

PARTNER WITH eGROUP TO MANAGE YOUR CLOUD

## WE FOCUS ON SUPPORTING YOUR BUSINESS SO YOU CAN FOCUS ON RUNNING IT.

*Don't let roadblocks slow you down.*

Operating a cloud environment on your own can involve complex issues that require in-house expertise. With the limitless capability the cloud brings, your business needs the flexibility to engage expertise on a wide range of technology to ensure you are optimized, secure and ready to support your customers.

eGroup is a four-time Microsoft Gold Partner that manages the computing, operating systems, storage, networks and the suite of complex tools and tasks that are associated with running your environment in the Azure Cloud. We focus on every potential roadblock so you can make sure everything runs smoothly.

### Add experts without expanding your team.

Gain the advantage of cloud computing without having to become experts.

Focus on your core products and applications instead of the infrastructure that supports them.

Leverage 8x5 or 24x7x365 support with technical resources available when you need them.

#### PAY AS YOU GROW

*eGroup Azure managed services are calculated based on what you pay for your Azure virtual machines. As you increase or decrease your virtual machine count, the cost for managed services fluctuates accordingly, keeping in line with your cloud costs on a monthly basis.*

**NO UNEXPECTED FEES. NO MORE SURPRISES.**

## OUR APPROACH

*With decades of experience, we've delivered speed and certainty with Cloud and Data Center initiatives to organizations of all shapes and sizes, in all kinds of industries, helping them keep their data and systems safe, secure, available and resilient.*

We're proud to be an 'Elite' Microsoft Gold Managed Partner in four distinct Microsoft competencies, certified to manage Microsoft Azure, Microsoft Office 365, and Microsoft Enterprise Mobility.

We offer three types of managed services:

#### SUPPORT ONLY

Access to eGroup expertise on a per-incident basis to get the support you need, when you need it.

#### MANAGED AZURE

eGroup experts manage your Azure Active Directory and subscriptions, ensuring your access is secured and your subscriptions are optimized.

#### MANAGED VIRTUAL MACHINES

eGroup experts manage your Azure Active Directory, subscriptions and virtual machines, ensuring your virtual machines are up to date, your data is protected and your environment is optimized.

## THE PATH TO STRESS-FREE MANAGEMENT



#### ANALYZE

The eGroup team will assess your existing environment to map your optimal course to the cloud.



#### MIGRATE

Move and improve your cloud-ready workloads and take advantage of the capabilities today.



#### MODERNIZE

Understand how you can replace systems with services and reduce management and operational costs.



#### MANAGE

eGroup will diligently oversee daily tasks that are associated with running your environment in the Azure Cloud. We will manage the continuous complexity so you don't have to, optimizing your environment to keep everything running as smoothly as possible.

Together, we make IT happen.

MANAGED AZURE

## MORE SUPPORT, LESS WORRY.

*eGroup is a Microsoft Cloud Solution Provider (CSP).*

With Azure CSP Licensing, eGroup goes beyond providing you with your monthly subscription, becoming a valuable partner in helping you meet your goals. Other legacy licensing models don't offer the same extensive benefits. Read more about the advantages of CSP Licensing below.

### PAY FOR WHAT YOU USE

Monthly pricing with no up-front commitments.

### LICENSING SIMPLICITY

Azure services and Managed services all in one pricing model.

### PLATFORM SUPPORT

Tier-1 and Tier-2 technical support included for Microsoft Azure platform issues.

### BILLING SUPPORT

Easy access to knowledgeable and friendly eGroup team members to help you understand your Azure charges.

### FREE RESOURCES

Advanced self-service tools included to break down your services, help you plan for the future, and simplify your cloud cost and risk.

Contact us today  
to get started.



SIMPLY CALL

**1 877 eGROUP 1**

OR VISIT

**eGROUP-US.COM**

## Features

	SUPPORT	MANAGED AZURE	MANAGED VMS
<b>REACTIVE SUPPORT</b>			
<i>1, 5, 10 or 20 Per-Incident Pack per Month, Additional Incidents Available as Add-On</i>	PER INCIDENT	✓	✓
<b>SUBSCRIPTION AND INVOICE SUPPORT</b>			
<i>Billing Questions, Invoice Disputes, Licensing Optimization Expertise</i>	CSP ONLY	✓	✓
<b>DEDICATED CUSTOMER SUCCESS MANAGER</b>			
<i>Named Resource, Onboarding Management, Health and Agreement Management, Schedule Management, Escalation Management</i>	✗	✓	✓
<b>DETAILED AZURE DESIGN DOCUMENTATION</b>			
<i>Diagram Development, Environment Details Documentation</i>	✗	✗	✓
<b>DEPLOYMENT ASSISTANCE</b>			
<i>VM Adds/Edits/Deletes, Network Adds/Edits/Deletes, Resource Group Adds/Edits/Deletes, Subnet Adds/Edits/Deletes, Security Adds/Edits/Deletes (NSGs, ACLs, LBs, etc.)</i>	PER INCIDENT	PER INCIDENT	PER INCIDENT
<b>MANAGED AZURE AD</b>			
<i>User Changes/Adds/Deletes, Administrative Access Management, Role-Based Controls Configuration, Admin Multi-Factor Authentication (MFA), AD Connect/User Sync, Policy Management</i>	✗	✓	✓
<b>MANAGED COST OPTIMIZATION</b>			
<i>Azure Advisor or Azure Cost Management Required, Quarterly Cost Review and Recommendations</i>	✗	✗	✓
<b>PERIODIC HEALTH CHECKS AND REPORTING</b>			
<i>Periodic Health Reporting, Log Analysis Best Practices Recommendations, Future Change Recommendations</i>	✗	AZURE AD ONLY	✓
<b>MANAGED OPERATING SYSTEMS</b>			
<i>Windows and Linux, Managed Anti-Virus, Managed Server Patching/Updates, Managed Azure Backup and Recovery, Remote Management and Troubleshooting</i>	✗	PER INCIDENT	✓

## Additional Features

### MORE OPTIONS

Standard 8x5 and Premium 24x7 Response options available.

### FULL OWNERSHIP

Your problem is our problem. Once identified, we will own the issue from beginning to end.

### ADD-ON CAPABILITIES

eGroup can go beyond managing VMs, to include the applications they host. Ask us how we can manage, optimize, and modernize them for your benefit.