a specific migration plan will be developed based on:

- Application components: storage data, web servers, databases, single VMs, N-tier apps or entire datacenters.
- Whether it's a Lift-and-Shift migration or involves re-platforming or code factoring.
- The Azure region(s) involved.
- Whether the entire migration process will be automated or will involve manual and scripted efforts.
- What existing software licenses can be used when migrating to Azure and whether it's possible to use programs such as Azure Hybrid Use Benefit or License Mobility.

Cloud configuration

To configure your Azure-powered IT environment, Navisite will:

- Set configuration and security policies.
- Update the OS, software and apps.
- Manage employee/device access to apps and networks.
- Monitor and remediate client devices for compliance purposes.

- Apply security patches, set passwords and remotely administer computers.
- Troubleshoot problems with connectivity and configuration.
- Track, log and report configuration changes.

What's the best migration path for your Azure journey?

The lifting and shifting of existing applications is the best approach for customers who want to:

- Lower their maintenance costs and rapidly take advantage of cloud infrastructure.
- Avoid the burden of owning on-premises servers and data centers.
- Get scale-on-demand capacity with no change in the application environment.
- Rapidly land and expand a solution from one geography to another with very small cost or time constraints.

Application modernization is the best approach for customers who want to:

- Leverage cloud-native technologies (e.g., infrastructure code, serverless functions that are only found in the cloud).
- Update existing applications (e.g. add new features, capacity) to benefit from emerging technologies, including machine learning, artificial intelligence, bots etc.
- Equip development teams with continuous integration/continuous deployment (CI/CD) capabilities to improve productivity and cut costs.

Ongoing monitoring

Once live, we will keep you informed at all times with a 360-degree view of your entire cloud infrastructure—including Azure and other private or public clouds—via personalized dashboards. You will get the most relevant data to drive actionable insights and proactively prevent incidents.

We will provide an assigned service manager from Navisite, so details about the status, performance and usage of your cloud assets will be available 24x7 to your IT team.

Right-sizing your service level and support

Navisite provides flexible and simplified service management. In order to maximize your application uptime, Navisite offers two support tier levels:

Encompass – Full Azure management, with the fastest response time SLAs for rapid issue resolution.

Assist – Provides you access to experts and access to guidance when needed, plus escalated support to Microsoft.

Highlights of Navisite's service management tiers:

	Assist	Encompass
Choose Depending On Your Requirement	You do not require proactive support or have Azure skills in-house. All you need is an advisor	You would benefit from Navisite proactive services to monitor, maintain and protect your Azure environment
Service Level	1 hour / 8 hour response time based on severity	30 min / 4 hour response time based on severity
Escalation Support	Microsoft Premier Support escalation	Full range of proactive support including Microsoft Premier Support escalation
Accessibility	24x7x365 access to a Navisite team	24x7x365 access to a Navisite team
Know How Your Applications Are Behaving	Access to Navisite Proximity cloud services portal	Access to Navisite Proximity cloud services portal
Expert Advice	Navisite architecture guidance	Navisite proactive managed services, deployment and architecture advisory

To increase your flexibility, Navisite offers the ability to mix and match these two service levels. Depending upon the complexity of your application and your experience level with Azure, you can choose subscriptions that are a combination of Assist and Encompass. Flexibility that is rare to find the industry.

Rely on Navisite

Rely on our elite 5-Star Managed Services to help you accelerate your Azure cloud transformation. Take advantage of our extensive Microsoft expertise, automation and 117+ Azure-certified employees to exploit the full power of Azure's leading-edge capabilities in hybrid cloud, cloud security and application availability. Navisite is a leading Managed Cloud Service Provider (MCSP) with more than

20 years of experience and tens of thousands of cloud and virtual machines under management. This extensive experience and track record are the key reasons for Microsoft's designation of Navisite as an Azure Center of Excellence (COE).

With more than 460 Microsoft-certified technicians (including over 117 in Azure), 1,400+ IT certifications and round-the-clock support with financially backed 99.999% uptime SLAs, Navisite supports and complements our clients' IT staff with a full team of architects, operations professionals and security professionals assisting in both the migration journeys and the management of the migrated resources for peace of mind.

Navisite's deep experience with ITSM-compliant operations, using ITIL-based processes along with demonstrable use-cases in Azure migrations, ensures that organizations like yours will have a successful transition to Azure, with a more reliable and secure presence in the Cloud.

Also, as a Navisite client, you can benefit from direct escalation to Microsoft Premier Support, where we will handle requests on your behalf as necessary for the fastest incident resolution.

About Navisite

Navisite, LLC, a part of Spectrum Enterprise, is a leading international provider of managed cloud services, including managed multi-cloud Infrastructure-as-a-Service (IaaS), Managed Office 365 and Managed Applications. Navisite provides a full portfolio of dependable and scalable managed services, enabling organizations to extend their data centers with hybrid, private and multiple public clouds. Enterprises can outsource IT infrastructure to Navisite to maximize the agility and value of their IT investments. With more than 1,400 certifications held by Navisite employees, including 117+ in Azure alone, we deliver customized solutions through an international footprint of state-of-the-art data centers.