



Managed Cloud Services



Simplify Azure. Stay in Control.

Deploying services on Microsoft Azure can improve business efficiency, scale and drive innovation.

Working with a partner who are experts at Azure can underpin your Cloud foundations, optimise your Azure environment and accelerate impact on the value to your business.

TIEVA's Azure Managed Cloud Service is designed to deliver flexibility, expertise and cost optimisation to your investment.

Why is this important?

- IT teams are stretched thin between Business As Usual and transformation.
- Cloud costs are rising faster than budgets.
- Security threats are more sophisticated than ever.
- Business leaders want innovation — not infrastructure headaches.

Let your team focus on what matters

Key Business Outcomes:

- ✓ Reduced internal burden through end-to-end Azure management.
- ✓ Improved operational efficiency and availability.
- ✓ Predictable service costs with proactive optimisation.
- ✓ Strengthened governance and compliance alignment.
- ✓ 24 x 7 support with managed escalation to Microsoft.
- ✓ Strategic insights from Azure architects and SDMs.

Service Tier Options: Choose the right fit

Depending on your requirements, TIEVA offers three levels of service: Standard, Advanced and Premium. See the table below for details.

Standard - Deliverables:	Advanced - Deliverables:	Premium - Deliverables:
<p>All features included in Standard plus:</p> <ul style="list-style-type: none"> Platform Availability & Monitoring (Reactive) 24x7 Technical Support (Phone & Email) Back-up & Restore (Azure Only) Incident & Escalation Management Billing & License Support Knowledge Management Service Delivery Management 	<p>All features included in Standard plus:</p> <ul style="list-style-type: none"> Proactive Platform & Workload Availability, Monitoring and Alert & Event Management Enhanced Incident & Escalation Management Patch Management Problem Management Major Incident Management Azure Security Monitoring Technical Advisory Configuration Assistance Change Management (standard) Spend & Cost Management (standard) 	<p>All features included in Standard & Advanced plus:</p> <ul style="list-style-type: none"> Disaster Recovery (Azure Only) Spend & Cost Management (Proactive) Spend Anomaly Detection Identity & Access Management Platform & Workload Landing Zone Management & Compliance Application Performance Monitoring Resource Optimisation Proactive Azure Security Posture Management Performance & Availability Management Change Management (including non-standard) Named contact for Technical Advocacy

Why TIEVA?

- ✓ Microsoft CSP Partner with Azure-certified professionals.
- ✓ 24x7 UK-based technical support. Backed by Microsoft Support.
- ✓ Modular service tiers to align costs with your Azure subscriptions.
- ✓ Transparent pricing aligned with Azure usage.
- ✓ Enterprise-grade governance, cost control, and performance.
- ✓ Strategic technical guidance — not just support.

Whether you're early in your Azure journey or running mission-critical workloads, TIEVA helps you stay secure, resilient, and optimised.

Certifications

TIEVA is proud to be a Microsoft Solutions Partner and has received the following recognitions:



Related Services

- Cloud Assessment
- Migration Services
- Landing Zone Configuration & Optimisation
- Well Architect Review

Let's Build a Smarter Cloud Together

TIEVA ensures your Azure investment delivers maximum value with minimum risk. Talk to one of our cloud experts today - visit <https://www.tieva.co.uk/contact>