



Get expert help with deploying Azure and managing your environment for optimized performance and cost outcomes.

Many organizations have adopted public cloud. Scalable architecture, compute power and world-class security often drive these types of commitments. Today, the public cloud is growing at a record pace. The worldwide public cloud services market is forecast to grow 17% in 2020 to total \$266.4 billion, up from \$227.8 billion in 2019, according to Gartner, Inc.¹

With this profound expansion, there is a growing interest in managing the financial impact of public cloud consumption. Today's leaders are looking to:

- Identify all public cloud workloads within the IT environment.
- Establish consumption and cloud spend budgets for individual workloads.
- Monitor workloads for unexpected consumption or other performance anomalies.
- Proactively govern workload consumption to prevent spend and consumption overages.

Billions of dollars are lost every year as a result of poor management of the public cloud.² In many cases, this is caused by basic oversights such as oversized workloads, idle consumption and the procurement of oversized resources.

For many organizations, the need to govern public cloud consumption is clear, while the solution is not. It can be difficult to commit staff, establish best practices and ensure investments are being made in the proper technologies.

Insight Cloud Care for Azure is a market-leading solution for optimizing Azure® consumption and spend. Through Insight Cloud Care, you can:



Use Azure through the Cloud Solution Provider (CSP) program.



Receive concierge support from our Cloud Success Management team.



Monitor and proactively manage cloud workload consumption and spend.



Leverage 24/7 administrative technical support and break-fix troubleshooting.



Receive Azure service performance alerts.



Leverage Azure advisory services from cloud experts.

¹ Gartner Press Release, Gartner Forecasts Worldwide Public Cloud Revenue to Grow 17% in 2020, November 13, 2019, <https://www.gartner.com/en/newsroom/press-releases/2019-11-13-gartner-forecasts-worldwide-public-cloud-revenue-to-grow-17-percent-in-2020>

² Stalcup, K. (2020, Mar. 15). Wasted Cloud Spend to Exceed \$17.6 Billion in 2020, Fueled by Cloud Computing Growth.

Deploying Azure

Insight Cloud Care enables your use of Azure® through the Microsoft® CSP program, which offers a highly competitive and consumption-based pricing model. Benefits include Cloud Success Management services and access to our advanced monitoring technology.



Cloud success manager

Our Cloud Success Management team is dedicated to ensuring that your organization enjoys the best return on your Microsoft cloud investment. Our cloud success managers:

- Document your cloud objectives.
- Provide recommendations based on your goals and industry best practices.
- Configure budget and consumption alerts using our advanced consumption monitoring tools.
- Establish regular performance review calls.



Azure advisory services

With the Premier level service, your organization benefits from four (4) hours of consultative support per month for architecture, tools, configuration, continuity, capacity, performance and integration.



Advanced monitoring and management

Gain better understanding and control of your public cloud consumption with our advanced cloud consumption monitoring and management platform. Using our platform and working with our Cloud Success Management team, you can:

- Eliminate cost overruns with proactive budget monitoring and reporting.
- Optimize cloud spend through predictive analysis and guided service selection.
- Conduct cloud bill analysis, Reserved Instance (RI) optimization and continuous cost optimization review based on cloud usage.
- Count on 24/7 monitoring and automated alerting of Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) web services.



24/7 administrative technical support and break-fix troubleshooting

Receive 24/7 access to technical support, break-fix support and troubleshooting for your Azure subscription and Microsoft Office 365® tenant.

Service tiers

Insight Cloud Care is provided in a three-tier structure, allowing you to right-size your level of support.

Essentials	Advanced	Premier
<p>Ensure the economic optimization of your Azure investment with reporting and insight into cloud resource utilization.</p> <ul style="list-style-type: none"> • Azure subscription • Access to the Managed Cloud Portal (MCP) dashboard • Cloud success manager • 24/7 admin technical support 	<p>Receive managed support services for your IaaS strategy while repurposing internal resources for other high-priority actions.</p> <ul style="list-style-type: none"> • Everything in Essentials • 24/7 IaaS technical support (event, incident, problem management) including: <ul style="list-style-type: none"> • IaaS host infrastructure • Virtual networks and Virtual Private Network (VPN) gateways • Azure Storage • ExpressRoute® <p><small>*Minimum monthly cloud consumption required</small></p>	<p>Use the public cloud for your critical application and development operations. Insight delivers the tools and expertise to quickly implement high-impact PaaS workloads.</p> <ul style="list-style-type: none"> • Everything in Advanced • 24/7 PaaS technical support (event, incident, problem management) • Provisioning and DevOps automation • 4 hours of Azure advisory and architecture support (per month) <p><small>*Minimum monthly cloud consumption required</small></p>

For more information, please visit pages.insight.com/care-azure.