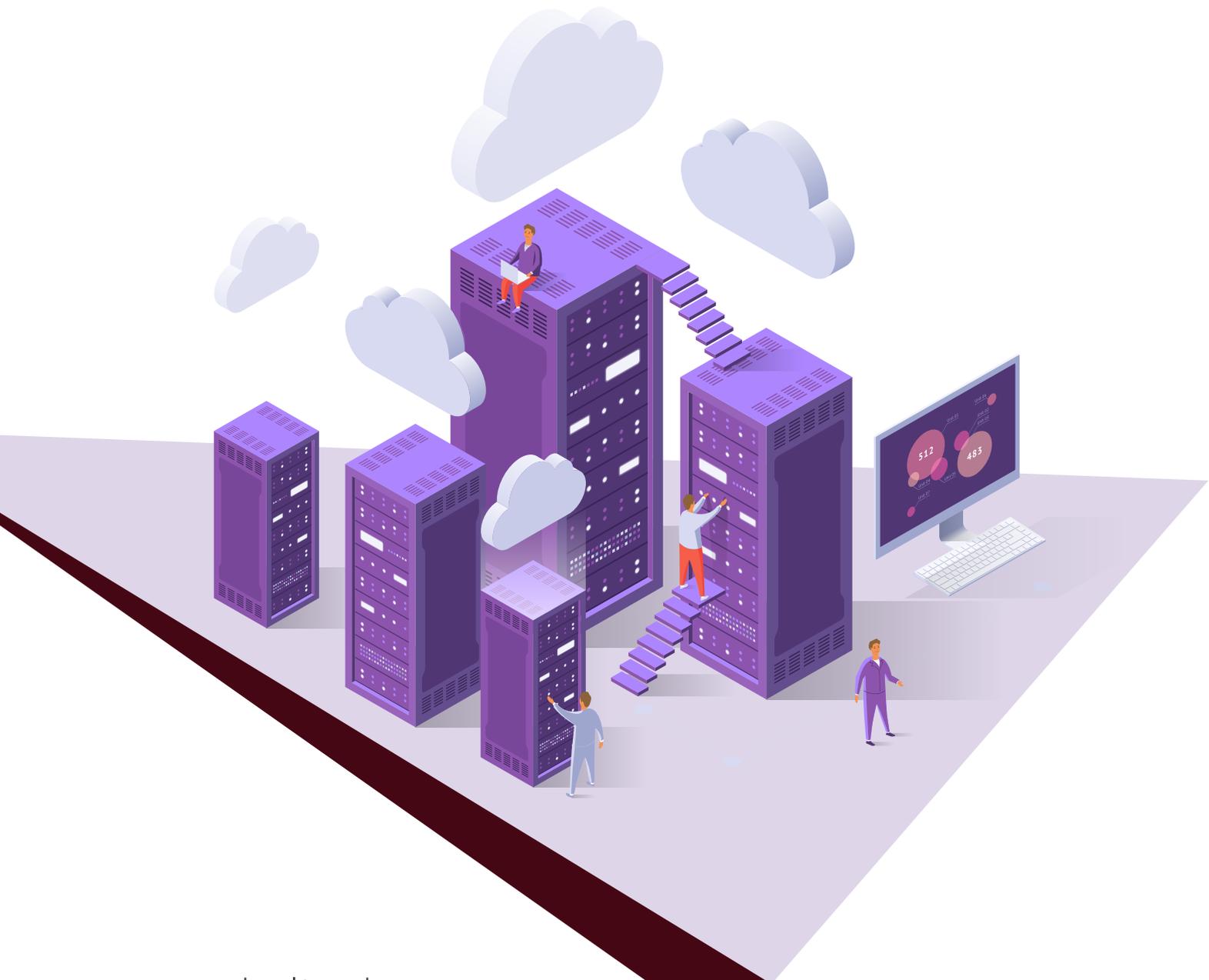


**HCL**

# HCL ElasticOps for Microsoft Azure

For secured and automated  
on-demand Azure cloud operations



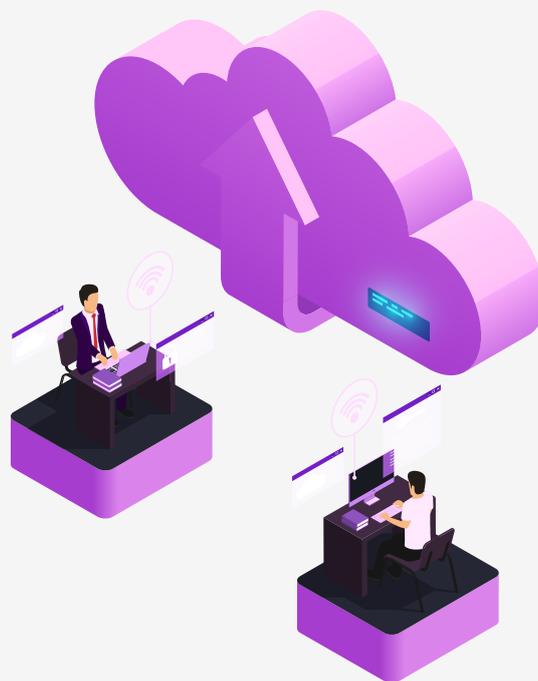
[www.hcltech.com](http://www.hcltech.com)

Adopting Microsoft Azure for your core IT infrastructure brings flexibility, business agility and speed that is not possible with legacy on-premises systems. The ability to immediately and continuously optimize your Azure environment to meet changing business needs, or to drive agility allows you to explore innovative ways to accelerate your business. Through deployment of modern, scalable cloud-native applications, your organization will be better prepared to disrupt markets, create new revenue channels, adapt with greater agility, differentiate value propositions, and drive shareholder value.

A flexible, consumption-based Azure solution demands a different approach to IT management. Efficient, flexible and expert management of the cloud environment is crucial to realizing the benefits of your Microsoft Azure investment.

HCL ElasticOps for Microsoft Azure is an Artificial Intelligence-driven operations solution that uses smart algorithms and machine learning to provide zero-touch automation of key operational tasks and processes. It brings the power of AI, autonomies and orchestration to simplify IT and business operations at the speed of cloud.

By implementing industry recommended best practices, HCL ElasticOps for Microsoft Azure simplifies cloud operations, safeguards the cloud environment from threats and reduces operational overheads. It performs all the heavy lifting and unburdens you from unpredictable monthly costs across all Azure infrastructure and platform services.



## Azure Operations your business

HCL ElasticOps for Microsoft Azure provides an integrated suite of operational services to achieve enterprise class scalability, performance and availability, with a focus on governance, flexibility and automation innovation.

HCL is a Microsoft Gold Partner and certified Azure Expert Managed Service Provider, audited by Microsoft. ElasticOps for Microsoft Azure also meets ISO 27001 certification criteria. We have over 5000 Azure trained and certified experts, with presence in every region.

ElasticOps for Microsoft Azure is designed to address the needs of any geography or industry and help you unlock the value of your cloud investments through our deep knowledge and understanding of Microsoft Azure products and services. Our domain expertise enables us to ensure that your Azure environment continually meets quality, compliance and performance expectations.

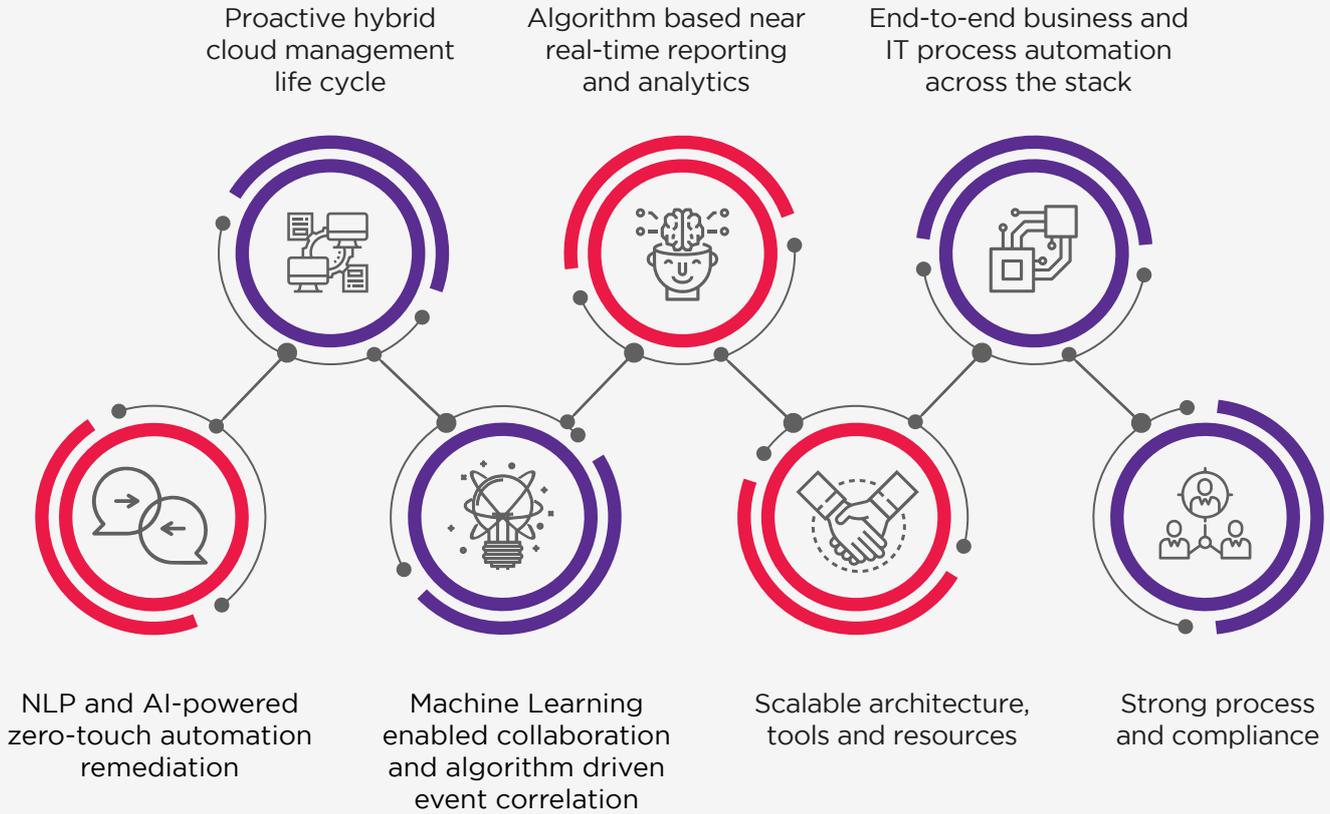


International  
Organization for  
Standardization



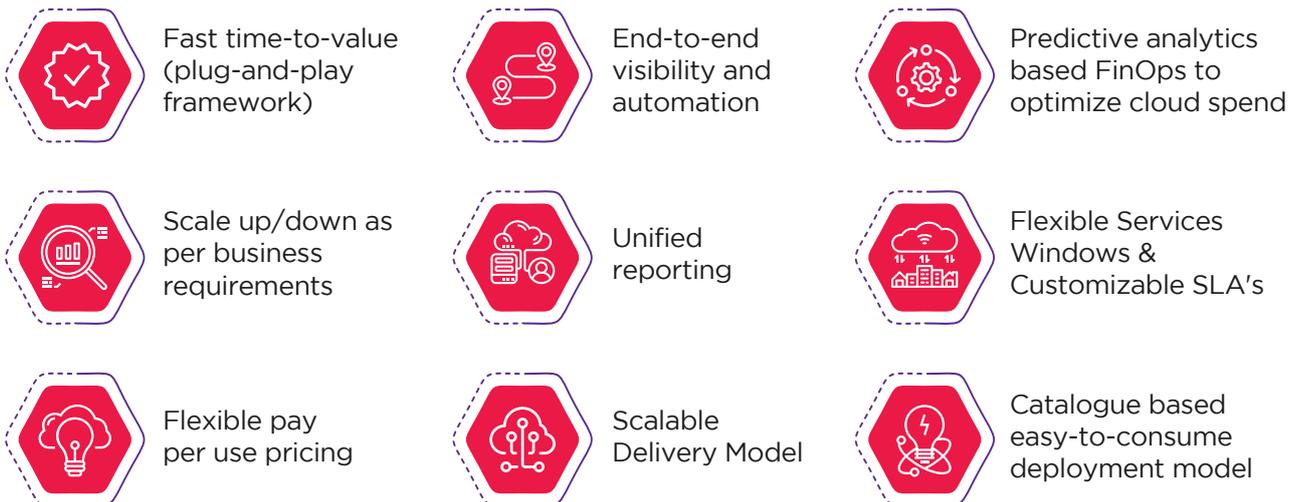
Azure  
Expert  
MSP

HCL delivers Azure managed services based on enterprise scale Microsoft Cloud Adoption Framework for Azure (CAF), ensuring that Microsoft best practices for implementation and growth of your Azure cloud infrastructure continually meets your changing business needs. HCL ElasticOps for Microsoft Azure performs deployment, monitoring, configuration and change management, cost analysis and optimization for all Azure services. It achieves enterprise class scalability, performance and availability with a focus on your objectives to deploy a flexible suite of Azure services that continuously meets your changing business needs, and is dependable, scalable and reliable.

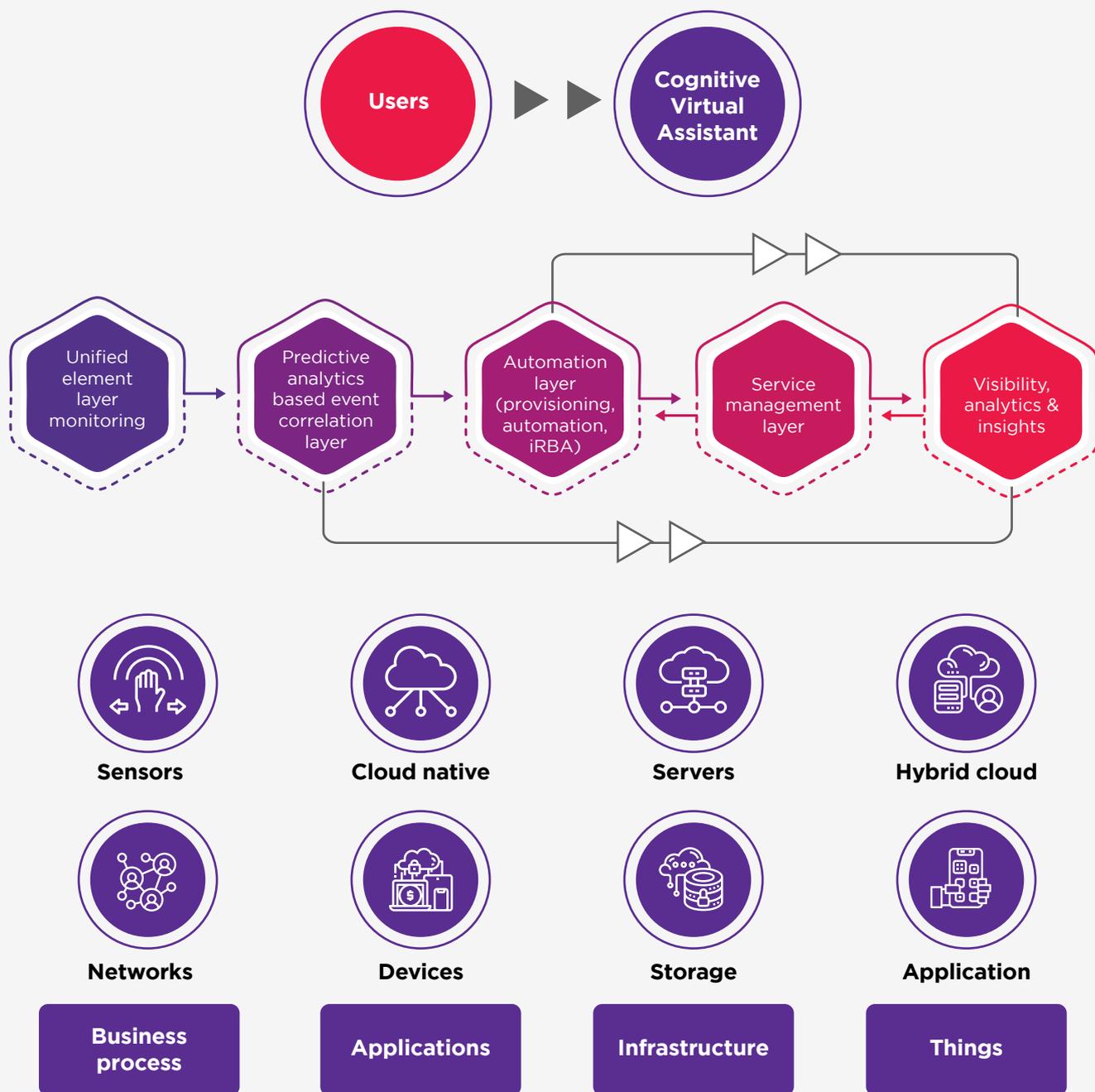


## Benefits

HCL's Microsoft Azure certified resources with an in-depth understanding and proven track record of delivering cloud solutions, specifically positioned to design, execute and manage a comprehensive cloud strategy, can help you realize key short term and long-term benefits from your Azure cloud investment.



# AI enabled operations & automation framework



## Service level agreements

ElasticOps services are provided with the following service levels. These service levels are measured and reported on a monthly basis.

Tiered SLA options offered depending upon your business requirements, architecture and needs

Platinum 99.99%	Gold 99.9%
Silver 99.5%	Bronze 99%

Each of these standard SLAs have the following assured service levels:

Category of service	Time to respond	Category of service	Time to respond
Incident response	Priority 1 : 15 minutes	Incident resolution	Priority 1 : 2 hours
	Priority 2 : 30 minutes		Priority 2 : 6 hours
	Priority 3 : 2 hours		Priority 3 : 2 business days
	Priority 4 : 4 hours		Priority 4 : 3 business days

## Support coverage options

### Support Coverage

HCL ElasticOps for Microsoft Azure offers three levels of support coverage. These can be mixed and matched at a subscription level, aligned to your workload and business needs.



## Expertise on demand

ElasticOps for Microsoft Azure includes the key skills and expertise to ensure that your Azure environment is deployed, managed and optimised to meet your changing business needs. Our Technical Account Manager (TAM) is the single point of contact for the entire ElasticOps team, and ensures that HCL’s capabilities flex with your needs. The TAM is backed by a skilled team of appropriately trained and certified people, engaged as you need them, focussed on delivering on our commitments to you, so that you can meet your commitments to your business and customers.



**FinOps Practitioner**



**Project Manager**



**Cloud Architect**



**DevOps Engineer**



**Security Compliance Architect**



**Cloud Build & Migration Manager**



**Technical Account Manager**



HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of June 30, 2021, HCL Enterprise generates annual revenues of US\$ 10.54 billion and has 176,000 employees operating out of 50 countries. For more information, visit [www.hcltech.com](http://www.hcltech.com)



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