

Managed Azure

Empowering Your Cloud Management

Prescriptive's Azure Monitoring Service is here to help you keep an eye on your Azure resources, ensuring they are always available, performing well, and being utilized efficiently. Our service offers Level 1 Monitoring, including alert triaging, with a 5-minute SLA for notifying you of critical errors or outages, and a 1-hour SLA for alert triage.

Key Customer Challenges Addressed

- **Downtime Prevention:** Ensuring your services are always available and minimizing the risk of downtime.
- **Resource Optimization:** Helping you manage your resources efficiently to avoid over-provisioning or under-provisioning.
- **Cost Management:** Keeping track of the costs associated with your Azure resources to help you stay within budget.
- **Performance Monitoring:** Providing insights into the performance of your resources to ensure they are running optimally.
- **Error Detection:** Capturing and addressing errors quickly to minimize their impact on your services.

Top Three Benefits

1. **Proactive Issue Resolution:** Early detection and notification of critical errors or outages help prevent downtime and ensure continuous availability of services.
2. **Optimized Resource Utilization:** Monitoring utilization metrics helps in preventing over-provisioning or under-provisioning, leading to cost savings and efficient resource management.
3. **Comprehensive Reporting:** Monthly SLA reports provide insights into compliance, cost, and resource efficiency, enabling informed decision-making and continuous improvement.

Monitoring Includes:

Performance Monitoring



Tracks CPU, memory, network, and storage usage.

Utilization Metrics



Monitors resource usage to help prevent over or under-provisioning.

Availability Monitoring



Ensures that services are up and running.

Cost Metrics



Tracks the cost of monitored.

Monitoring Scope

- **Compute and Storage:** Storage Account, Virtual Desktop, Virtual Machines, App Service, Azure Kubernetes Service, and more.
- **Networking:** API Management, Application Gateway, Load Balancer, Virtual Network Gateway, and more.
- **Databases:** MySQL Database Server, Cosmos DB, PostgreSQL Database Server, SQL Database, and more.

Defined Service Levels and SLAs

- **Availability Monitoring:** Monitoring the availability of your selected resources.
- **Performance Monitoring:** Collecting and reporting on resource utilization.
- **Alert Triaging:** Triaging alerts within 1 hour and notifying you within 5 minutes.
- **Error Monitoring:** Capturing errors such as downtime or resource misconfigurations.
- **Cost Tracking:** Monitoring and reporting the usage cost of your Azure resources.
- **Monthly Reports:** We provide a monthly report on SLA compliance and any escalated incidents. Reports also include cost insights and any observed overages or resource inefficiencies.