

# Impact, delivered

Codec Azure  
Managed Service  
offering





# Azure Cloud Managed Services offerings

Codec offer a range of Azure managed support services that will ensure your Azure environment is actively supported and managed. We understand our customers' needs and our Azure support offerings have been developed with these in mind.

## Extensive Azure skills

- Access to a large pool of Azure experts including multiple MVP's. Codec have attained Gold Cloud Platform status and employ 16 full-time Azure certified technicians.

## Advanced support

- Direct first level access to in- house Azure support technicians. Premium access to advanced Microsoft Azure support ensuring issues are resolved quickly and effectively.

## Customer success

- Committed to customer success on Azure through high quality Managed Services. Excellent customer experience demonstrated with case studies.





# Azure support services

Codec offer a comprehensive suite of support services for your Azure environment – from Standard level support through to Premium support services. The below illustrates the three support levels and what’s covered by each level.

## > Standard

- Incident, Service Request
- Service Level Agreement
- Remote support Mon to Fri 8am to 6pm
- Automated monthly reporting
- Light-touch service management engagement
- Service costs that scale with your needs

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## > Enhanced

Additional to  
Standard

- Service Delivery Management
- Enhanced Service Level Agreement
- Cloud Infrastructure configuration advisory services
- Management of virtual machines, storage, patching and availability management
- Azure financial analysis, management and reporting, and financial best practices
- Security management recommendations

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## > Premium

Additional to  
Standard + Enhanced

- Bespoke Tailored Managed Support
- Integrated IT service management of workflow, automation and governance
- Dedicated on-site resource (optional)
- Highest level of SLA available
- Out of hours support (optional)
- Access to Microsoft Support Services through ASFP
- Proactive monitoring of critical services
- Scheduled Backup / DR testing



# Why Codec?

**35+**

years experience.

**ISO**

20000, 27001, 9001, certified and GDPR compliant.

**Direct access**

to Advanced Microsoft Azure support.

**Commitment**

to customer service managed through dedicated customer success managers.

**One of the largest**

Microsoft Azure teams including MVP's.

**Recognised**

by industry with numerous awards including "Microsoft Partner of the Year" 9x.

## Microsoft Awards

## Microsoft Partner



## Azure Expert MSP

 **Microsoft Solutions Partner**  
Infrastructure  
Azure

 **Microsoft Solutions Partner**  
Digital & App Innovation  
Azure

 **Microsoft Solutions Partner**  
Data & AI  
Azure

 **Microsoft Solutions Partner**  
Security

 **Microsoft Solutions Partner**  
Infrastructure  
Azure

 **Microsoft Solutions Partner**  
Infrastructure  
Azure

 **Microsoft Solutions Partner**  
Data & AI  
Azure

 **Microsoft Solutions Partner**  
Security

**Specialist**  
Azure Virtual Desktop

**Specialist**  
Infra & Database Migration

**Specialist**  
Analytics on Microsoft Azure

**Specialist**  
Cloud Security

 **ISO 20000-1**  
CERTIFICATION EUROPE™  
ISO 2000-1 IT Service Management System

 **ISO 27001**  
CERTIFICATION EUROPE™  
ISO 27001 Information Security Management System

 **ISO 9001**  
CERTIFICATION EUROPE™  
ISO 9001 Quality Management System

 **ISO 14001**  
CERTIFICATION EUROPE™  
ISO 14001 Environmental Management System





Want to find out more about our  
solutions and the impact we can  
deliver for your business?

[Contact us today](#)

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