

# TRACE3

## CLOUD MANAGED SERVICES

Organizations today are moving toward a “cloud-first” approach to take advantage of network availability and reduced costs. Once in the cloud, subscription and maintenance fees can spiral out of control. Organizations must recruit, train, and certify internal cloud experts while also tending to legacy infrastructure.



These resource commitments take away from the core objective of IT, which is to enable business growth. Trace3 can help relieve the burden of cloud management. We offer a certified team of cloud optimization experts that can oversee Microsoft Azure and Amazon Web Services (AWS) environments, along with your traditional O365 infrastructure via a “single pane-of-glass” deployment and full managed services model.

## HIGH-LEVEL CHALLENGES

Organizations with several workloads running in the cloud face major challenges that Trace3 can help solve.



### VISIBILITY

It's critical for businesses to have a unified view to monitor infrastructure. The absence of a single dashboard leads to duplication of resources and inability to mitigate downtime.



### OPTIMIZATION

With the growing use of cloud technologies, optimization is a necessity for cloud services. Optimization requires closely monitoring resources to ensure maximum productivity, as well as security and compliance.



### SKILLS & COSTS

Enterprises are finding it difficult to hire and retain the right cloud experts. Many firms have instances where unused or non-optimally utilized cloud resources are draining budgets.



### SECURITY & COMPLIANCE

Many organizations face security risks associated with cloud and shadow IT. Problems range from inadequate compliance, lack of encryption, insufficient risk assessment, poor data redundancy, data leakage, and other threats.

Managing cloud services is not the same as managing on-premise environments. The challenges are unique for monitoring parameters, metrics management, troubleshooting, workload performance tuning, network management, storage, and dependencies—such as disaster recovery—with cloud operators.

### HIGH-LEVEL VIEW



#### PAAS MANAGEMENT

Service Provisioning and Configuration | Service Monitoring and Management | Technical Support



#### GOVERNANCE

Subscription Management | Policy Assignments | Role Assignments | ARM Templates



#### OPTIMIZATION

Cost Optimization | Availability Recommendations | Performance Recommendations | Security Recommendations



#### SECURITY

Identity Management | Access Management | Audit Logging | Key Vault Management



#### APP/DB MANAGEMENT (ADD-ON)

App Monitoring | Web Application | SQL/MySQL DB | Backup Management

### OUR ADVANTAGE

- 24x7x365 Visibility: "Single-pane-of-glass" view capability over your environment
- 24x7x365 Operations: Support team assurance that your environment is always-on
- Customer experience: Information-rich dashboard for executives and technical POCs
- Proactive Management: Outcome-based service anticipates problems or outages in a hybrid situation
- Control: Stringent SLA-driven managed service, which enables better control
- Reports: Periodic reporting and comprehensive audit trails help you stay ahead
- Partners: Microsoft Technology Partner for Azure services; Advanced Consulting Partner for providing AWS cloud services
- Integrated Expertise: Trace3 provides frontend consulting and implementation services along with backend escalation and Intelligent Resolution as an integrated wrapper around the world-class cloud monitoring and management services of Netenrich.

### WHY TRACE3 AND NETENRICH?

- More than 6,000 clients managed and more than 1,000 clients cloud-managed
- Four global delivery centers
- 80-plus services across cloud, network and data center, security, and IT operations