Cloud Edge Support
External technical support as and when you need it

▌ The Challenge

The traditional model of managed support – based on raising a ticket with a service desk – is being challenged by a new world of rapid and unpredictable technological change.

Technologies are evolving at a rapid pace with updated features and functionality that bring many advantages but also many challenges.

Cloud Edge is a new support model that has been designed for the age of cloud, providing a cost effective, flexible and welcome extension to your own IT team.

Cloud Edge allows you to **access ongoing and immediate technical support from highly skilled consultants**. It gives you onsite or remote assistance as and when you need it.

Fully integrated for the way you need to work, **Cloud Edge** provides expert support, using Microsoft Teams, to help you deal with the uncertainties of delivering change and ever-increasing platform functionality once an IT project has finished.

▌ The Solution

Cloud Edge is all about developing and enhancing the relationships with our customers both new and existing – either as a continuation at the end of a project we have delivered for you, or as a stand-alone engagement (subject to our simple on-boarding process), where we can provide advice, recommendations and support. It gives you the flexibility to access specific ongoing technical advice and guidance as and when your organisation requires it and can be delivered on-site or remotely.

For an annual fee multiple hours of support time can be purchased in advance to help nominated members of your team	Support can be billed in 30 minute intervals	Request support time for nominated members of your team
Estimate how much support you think you need and top it up as your requirements change	For tasks longer than three hours a quote for 'time' is agreed before the activity starts	Backfill your key resources during holidays or absence

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There are many scenarios in which you could use **Cloud Edge**.

Here are some of them:

For advice on implementing an Office 365 update	To review application performance
To support delivery of a new or upgraded application or infrastructure change	To Perform a health check on existing Azure platform
To design a workshop or roadmap session in a specific technology	To deal with a security incident
To review existing or plan new application consumption costs	

Cloud Edge from SystemsUp covers, but is not limited to, the following technologies and activities:

- **Azure** – architecture, compute, storage, backup and recovery, security, applications, networking
- **Office 365** – all applications and services
- **Windows 10** – and all associated software technologies (not device support)
- **Authentication** – AD, AAD, ADFS
- **OMS, SCOM, SCCM** – understanding, tuning, upgrades and monitoring
- **Hybrid cloud** – management and operations
- **Platform as a Service** – guidance, support and implementation

- **Security** – around Microsoft technologies
- **Consumption** – including licence management and guidance
- **Operational guidance** – advice, review and new releases
- **Change** – and onboarding support
- **Incident support** – reactive support when needed
- **Upgrades** – patching and new release support
- **Service** – automation and runbooks

Cloud Edge offers flexible, ongoing support for fast evolving cloud services and associated technologies from a Microsoft Gold Partner with a large team of experienced professionals who are highly skilled in Microsoft Cloud, enabling technologies and Modern Workplace.

Discover	Analyse	Design	Deploy	Optimise

▌ About SystemsUp

Part of iomart Group Plc, SystemsUp provides independent consultancy and project services. We have strong partnerships with key vendors such as Microsoft, Barracuda, Turbonomic and Silver Peak, as well as access to a range of services through our partners and parent company. Our team's experience, independence and therefore our strengths, lie in our roots as a consultancy working and using extensively modern and productive technologies across both public and commercial sectors in the United Kingdom.