

Details of Services by Level

	Silver	Gold	Platinum
General Support	<ul style="list-style-type: none"> - 8Hx5D tech support (related docs or links) - Monthly report (Performance, Failures, History) 	<ul style="list-style-type: none"> - 8Hx5D tech support - Dedicated consultants - Tech reports (6/year) - Monthly report (Performance, Failures, History) 	<ul style="list-style-type: none"> - 24H x 7D failures support - System optimization guide - Tech reports (12/year) - Cloud advisory and consulting - Optimization report (If necessary)
Operation	<ul style="list-style-type: none"> - Azure SR(Service Request) open - Response by severity (within 8/12/24H) - Provision of a new deployment architecture (1 time) - Event management (Maintenance) 	<ul style="list-style-type: none"> - Response by severity(within 1/2/4H) - Failure analysis report(RCA) - Azure portal account management - System setting change support - Event management(RCA) - Configuring and checking backups - Configuring and checking updates 	<ul style="list-style-type: none"> - Response by severity (within 15m/1/2H) - Provision of an updated architecture (1 time/Half year) - Support for new resource distribution
Configuration	<ul style="list-style-type: none"> - Landing zone proposal - Operational policy management - Confidential management (Certificate, Key) - Network (Logical network separation, etc) - Storage (Backup/encryption) - Log centralization 	<ul style="list-style-type: none"> - Same as Silver 	<ul style="list-style-type: none"> - Same as Silver
Monitoring	<ul style="list-style-type: none"> - Incident notification configuration - Single-channel notification-configuration (Email) - Monitoring environment configuration 	<ul style="list-style-type: none"> - Incident notification configuration (3rd party system) - Single-channel notification-configuration (Azure apps, Slack) - Log collection system distribution 	<ul style="list-style-type: none"> - Multi-channel notification configuration (Phone) - Monitoring optimization (Grafana)
Cost Management	<ul style="list-style-type: none"> - Provide billing information via ClooOps 	<ul style="list-style-type: none"> - Cost status report - Cost prediction 	<ul style="list-style-type: none"> - Cost prediction and control (1 time/month)
Security	<ul style="list-style-type: none"> - Security vulnerability management (Cloud native) - Access management 	<ul style="list-style-type: none"> - Network security (NSG, Firewall) management - Security resource management 	<ul style="list-style-type: none"> - Same as Gold

- Separate supplementary service / Need an agreement
- Cloud management platform developed by Cloocus
- Provided upon request
- Available as an Azure Native