

Managed Services

The most comprehensive offering to realize the benefits of the Cloud

Professional Labs 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, Professional Labs 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 CD managed services



Implement Best Practices

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

Professional Labs 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:

PROFESSIONAL LABS MANAGED HOSTING & SERVICES (IAAS/PAAS)		Azure Workload 1	Per Hour Service	Azure Workload 2
Cap	Hosting Support	●		●
	Proactive Monitoring	●		●
	Configuration Management	●		●
	Security Management	●		●
	Spend Optimization	●		●
Op	Managed Database		●	●
	Managed Network		●	●
	Managed Security		●	●
	Managed Operations		●	●
	Consultation Services		●	●

Professional Labs'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)