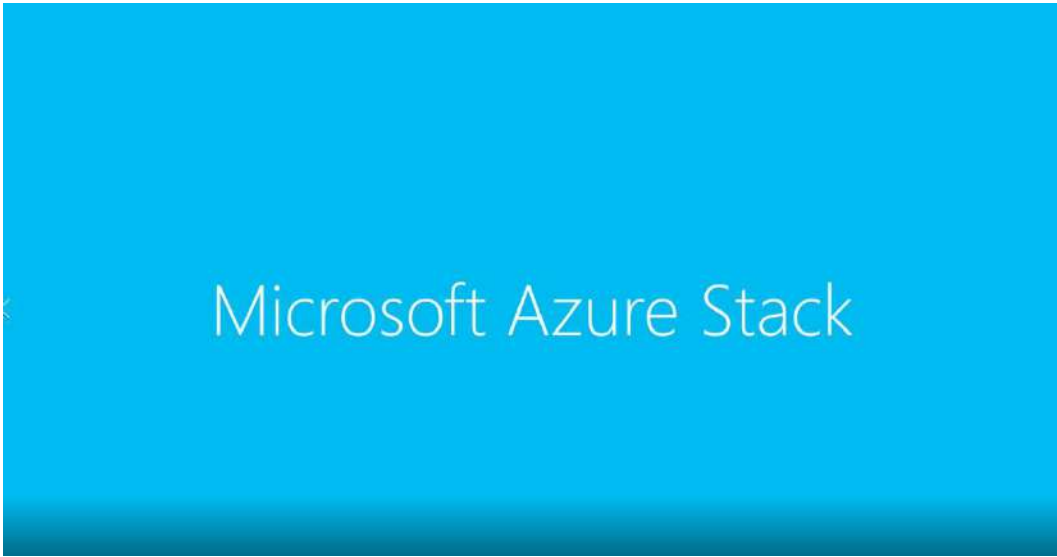


A guide to ZNetLive Support Services for Microsoft Azure Stack



Microsoft Azure Stack

Table of Contents

Introduction	3
Key Features.....	4
One support stop for Azure	4
Specialized Azure Stack Proof of Concept Support.....	4
Assurance and trust with expertise of handling Microsoft Cloud services.....	4
Secure services assurance.....	4
Solid infrastructure	5
Service Level Overview	6
About ZNetLive	7

Introduction

Microsoft Azure Stack – the world’s first unmatched and truly consistent platform for hybrid cloud, enables enterprises to develop applications in their datacenter and on cloud, seamlessly in one Azure environment. Microsoft Azure Stack being consistent with the most used public cloud – Microsoft Azure, takes app development to a completely new level with velocity and control to create, deploy and test apps either on enterprise datacenter or on the cloud.

With diminished boundaries between datacenter and the cloud, Azure Stack enables enterprises to realize full potential of public cloud environment like agility and scalability, while retaining complete security and control of the private cloud environment.

But implementing Microsoft Azure Stack is no child’s play as it requires expertise in handling Microsoft Cloud.

ZNetLive, being a Microsoft partner has been working on Microsoft cloud products for long, so you can rest assured that you’ve complete deployment and operational support for Microsoft Azure Stack.

Key Features

One support stop for Azure

No need to run from pillar to post. We provide completely unified support for Azure cloud and Azure Stack cloud including platform elements like hardware, VMs etc. at a single place. Our Azure experts provide round the clock assistance in creating, installing, operating, monitoring and optimizing cloud environments using Azure Stack.

Specialized Azure Stack Proof of Concept Support

As of now, we are offering an Azure Stack Proof of Concept (POC) for helping organizations get easy access to Azure Stack for testing and assessment purposes. Our Azure Stack POC support comprises:

- Quick installation so that you can explore Azure Stack quickly and easily.
- One hypervisor POC to be used for non-production workloads.
- Providing help in purchasing Azure Stack when open to General Availability.

In order to get started, mail to msp@znetlive.com.

Assurance and trust with expertise of handling Microsoft Cloud services

We are the first Microsoft Cloud Solution Provider (CSP) in Rajasthan, India, and have been working closely with Microsoft for over a decade. Our Microsoft cloud management services have benefitted end customers to be digitally transformed. We have the skills and expertise to support your move to Microsoft Azure Stack.

Secure services assurance

With managed Microsoft Azure Stack, you can select our data centers for hosting your Azure Stack cloud. Our trained technical experts will take care of application and infrastructure security with regular health check monitoring and

will recommend security services from time to time to help you meet regulatory compliances.

Solid infrastructure

Built on Microsoft Hyper-V - Adaptable guest VM support on safe and private hardware makes Hyper-V the ideal hypervisor for your workloads. Cloud OS builds on it with self-service provisioning, automation and monitoring.

Self-service – With the help of Azure Stack, you will have the same setup in your own environment, including interface and all services that Microsoft provides on Azure public cloud.

So, you will be able to access all advantages of public cloud and get all public listed services within the private cloud with the ability to scale to public as per your business demands, thus, getting a seamless experience between infrastructure and Azure cloud environment.

Service Level Overview

Support Team	Chat, phone, and ticket support availability 24x7x365 to ensure that you get the help you need.
Dedicated Account Manager	You will get a dedicated account manager who will be your SPOC whenever you will need help.
Technical Team Support	Our technical team has been working on Microsoft Azure cloud for long, so you can rest assured that we have the requisite skills and you've complete deployment and operational support for Microsoft Azure Stack. Our team will know your environment completely and will provide support for all your application and OS needs.
Guaranteed SLA	We provide an industry-leading SLA and uptime guarantee.
Proactive Monitoring & Management	We proactively monitor your OS, cloud environment, and resolve issues quickly, with complete support for upgrading and patching.
Stack Support	We will own creation, deployment and management of your Azure Stack environment and provide comprehensive support for virtual machines and all resources in your Azure Stack environment.
Best Practice Recommendations	Our team will recommend and help you select services best suited to your needs like load balancers, monitoring, back up etc. increasing and decreasing them as needed.

About ZNetLive

Incorporated in 2009, ZNet Technologies Pvt. Ltd. is an IT and Cloud solutions provider that has empowered more than 100K websites, applications and hosting running worldwide. Our clients comprise enterprises, SMBs, software vendors and system integrators.

Delivering services worldwide through its different ventures and by collaborating with partners, ZNet works closely with vendors like Microsoft, Acronis, AWS, Google Cloud and IBM on cloud technologies, along with Artificial Intelligence (AI) and Internet of Things (IoT) focused enterprise solutions in India and across the world.

A member of NASSCOM, ZNet's expertise is backed by awards like Microsoft Channel Partner (IAMCP) P2P Bronze award, CRN Award in Excellence for IP creation, SME Channel Enclave Application Specialist Award and more.

- Microsoft Cloud OS Network Partner
- Microsoft Cloud Solutions Provider
- Microsoft Gold Hosting Competency
- Microsoft SME Specialist
- Microsoft Gold Datacenter
- Microsoft Gold Cloud productivity
- Microsoft Gold Midmarket solution provider
- Microsoft Gold Small and Midmarket Cloud Solutions
- Microsoft Silver Messaging partner
- The Microsoft Wave Launch 2008
- Microsoft SPLA

For more information, visit: <https://www.znetlive.com/private-cloud/>

Get in touch with us: mssp@znetlive.com

India and from other countries: (91) 141 4070666

India Toll Free: 1-800-102-9638

This document is to give general information about the service(s) described. This document is only a general information guide and is not an instruction manual or legal advice. Benefits, features and pricing structure (if provided) depend on the system configuration and may change without any prior notice. ZNetLive disclaims any express or implied warranties, representation or any other service commitment except those stated expressly in the ZNetLive service agreement. ZNetLive does not support and disclaims all legal responsibilities associated with the use of any third-party services or products. ZNetLive shall not be held liable in case the third-party provider restricts or limit functionalities or capabilities provided by it in its services or products. ZNetLive does not guarantee information accuracy after publication date of this document.