

# Azure Managed Services

Get the expert support that you need to monitor your Azure environment proactively and to resolve issues when they happen. Leverage the experience of Professional Advantage to seamlessly and cost-effectively manage your cloud infrastructure with our Azure Managed Services.

## Azure Managed Services Inclusions

- Automated Server Management (patching, backup, antivirus and more).
- Real time monitoring with proactive issue identification and resolution.
- Web, phone, and email support when you need it.
- Access to senior Azure architects for strategic consulting activities.

## Benefits of Proactive Support Services

- Prevent unexpected disturbances from happening with your Azure environment maintained steadily.
- Get issues resolved before you even know it with real-time monitoring and proactive issue resolution.
- Get quick access to a team of certified and experienced support engineers to monitor, manage, and resolve issues.
- Escalate technical issues for resolution to senior cloud and infrastructure engineers.
- Affordable and predictable monthly spend on support costs, with no hidden charges.

## Why Partner with Professional Advantage?

- Use a defined Service Level Agreement (SLA) and Escalation procedures for a structured approach from case reporting to issue resolution.
- Work with an organisation with an excellent track record in Azure implementation, deployment, and support.

*Their attention to detail and active involvement in Twinings IT goals are world class: suggesting best practices, cost effective solutions, and impressive business as usual service.*

**IT Manager, Twinings**

## Contact us

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