



MANAGED SERVICES SCOPE

CLOUD MANAGED SERVICES CATALOGUE

REMEDIATION

Overview	Details	Business Basic	Business Premium	Enterprise
Service Desk	Service Desk	Web based service desk available to log tickets		
Support	Technical Support	9X5 access to Cloud Support Engineers via email & phone	24x7 access to Cloud Support Engineers via email & phone for Severity 1 Issues. 9x5 for Rest	24x7 access to Senior Cloud Support Engineers via email & phone for Severity 1 and Severity 2 Issues. 9x5 for Rest
	Problem Management	Yes		
	Root Cause Analysis (RCA)	No	Yes	Yes
	Cloud Solution Architect	No	Shared Solution Architect (SA)	Named Solution Architect (SA) to provide Infrastructure optimization and solution recommendations on quarterly basis.
	Technical Account Manager	No	Nominated Account Manager for ongoing business and technical assistance	
Service Level Agreement (SLA)	Response Times	Major: < 8 hours Minor: < 24 hours Service Request: < 2 Business Day	Critical: < 1 Hour Major: < 2 hours Minor: < 4 hours Service Request: < 1 Business Day	Critical: < 10 mins Major: < 30 min Minor: < 2 hours Service Request: < 1 Business Day
Platform Management	Change Management	No	Small Change Request up to 2 hrs of effort can be accommodated. However all major Change Management is chargeable as per the rate card.	
	OS Support	Support for Linux and Windows Server OS.		
Pricing	Option 1	INR 6k for 1 ticket	Unlimited Tickets	Unlimited Tickets
	Option 2	INR 27.5k for 5 tickets	Pricing Depends upon Consumption	Pricing Depends Upon Consumption
	Option 3	INR 50k for 10 Tickets		

MONITORING AND ALERTING (PLEASE NOTE IT DOES NOT HAVE LOG MONITORING)

Overview	Details	Description
Cloud Monitoring	Azure and AWS VM and Storage	CPU, Memory, Disk utilization for VMs
	Elastic Load Balancing (ELB) / Load Balancing (LB)	Monitoring load balancer for managing traffic across VMs
	Amazon Relational Database Service (RDS) /SQL Database	Amazon RDS and Azure SQL Database monitoring. Performance Monitoring not included
	IP Security (IPSec) VPN Tunnel	Monitoring VPN tunnel whether it is functional
Website Monitoring	Web Monitoring	Web Monitoring for availability and downtime
	URL, HTTP/HTTPS	Monitor whether the URL is reachable or not on HTTP and HTTPS ports
Application Monitoring (Uptime and Availability only)	Web Application	Web Applications running on various different technologies
	RHEL JBOSS, Apache Tomcat, IBM WebSphere, Oracle WebLogic	All the leading Middleware technologies
	ActiveMQ, JMX	Java Application monitoring
DB Monitoring (Uptime and Availability only)	MySQL, Postgres	Open Source Relational Database Management System (RDBMS)
	Microsoft SQL Server (MSSQL), Oracle, DB2	Company supported RDBMS
OS Monitoring	Windows, Linux, RHEL, Ubuntu, Debian, CentOS, Fedora, SUSE	All the leading OS types are supported
	Linux Service and Process, Windows Service and Process	Services and Processing running on the OS
Windows Monitoring	Exchange Monitoring	Server availability and server statistics
	Active Directory, Lightweight Directory Access Protocol (LDAP) (Non-Microsoft)	Server and services availability
Protocol Monitoring	rsyslog, syslog	Utility for forwarding log messages in an IP network.
	Microsoft IIS, Apache	Web Servers
	Server access/audit logs	Access logs for audit
	File Transfer Protocol (FTP) / SSH File Transfer Protocol (SFTP)	Network protocol for transfer of computer files between a client and server on a network.
	POP, SMTP, IMAP	Protocols related to mailing solutions
	DNS, Dynamic Host Configuration Protocol (DHCP)	IP address and other related configuration information
	SSH, Telnet, Simple Network Management Protocol (SNMP)	Operating network services and accessing resources over the network

MANAGEMENT

Overview	Details	Description
Management and Advisory	Capacity Optimization	<p>Recommendations based on capacity utilization</p> <ol style="list-style-type: none"> 1. Moving to up the stack features such as PaaS/Serverless technologies to save costs 2. Analysis of fault-tolerant and HA applications for optimization 3. Leveraging Spot Instances/Low priority instances for some workloads
	Cost Optimization	<p>Regular monitoring of resource utilization and quarterly recommendation on cost optimization by:</p> <ul style="list-style-type: none"> - Rightsizing instances - Reserve Instance (RI) recommendations
	Role Based Access Control	AWS/AZURE/GCP User Access Management.
	Cloud Account Management	Management of AWS/AZURE/GCP accounts (tracking and auditing) using services such as AWS CloudTrail etc.
	Cloud Best Practices Architecture Recommendations	<p>A combined set of AWS, AZURE, GCP and Progressive recommendations based on Best practices.</p> <ol style="list-style-type: none"> 1. Review security posture and security practices 2. Periodic validation and review of application software design for Cloud 3. Establish governance and cost controls 4. Dev-Ops recommendations for deployment automation
	System Administration	<p>This includes day to day system administration tasks such as:</p> <ol style="list-style-type: none"> 1. Maintaining details and track changes to VPC/vNet, Access Control Lists (ACLs), Virtual LANs 2. Managed Operating System (O/S) patch management 3. Operating System (O/S) hardening 4. Operating System (O/S) administration
	Scheduled Infrastructure maintenance	Maintain record on all scheduled maintenance windows and proactively inform to all stakeholders.
	Resource Tagging	Tag all resource to have user friendly name, as provided by Client. We can recommend what is the right way of tagging to allow additional tagging benefits.
	VM Image Management	Base Operating System or full machine image management / storage. VM Snapshot frequency and retention period can be changed.
	Backup and Recovery	Backup and Recovery using native Cloud services

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Overview	Details	Description
Automated Cloud Management (Centilytics)	Utilization Report	Monthly detailed Utilization (CPU, memory, disk) reports will be shared with the Client
	Availability Report	Monthly Availability Report for Client's servers/services
	Billing Report	Monthly Reports can be downloaded
	Cost Dashboard	Progressive offers the Cloud management dashboard with Cost explorer page: <ol style="list-style-type: none"> 1. Cost graphs with configurable time range 2. Cost graphs allowing service wise consumption
	Consumption analysis/Billing Insights	Progressive provides consumption analysis based on previous months spend: <ol style="list-style-type: none"> 1. Monthly Trend 2. Region wise Trend
	Spend Management	Spend management helps manage the costs budgeted for a cost center: <ol style="list-style-type: none"> 1. Tag based budgeting 2. Two levels of alerts can be triggered based on pre-specified resource usage limits.
	Managed monitoring and alerting	Automated notifications for Cloud Infrastructure operations: <ol style="list-style-type: none"> 1. Automated Cost Optimization Checks 2. Automated Fault Tolerance Checks 3. Automated Performance Checks 4. Automated Security Checks
	Security and Health Audit	<ol style="list-style-type: none"> 1. Infrastructure performance and compliances checks like PCI DSS, CIS, HIPAA, GDPR, ISO 27001, and NIST 800-53 2. Checks that examine the usage limits of your service(s) 3. Actionable insights and warnings on your service usage and limits

THANK YOU

Centilytics

A graphic element consisting of four yellow circular nodes connected by thin yellow lines, forming a jagged path that passes through the letters 'i' and 'l' in the word 'Centilytics'.