



## Reliability you can count on — SAFE Managed Services for Azure

### Ensure the health and optimization of your infrastructure and applications hosted in Azure.

To realize the full value of cloud computing, you need to ensure your applications and systems remain stable and secure in your new environment. Catapult not only provides full coverage support for all of your cloud-based solutions, but ensures your consumption model remains aligned with your business needs and budget. While much of the maintenance associated with your on-premises solutions may be reduced, new skills will be required to maximize your cloud investments.

As a **Microsoft National Systems Integrator** and home to various Microsoft MVPs, Catapult Systems has the expertise to provide the essential support needed for all of your cloud computing needs. Whether providing for your cloud configuration needs, such as firewall settings or troubleshooting connectivity, or filling the gaps for developer resources, the Catapult's SAFE Managed Services team can efficiently and effectively address your support requests.

Catapult Systems' SAFE Managed Services for Azure go well beyond the basic troubleshooting provided by a typical managed services provider. Our application-level proactive services deliver:

**Continuity** — Dedicated, certified technical leads who are intimately familiar with your environment and function as an extension of your team.

**Capability** — A premier application development team who is ready to assist with creating and moving your applications to the cloud.

**Visibility** — An extranet portal provides the ability to view open service requests in real-time, submit new requests, view health check reports, monthly reports, key performance indicators (KPIs), frequently asked questions, knowledge base ticket history and project prioritization.

**Flexibility** — Utilize a single agreement for SAFE Managed Services for all of your applicable deployed Microsoft technologies.

### Any Supported Microsoft Technology — One Contract

Under a single contract for SAFE Managed Services, you have access to our team for all supported Microsoft technologies. That's right. Deploy a new technology and you are covered under a single contract with a single monthly invoice.



## SCAN – Monitor & Assess

Designed to ensure the health and stability of your Azure environment, Catapult's SCAN Service leverages the power of System Center Operations Manager (SCOM) tools to provide 24/7, 365-day system monitoring. SCAN services go far beyond traditional monitoring services with recurring in-depth health checks, analysis and trending to proactively identify issues requiring remediation. Sample services include:

- Storage and Service Review
- Optimization of Azure Consumption to Economize Azure Spend
- System Health and Performance Monitoring
- Monthly Review of Network Architecture: Security and Endpoint Review

## ADMINISTER – Configure & Manage

Whether serving as your primary Administrator or acting as an expert for escalation support, your Catapult team members can perform a comprehensive set of tasks for your Azure services and fine-tune your Azure subscriptions. Our certified, assigned resources help manage the services and data stored within Microsoft Azure, especially complex production level workloads with a large number of servers and applications. Your assigned team members are committed to managing the recurring administration and weekly tasks necessary to keep your workloads and environments stable. Sample services include:

- VM Creation and Troubleshooting and Lifecycle Management
- Remote Desktop Service (RDS) Management
- Setting User and Group Security
- Advise on Storage Solutions and Redundancy
- Patch Management (OS and/or applications)
- Code or Service Promotions from Staging to Production
- Application-level Support (SharePoint Admin, Custom App Admin, SQL DBA, etc.)
- Multi-Factor Authentication Configuration
- AD Premium Configuration

## FIX – Respond & Remediate

Once your help desk personnel have performed the basic troubleshooting and isolated the issue, Catapult's support experts step in to remediate. Your dedicated team members are familiar with your unique environment and specific applications to expedite your issue resolution. We leverage the combined knowledge of a team that has deployed and supported hundreds of systems. All along the way you will have visibility into the resolution process as we track, troubleshoot and resolve each issue. Finally, we provide a root cause analysis to prevent future issues from recurring. Sample services include:

- Issue Tracking, Root Cause Analysis
- Troubleshooting
- Problem Resolution, Workarounds and Remediation

## ENHANCE – Customize & Build

Whether developing new enhancements to your custom applications or building a new application in the Cloud, you need expert developers on your team that understand your sites and applications. Catapult's *SAFE Managed Services for Azure* customers are eligible for recurring customization services at pre-paid, discounted rates. Services at typical development shops can be expensive, however, with Catapult Managed Services, you will have access to these services within your existing agreement. These services are designed for ongoing, new and existing, enhancement needs that require consultants familiar with your environment.