



Our Services: CloudOps

Acting as an extension of your IT team, get fully managed hybrid and multi-cloud services on a 24x7x365 basis.

Fully Managed Cloud Services to Enhance the Possibilities of Your Business

Cloud technologies are changing every day. At WatServ, our next-generation managed services are designed to empower your business to stay competitive.

Get the most from the cloud with our fully managed services. Backed by 24x7x365 support, WatServ provides services that allow you to scale reliably, operate optimally and keep your business secure. Trust our team of experts to manage your IaaS and PaaS services – inclusive of compute, network, storage, data, security, and identity – using our suite of industry-leading products. Whether you want a partner to fully manage or co-manage your cloud environment, WatServ has the experience, expertise, and cloud platform tools to help you succeed.

Get More from the Cloud

Implement Best Practices & Ongoing Optimizations

Lower business operating costs

Deliver greater agility

Strengthen security and governance

Improve System Performance

Reduce business downtime

Free up bottlenecks

Enable self-healing and task automation

Enhance Security & Reliability

Detect and prevent incidents

Respond to events

Manage governance and ensure compliance

Why Choose Us?

- **Rely on over a decade of experience.**
Our skilled team has worked with clients of all sizes – and in various industries and countries – to maintain and secure cloud environments.
- **Leverage our unique expertise.**
At WatServ, we have cloud technology competencies and expertise acquired over many years.
- **Achieve simplicity, even in the most complex scenarios.**
Our cloud platforms and automation tools are uniquely designed to simplify your business' operations and reduce lead time through features like self-healing and task automation.
- **Avoid making additional investments.**
When you choose WatServ, you will get access to tools that enable monitoring, analytics, governance, security, and more.
- **Get a partner that suits your needs.**
Choose us to act as either an extension of your IT team or to provide your business with complete, end-to-end services.
- **Stay current and competitive.**
Public cloud platform features change virtually every day. Our team is laser-focused on staying current and optimizing your cloud on an ongoing basis.

Services Designed to Keep Your Cloud Running Optimally

What's Included?

WatServ provides advanced managed services for hybrid and multi-cloud environments. Our services are customized to our clients' needs and requirements.



Administration and Management of Cloud Platforms

- **Cloud governance and compliance.**
Achieve governance and compliance using automatic and policy-based controls for security, financial insights and capacity management.
- **Deployment and configuration.**
Get help from our CloudOps engineers when making configuration changes to your environment.
- **Identity, rights and access management.**
For your managed cloud services, let us centrally and securely manage your user provisioning, access management, enterprise single sign-on, multi-factor authentication, user activity compliance and identity governance.
- **Intelligent, proactive multi-cloud monitoring.**
Benefit from our cloud-native monitoring solution that provides in-depth insight and analytics related to your infrastructure, applications and data. Also take advantage of rich visualizations including support for distributed architectures and DevOps practices.
- **Backup and disaster recovery management.**
Rely on us to look after the backup and DR infrastructure for your applications and data.
- **Operating system management.**
Receive support for operating systems and patch management.

Optimization and Continuous Improvement

- **Spend and performance optimization.**
Leverage our proactive, ongoing optimizations to maximize your costs and enable optimal performance.
- **Automated infrastructure management.**
Automate IT processes, eliminate manual tasks and remediate service issues.
- **Analysis of infrastructure performance.**
Avoid bottlenecks by proactively identifying anomalies in your cloud infrastructure before they cause service disruptions.
- **Modern service management.**
Benefit from continual improvements – with a strong focus on enabling speed, agility, flexibility and scale – to manage the dynamic nature of your cloud environment and requirements.
- **Management and resolution of incidents, problems and events.**
Rely on our 24x7x365 support to respond quickly to incidents that are reported by our monitoring systems or by customers. Get support fixing them through automated or other means.

Services Designed to Keep Your Cloud Running Optimally

Management of Security Operations

- **Cloud security operations centre as a service (SOCaaS).**
Leverage our highly-skilled team of cybersecurity professionals to monitor, analyze and mitigate security events and handle real-time incident identification, escalation and response.
- **Security event management.**
Gain visibility into potential security-relevant events, reduce blind spots and improve security operations efforts.
- **Advanced threat detection.**
Enjoy fast and accurate detection of sophisticated attacks attempting to steal sensitive corporate data or cause damage.
- **Automated threat mitigation.**
Rely on WatServ to take corrective actions and add prevention rules or other remedies in response to identified threats. This can be achieved with or without human interactions.
- **Continuous security monitoring.**
Benefit from continuous monitoring of security posture and data points to ensure efficient tactical remediation efforts.
- **Security analytics.**
Analyze security-relevant data holistically to understand security trends and define strategic security measures.
- **Managed endpoint protection.**
Benefit from monitoring and isolation of endpoint attacks using our centrally managed endpoint protection. Stop attacks early before harm is done.
- **DDOS protection.**
Get DDOS mitigation and protection services that scrub malicious traffic at the network edge before it can impact service availability.

Features

Benefit from fully-managed services, including:

- Cloud governance and policy management to ensure compliance with corporate standards and service level agreements
- 24x7x365 technical support with escalation to Microsoft Advanced Support as required
- Incident, problem management and change management
- Continuity management (backup and disaster recovery)
- Support for EA, CSP & Pay-As-You-Go Azure subscriptions
- WatServ's CloudOps Management Platform
- Shared Service Delivery Manager
- Security operations management
- IaaS & PaaS monitoring, alerting and resolution
- Deployment and configuration of services



Fee Structure

Fixed price for the consultation and implementation services. Monthly fees for the ongoing managed services.

WatServ is an IT solutions provider helping clients digitally transform their businesses through cloud technologies and managed services.

For more information, visit www.watserv.com