A Guide to ZNetLive Support Services for Microsoft Azure

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INTRODUCTION

Microsoft Azure, since its inception, has been a popular choice among businesses as it provides them a number of diverse services to help them become agile with the evolving customers' needs and changing market dynamics, with reduced TCO. But, managing it proves to be challenging and expensive for in-house IT teams of the organizations as they lack the required competency in managing Microsoft cloud services.

Moreover, growing business demands necessitate the need to have a trusted service provider who can manage and deal with all complexities, leaving organizations and their resources free to focus on their core business operations. Here, **ZNetLive Support for Microsoft Azure Services** provides a helping hand and takes care of all things Azure - from onboarding to deployment to securing to managing the operations on a day to day basis, 24x7.

ZNetLive Azure support is available in all 36 regions across the world and will be extended to other locations with Azure regional expansion.

SERVICE LEVELS

ZNetLive Azure support service offers two service levels – Silver and Gold, to address all the challenges that organizations may face while deploying and running Azure environments.

Both Silver and Gold plans provide the services of a dedicated technical manager – the Single Point of Contact (SPOC) for ongoing maintenance of Azure services and ZNetLive portal support with which the users can continuously manage their Azure operations 24x7x365.

Silver plan come with basic or standard support like resource upgrade/downgrade, escalation handling, best practice knowledgebase and Azure monitoring at IaaS level only. This service is beneficial for customers who needs only basic support to manage their Azure ecosystem and can manage the application integration, managed identity and OS support themselves, but need the services of experienced Azure professionals 24x7, for more. Migration and DevOps professional support are provided as add-on services with this plan at an additional cost.

Gold plan is more wholesome in nature and provides comprehensive Azure support services with migration support, in-depth Azure monitoring from Azure customer portal, complete account review on the basis of Microsoft best practices and ZNetLive's team recommendation, cost optimization, alert and performance reviews from time to time, resource upgrade/downgrade, OS support with template deployment, patching, extension support, managed backup, OS level troubleshooting and more.

When needed, ZNetLive can also provide customized Azure support by providing different support levels for different Azure environments, depending upon the customer's needs. Like Gold plan for production environment and Silver for testing

testing or development environment.

SUPPORT PACKAGE DETAILS

Support Team	Silver	Gold
Dedicated Technical Manager • Your SPOC for ongoing Azure services	Yes	Yes
Architectural Support • Guidance from Microsoft Azure experts for best Azure architecture	Basic (Standard)	Customization per application requirement.
OS Support • Template Deployment • Patching • Extension Support • Managed Backup • OS level Troubleshooting (Windows/Linux)	No	Yes
Resource Upgrade/Downgrade • Performed by ZNetLive Technical Team depending upon customer requirement	Yes	Yes
Microsoft Azure Premier Support • Assistance on customer's behalf	Yes	Yes
Account Review • On basis of Microsoft best practices and ZNetLive Technical Team's recommendation • Cost Optimization • Alert and Performance Reviews	No	Yes
Response Time • Depending upon the criticality of the issue	P1: < 2 Hours P2: < 4 Hours P3: < 24 Hours	P1: <1 Hours P2: <2 Hours P3: <4 Hours
Tools Support		
Access to Azure Best Practices Knowledgebase • Reference architecture of Microsoft Azure • FAQs	Yes	Yes
Azure Monitoring • Alert Automation • Integration with ZNetLive	IaaS level Only	From Azure Customer Portal
ZNetLive Portal Support for Azure Operations	Yes	Yes
Add-On Services		
Migration Support • Guided migration from any Cloud or on premises environment to Azure	Add-On	Yes
DevOps Professional Support	Add-On	Add-On
Managed Identity • IDaaS Support • Users and Group Sync • Application Integration • Support Services	-	Yes

ARCHITECTURAL SUPPORT

ZNetLive personnel will provide architectural assistance via phone and ticket support. Silver plan customers will get basic infrastructure support while Gold plan customers will get complete review and guidance support for application architecture.

DEPLOYMENT & OPERATING SYSTEM SUPPORT

(FOR GOLD PLAN ONLY)

ZNetLive's technical team will do resource installation that will include existing environment modification and new configurations' deployment. Gold plan customers will get OS support for IAAS VM instances, which will include managed – backup, patching, antivirus for Windows, troubleshooting and remote configuration.

CONFIGURATION SUPPORT

ZNetLive's technical team will provide support for configuring and modifying Azure resources, including instance resizing, network security group updates and creating end to end VPN tunnels. Only platform related assistance is provided to Silver plan customers and **Gold plan** customers get support for the OS of the VM as well.

AZURE MONITORING

ZNetLive provides monitoring services for Azure platform and standalone IaaS virtual machine instances. The users will be sent notifications in advance for events like scheduled maintenance activities and as early as possible for unexpected service failures.

Our Gold plan customers also get environment monitoring facility for IaaS VMs. Our support team uses Azure Operational Insights for this purpose. Although it is provided to all Azure customers, Gold customers can have ZNetLive take care of alarms raised by Azure Operational Insights.

Gold plan customers can also get tailored monitoring solution created as per their specific requirements using Azure Operational Insights that allows to set custom metrics for monitoring resources necessary for the applications' uptime.

CONTROL PANEL ASSISTANCE

You can access and manage everything related to your Managed Azure subscription(s) via your member panel - https://manage.znetlive.com/memberp/

Via your member panel, you can:

- Manage your Azure subscription(s) and get password and other service related details at one place.
- Raise support tickets for getting any issue resolved.
- Manage your resource usage, billing, customer profile, sub-users and more.

MIGRATION SUPPORT

ZNetLive will help you easily transition from your existing On-Premise/Cloud environment to Azure for an additional fee. We will provide complete guidance and will own all processes related to migrating your application to Azure. Please get in touch with msp@znetlive.com for pricing and migration scheduling.

MANAGED BACK-UPS

ZNetLive provides two methods of backup using Azure – image level backup and file backup (Windows). The Azure recovery services provide following features:

Image Backup: ZNetLive will implement image-level backups for IaaS Virtual machine instances when requested by the customer. They are non-intrusive in nature and complete VM can be restored with it.

File Backup: ZNetLive will deploy the backup agent and configure scheduling. Customers will need to decide the files or folders to be backed up and frequency at which backups should be done.

For data restoration, please open a ticket via your member panel.

We will not be responsible for integrity of the data restored. It's recommended that customers also add restoration testing in their BC planning.

MANAGED PATCHING

We support manual and scheduled patching:

Manual: Please create a ticket via your ZNetLive member panel if you want the support team to patch your server manually at your desired day and time. However, acceptance of the request will be subject

to a slot availability in support team's calendar. ZNetLive does not patch customer applications or middleware so as not to harm the customers' systems.

Scheduled: Please create a ticket via your ZNetLive member panel mentioning patch settings if you want the support team to patch your server at fixed time periods.

MANAGED ANTI-VIRUS

Customers can choose ZNetLive managed antivirus service if they wish. ZNetLive will install Microsoft's System Center Endpoint Protection, with few exclusions.

REMOTE CONFIGURATION AND TROUBLESHOOTING

ZNetLive provides **Gold plan** customers with OS assistance that includes azure VMs' remote configuring, monitoring and troubleshooting.

AZURE SITE RECOVERY (ASR)

Gold plan customers can avail ASR configuration and setup in Azure subscription by ZNetLive, including creation of instance in ASR and agents' deployment on any managed OS. Only standard failover scripts are provided when needed. Actual failovers will be the customer's liability, however, ZNetLive will support test failovers, but their availability and integrity will be customer's responsibility.

DATABASE SUPPORT

ZNetLive supports SQL and MySQL databases and our technical team comprises trained database experts who will provide database support around the clock. Our database assistance includes services like DB designing, monitoring and administration.

Our Azure **Gold plan** customers will get comprehensive support, including deployment, monitoring, configuring and troubleshooting for Azure SQL databases. These services can also be taken up for Databases in VMs if needed and requested by the customer.

ZNetLive also offers tailormade database support services at an additional fee, in addition to those mentioned above, as per the customers' needs.

Database Services Available in Gold Plan	Add-on Database Administration Services
• Access to Azure best practices knowledgebase • Setup and configuration support • SQL Server Cluster Installation (VM)	• Advanced architecture design guidance • Performance tuning and diagnostic services • Data import and export • Server mirroring

• DB health monitoring • Backup and recovery support • Security services • User administration • Production issues resolution	• Log Shipping • Backup and recovery support • Customized maintenance • Point in time recovery • In- depth analysis of an incident

ADD-ON DATABASE ADMINISTRATION SERVICES (DBAS) ADVANTAGES

- Get guidance to design the database architecture for your need. ZNetLive DBAS will include assistance during architecting the application, replication, data modeling and more.
- Our DBAS services include migration, monitoring in production stages, backup and restoration support to help you reduce downtime.
- Our DBAS free your resources to focus on your core business, thus saving your valuable time and help you reduce associated costs.

Please get in touch with our managed services representatives at msp@znetlive.com for further information on our DBAS.

CUSTOMER'S AND ZNETLIVE'S RESPONSIBILITIES

An Azure environment is the responsibility of two parties:

- YOU – the Azure customer and your in-house IT team and
- ZNetLive – our Microsoft certified technical team.

The table given below segregates the responsibilities of those involved during Azure deployment for Gold plan customers.

For Silver plan customers, ZNetLive provides a dedicated technical manager and access to the member panel with which they can manage their Azure subscriptions, billing and support.

ACTIVITIES	ZNETLIVE	CUSTOMER
INITIAL PHASE		
Understand and analyze needs, objectives and challenges, ex, Azure migration	R, A	C
Scheduling and conducting in-depth analysis sessions	R, A	C
Understanding RPO, SLAs and RTO needs	R, A	C
DESIGNING PHASE		

Building and considering architecture options	R, A	C
Finalizing the architecture	C, I	R, A
Generation of logical diagrams, applications and infrastructure scheme for architecture	R, A	C, I
Prepare solution design document	R, A	C, I
Create solution design document	R, A	C, I
IMPLEMENTATION PHASE		
Building, testing & deployment of infrastructure – networking, storage, compute & AD services.	R, A	C, I
Configuring IaaS with VM extensions – diagnostics, antimalware and monitoring services for supported VMs	R, A	C, I
Installing unsupported VMs	R, C, I	R, A, I
User Acceptance Testing	C, I	R, A
Configuring & testing WAN connectivity	R, A, I	R, C, I
Ensuring resource management with tagging & resource groups	R, A	C, I
IMPLEMENTING NETWORK AND SECURITY ACCESS^		
Building, testing & applying IAM policies, security groups & NACLs	R, C, I	R, A, C, I
OS User management	C, I	R, A
Installation of antivirus	R, I	A, C, I
IMPLEMENTING APPLICATION		
Application data migration	C, I	R, A
Creating database schematics, migrating & importing	C, I	R, A
ACTIVE DIRECTORY (AD) SERVICES		
Configuring Azure AD	R, A, I	R, C, I
Adding new domain controllers to Azure	R, A, C, I	R, C, I
Extending domain controller to Azure IAAS VM	R, A, C, I	R, C, I
Extend on premise domains to Azure AD	C, I	R, A, C, I
Procuring Azure AD accounts for AAD premium	I	R, A, C, I
Configuring DNS for Azure AD	C, I	R, A, C, I
Managing Azure AD users & their groups	R, C, I	R, A, C, I
Configuring AD domain services	R, C, I	R, A, C, I
MANAGEMENT ACTIVITIES		
Round the clock support and monitoring services via tickets and phone.	R, A	C, I
Dedicated Technical Manager	R, A	C, I
Monthly account reviews	R, A	C, I
Recommendations for security, architecture and flexibility	R, A	C, I
IaaS VMs Remote access methods (SSH/RDP) decision	R, C, I	R, A
Performance and cost optimization methods	R, A	C, I

Selection & enrolling IaaS VMs for guest OS support	C, I	R, A
ZNetLive co-admin account in Azure Subscription	R, A	R, C, I
Consolidated billing across CSP Azure Subscriptions	R, A	C, I
Enrolling Azure subscription in member panel	R, A	R, C, I
Escalating issues to our selected Azure engineers, as required	R, A	C, I
MONITORING SERVICES		
Configuring Operational Insights (OI) workspace	R, A, C, I	C, I
Deploying 'Intelligent Pack' of Operational Insights	R, A, C, I	R, C, I
Add Azure IaaS VMs to OI workspace	R, A, C, I	I
Create Application Insights workspace	R, C, I	R, A, C, I
Configure & manage Application Insights	C, I	R, A, C
Setting log and alerts for custom events	C, I	R, A
Configure Application Synthetic transaction monitors	C, I	R, A
Configure metrics for application performance, ex, AppDynamics etc.	C, I	R, A
TICKETING & NOTIFICATIONS		
Defining thresholds, alerts & resolutions	R, A, I	C, I
Configuring basic alerts	R, A, C, I	I
Configuring custom alerts	R, C, I	R, A, I
Initial troubleshooting & responding to alerts within SLA	R, A	C, I
PATCHING ACTIVITIES		
Automatic patching of OS	R, A, I	C, I
Third party patching	C, I	R, A, I
BACKUP & DR ACTIVITIES^^		
Setting up backup vault	R, A, C, I	C, I
Creating & managing backup policies	R, A, C, I	C, I
Managing backup schedules	R, A, C, I	C, I
Installing file agent backup	C, I	R, A, C, I
Restoration of IaaS VMs	C, I	R, A, C, I
Configure, manage, test failover of ASR	C, I	R, A, C, I

{R= Responsible; A= Accountable; C= Consulted; I= Informed}

^ Security is joint responsibility of ZNetLive and the customer.

^^ Customer should vet backup & replication activities done by ZNetLive. ZNetLive will not be liable to ensure customer data integrity. Regular testing and back-up data validation is recommended to the customers as part of DR & BC planning.

AZURE SERVICES SUPPORTED

Managed Microsoft Azure customers can select the Azure products as per their need to develop their IT infrastructure from the table below. ZNetLive provides different support levels for the following product sets. This is applicable for both Gold and Silver plan customers.

- **Complete Support:** ZNetLive will provide comprehensive support with its expertise.
- **Basic Support:** ZNetLive will provide best support services, but in few rare cases, may escalate the issue to Microsoft, when needed and with time, will develop complete support for it.

Important: Few products in table below may have different conditions, terms, SLAs and support levels. Customers can have products outside this list, but ZNetLive's support may be limited for them and will completely depend upon the technical team's decision.

SUPPORT FEATURES	GOLD	SILVER
Virtual Machines	Yes	-
Virtual Machine Scale Sets	Yes	-
Cloud Services	Yes	-
Batch	-	Yes
RemoteApp	-	Yes
Logic Apps	-	Yes
Web Apps	Yes	-
Storage	Yes	-
SQL Database	Yes	-
Import / Export	Yes	-
Search	-	Yes
Redis Cache	-	Yes
DocumentDB	-	Yes
HDInsight	-	Yes
Azure DNS	Yes	-
Virtual Network	Yes	-
Traffic Manager	Yes	-
Application Gateway	Yes	-
Load Balancer	Yes	-
VPN Gateway	Yes	-
CDN	-	Yes
Backup	Yes	-

Service Bus	Yes	-
Site Recovery	Yes	-
Azure Multi-Factor Authentication	Yes	-
Active Directory Service	Yes	-
Active Directory B2C	-	Yes
Active Directory Domain Services	-	Yes
Azure DevTest Labs	-	Yes
Visual Studio Application Insights	-	Yes
Log Analytics	Yes	-
Automation	Yes	-
Scheduler	-	Yes
Key Vault	Yes	-

PRICING

MONTHLY USAGE	GOLD	SILVER
Upto 8,000	NA	NA
8,000 - 25,000	10,000	55,000
25,000 - 50,000	15,000	60,000
50,000 - 100,000	25,000	80,000
100,000 - 200,000	10,000 + 20% of Azure consumed	65,000 + 20% of Azure consumed
Beyond 200,000	15,000 + 15% of Azure consumed	70,000 + 15% of Azure consumed

ZNETLIVE AS AZURE CO-ADMINISTRATOR

For making maximum use of Azure support services, provide ZNetLive with co-administrator access. You can add ZNetLive as co-administrator as many of our support services need co-admin account as 'organizational account' and not 'Microsoft account'. In absence of this access, some support services may not be available or get limited to an extent.

ZNetLive will keep the co-administration account login details at a secure place and will only be accessible to authorized personnel of the technical team during troubleshooting, deployment, migration and for providing other such services.

ZNETLIVE SUPPORT SERVICES

Creating support ticket at ZNetLive - Support ticket allows users to report problems or ask for help/action on certain issues to experience seamless services.

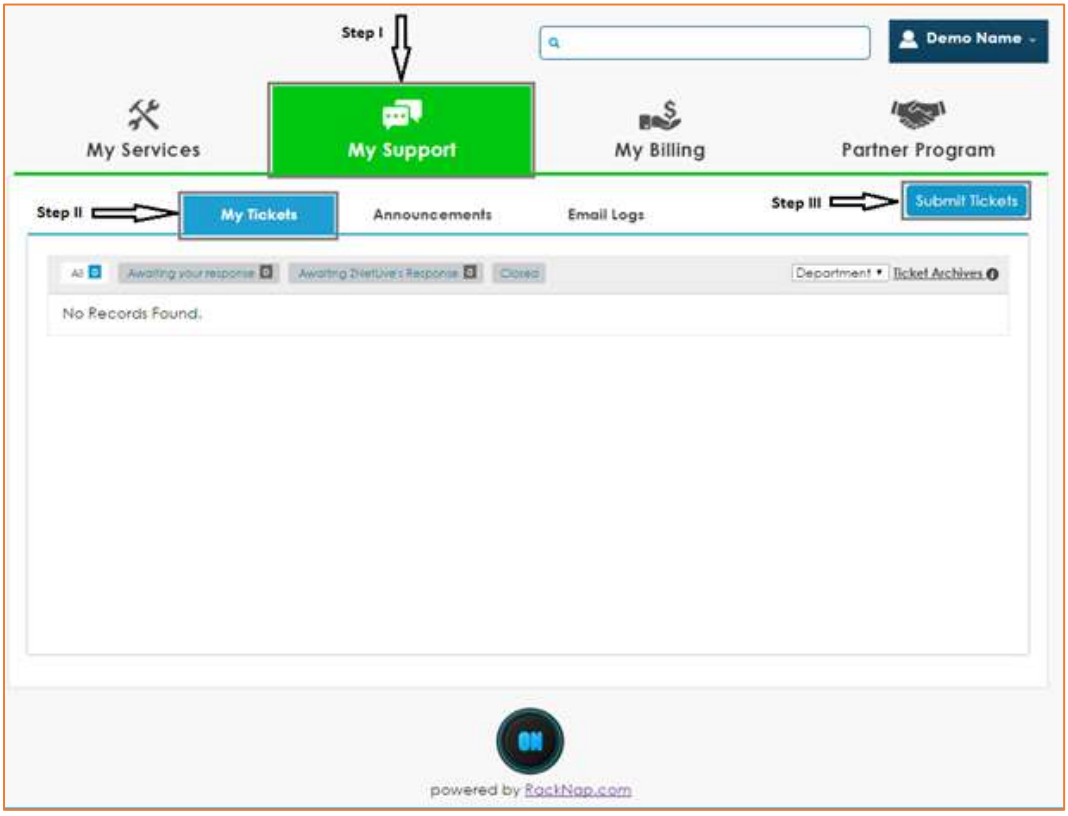
- It is a system of records which helps you in keeping track of your issue from your member panel at any given time. As details and responses related to the issue are recorded in the ticket system, you do not need to repeat your problem or explain it repeatedly to different customer support personnel. Request is automatically allocated to the relevant department which ensures speedy resolution of the issues.
- Ticket system is easy to access as you can raise ticket directly using your registered mail id as well as from within your support panel anytime, as per your convenience.
- Since it is registered on the system, you are always well informed throughout the process.
- The whole process of ticket raising at ZNetLive is client friendly and easy to use.
- It gives visibility and clarity to your issue as you can include screen shots or multiple attachments with ticket to provide a more apparent description of the issue.

Who can create support ticket at ZNetLive?

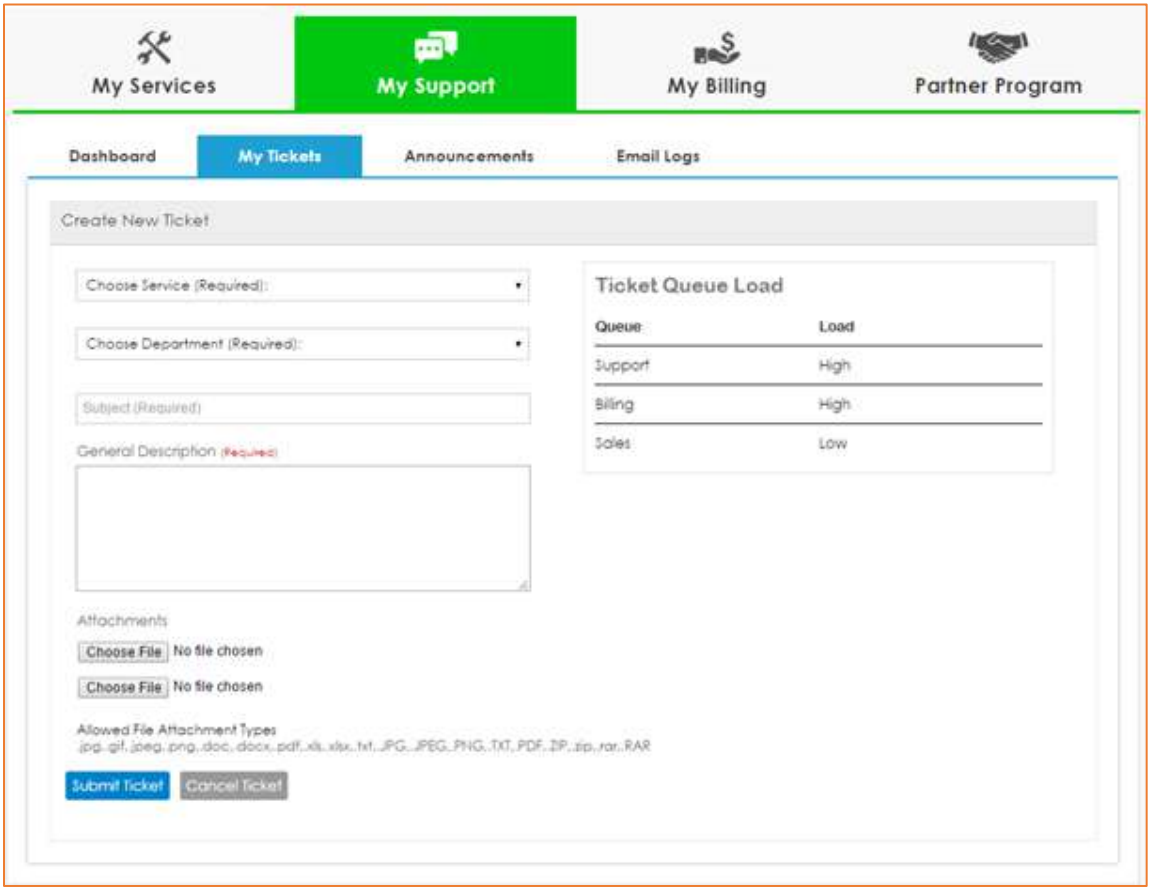
- **Registered Users of the Customer** - They can create ticket either directly through the member panel or via email: support@znetlive.com / billing@znetlive.com
- **Sub-users of the Customer** - They can also create ticket with the access rights provided to them by the main user - registered client of ZNetLive. The process of creating sub-users is detailed in subsequent sections.

Steps to raise a new support ticket

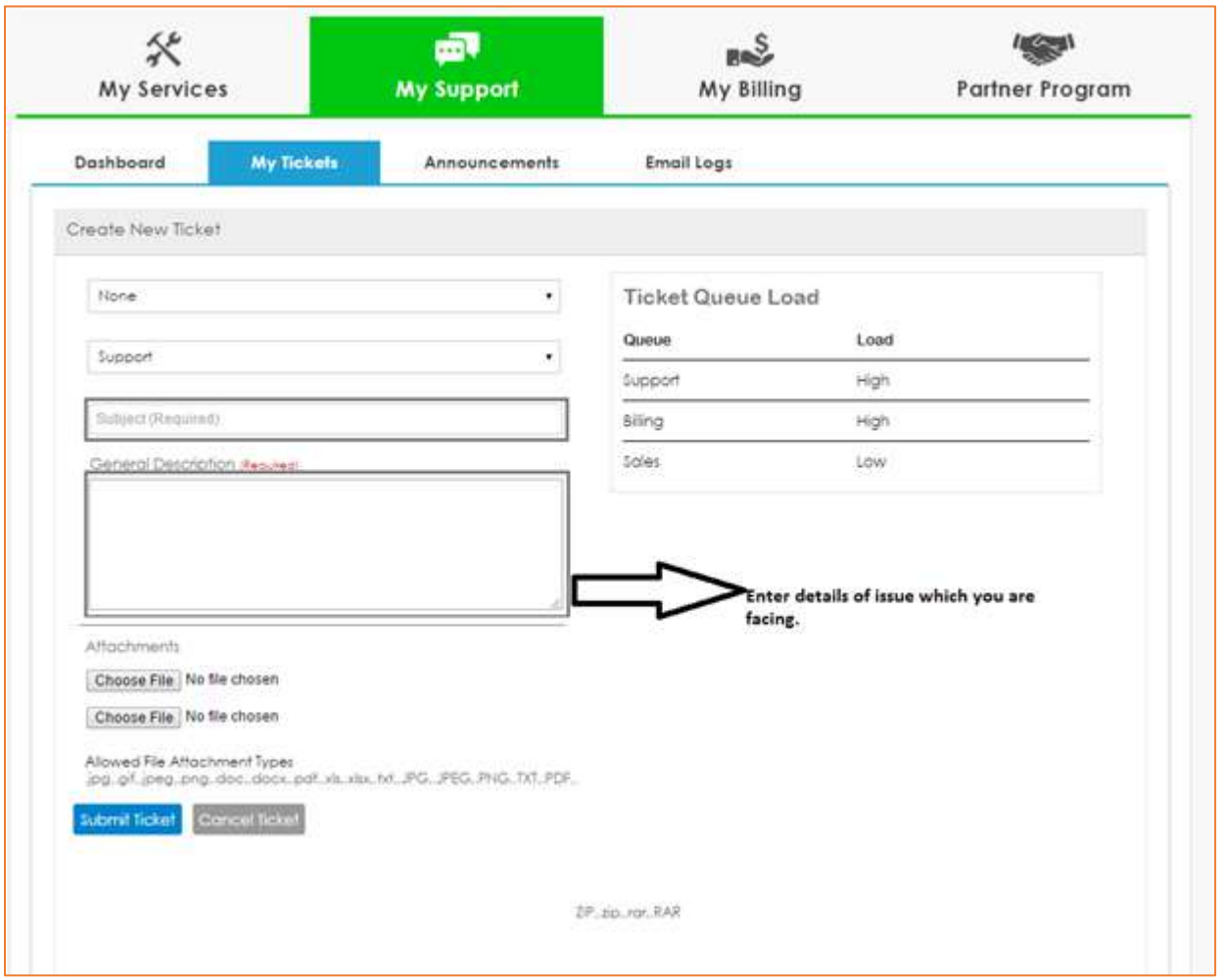
1. **Log into ZNetLive support panel** - Initiate the process of raising Support Ticket by logging into your ZNetLive member panel with your registered mail ID. Please use the correct URL and E.g. the URL will be like this: · https://manage.znetlive.com/memberp/
2. **Click on My Support** -After you log into the member panel, click on the tab - My Support to initiate the process of raising ticket. Here you will find the tab Submit Tickets. Click on it.



3. **Create New Ticket in customer portal** - After you click on the tab - Submit Tickets, it takes you to the page where you need to fill in certain details required by the ZNetLive team for better understanding of the issue.
4. **Select the service for which you need Support** - Select that service from the drop-down list in which you are facing issue.



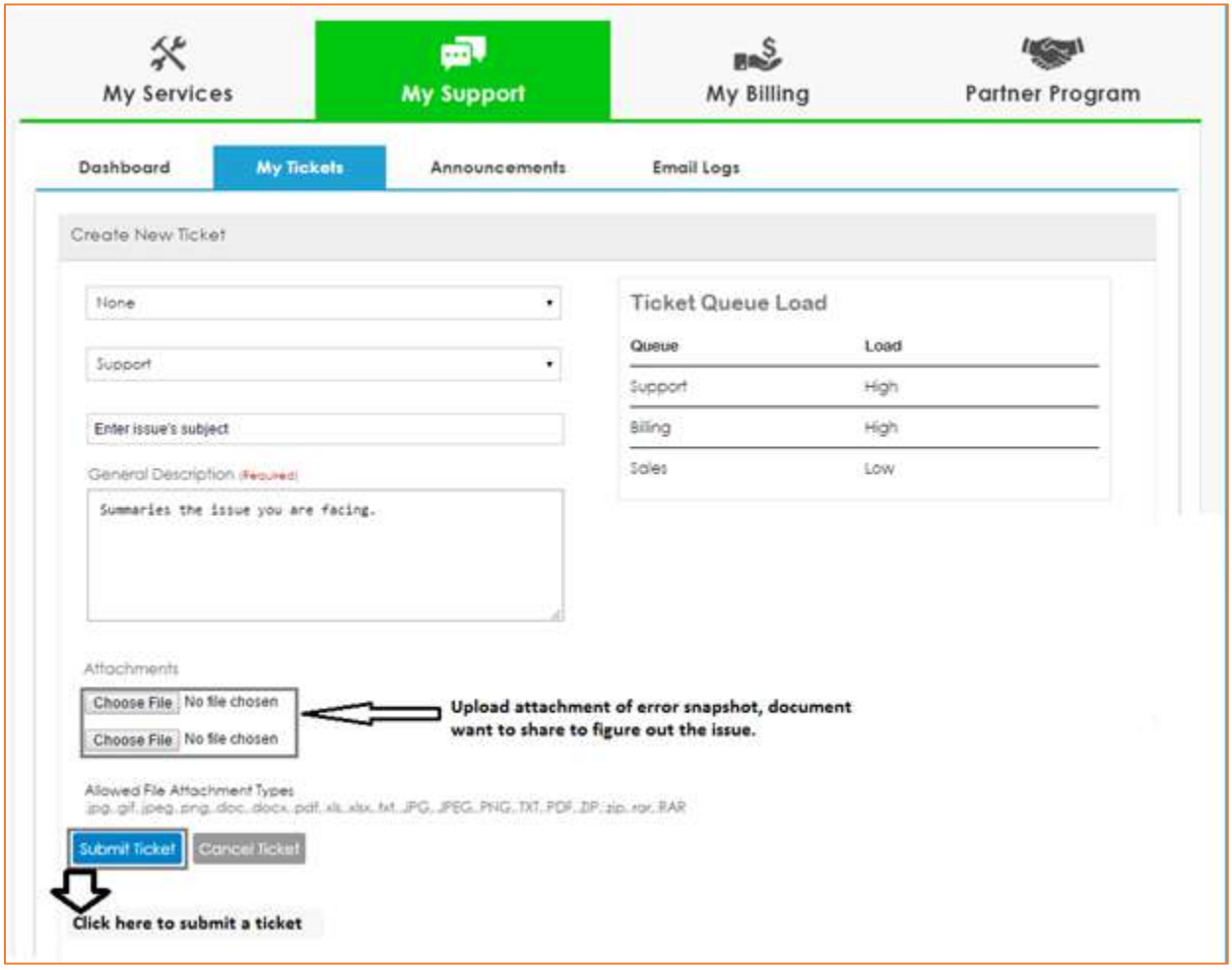
5. **Select the department from which you need support** - Next choose the concerned department for your issue - Billing, Support, Renewals or Sales. This will help you to get in touch directly with those who will resolve your issue.
6. **Mention the subject and write description for the issue** - Include as much information as you can, regarding the issue which you are facing. Define your issue Title in one line in the Subject Tab. Explain your issue in detail (as given by the ZNetLive) in the General Description tab. You can also attach screenshots for the errors in this section. This will help in better understanding the problem and in processing your request faster.



Basic issue logging template:

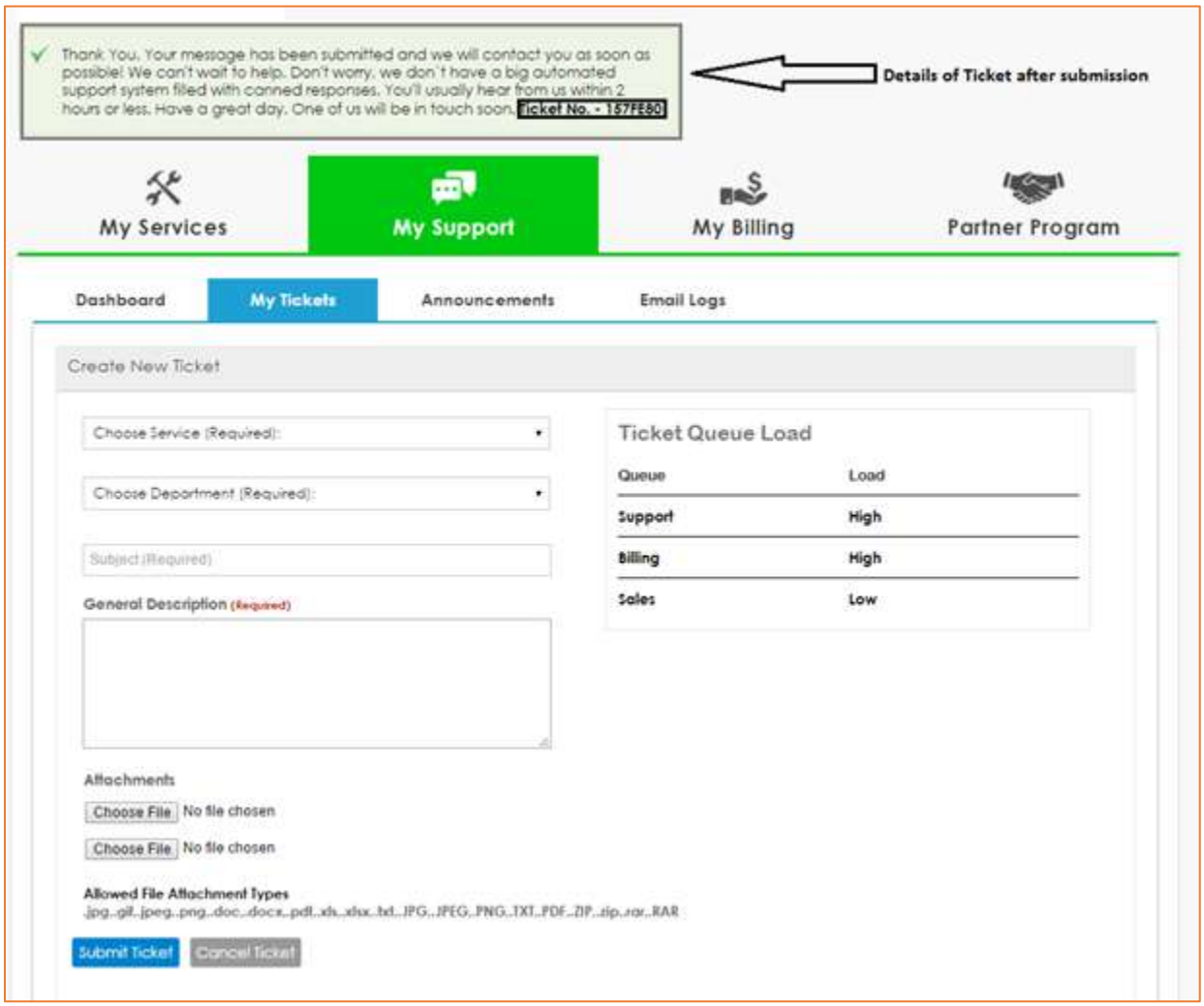
1. Problem description.
2. Is the problem consistent or intermittent?
3. If problem is reproducible, provide step by step instructions on how to reproduce the reported issue, including the user who encountered the issue.
4. Legible screenshots displaying the full URL and exact error message/ error condition.
5. Date, time, and time zone when issue occurred.

7. **Submit the ticket** - Once you have filled in all the details to raise the ticket, do recheck them and click the Tab - Submit Ticket.

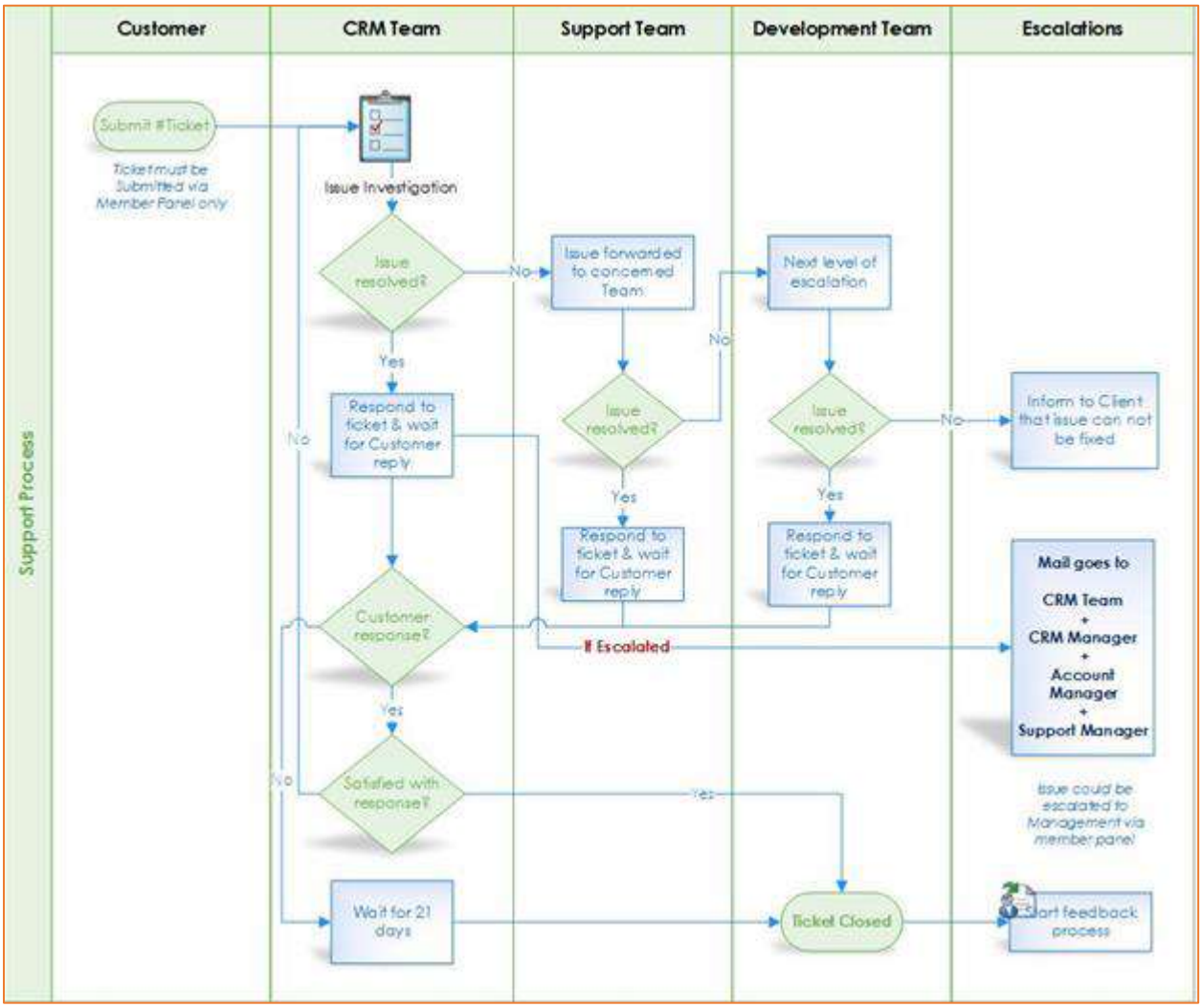


8. **Support Ticket is generated** - After you click Submit Ticket, a new support ticket is generated which automatically moves to the relevant ZNetLive department and admins start working on it to resolve the issue ASAP.

9. **Ticket ID Tracking Number** - You get an ID number when support ticket is generated successfully. Keep it safe for future communications regarding the issue. Moreover, you can view the status of your ticket by visiting My Support > My Tickets in your member panel.


Thank You, Your message has been submitted and we will contact you as soon as possible! We can't wait to help. Don't worry, we don't have a big automated support system filled with canned responses. You'll usually hear from us within 2 hours or less. Have a great day. One of us will be in touch soon. Ticket No. - 157FE80
Details of Ticket after submission
My Services
My Support
My Billing
Partner Program
Dashboard
My Tickets
Announcements
Email Logs
Create New Ticket
Choose Service (Required):
Choose Department (Required):
Subject (Required)
General Description (Required)
Attachments
Choose File No file chosen
Choose File No file chosen
Allowed File Attachment Types
.jpg,.gif,.jpeg,.png,.doc,.docx,.pdf,.xls,.xlsx,.txt,.JPG,.JPEG,.PNG,.TXT,.PDF,.ZIP,.zip,.rar,.RAR
Submit Ticket
Cancel Ticket
Ticket Queue Load
Queue
Load
Support
High
Billing
High
Sales
Low

ZNETLIVE SUPPORT PROCESS OVERVIEW



ZNetLive has a very clear escalation processes for the internal teams. Automated ticket escalations are in place, which help in immediate escalation of unhandled / pending issues and thus avoiding breach of SLA. The CRM team constantly monitors the ticket queue and provides timely response on the queued-up tickets.

Technical support team (Level 1)

This team handles the proactive monitoring and first level technical support. This team is also responsible for providing timely updates on your trouble tickets and ensuring that we never breach the defined SLA.

Technical support team (Level 2)

This team is the first level of internal escalation, which handles issues escalated by Level 1 support team.

Technical support team (Level 3)

Top Engineers are level 3 within the internal escalation chart and provide the final level of operations' assistance and engineering assistance. If the Incident Management team

(Level 1 and Level 2) is unable to provide the fix for an issue, the same is escalated to the relevant level 3 team following standard escalation procedures.

Escalation Matrix

Once you register the case, a Ticket ID will be created. Use this ID as reference in all levels of escalation. Once the escalation crosses Level 1 & the issue is not resolved, customer can contact the concerned authority as mentioned below via their member panel.

First Escalation	Second Escalation	Third Escalation	Final Escalation
Duty Manager	Team Leader	Account Manager	Management
managername@znetlive.com	teamleader@znetlive.com	accountmanagername@znetlive.com	management@znetlive.com

If you need additional users to be able to create and manage tickets, then you can do so as per process defined:

Create Sub-users

Sub-users are the additional users to your account that can be given separate login credentials and granted limited permissions i.e. to log tickets to the Support team

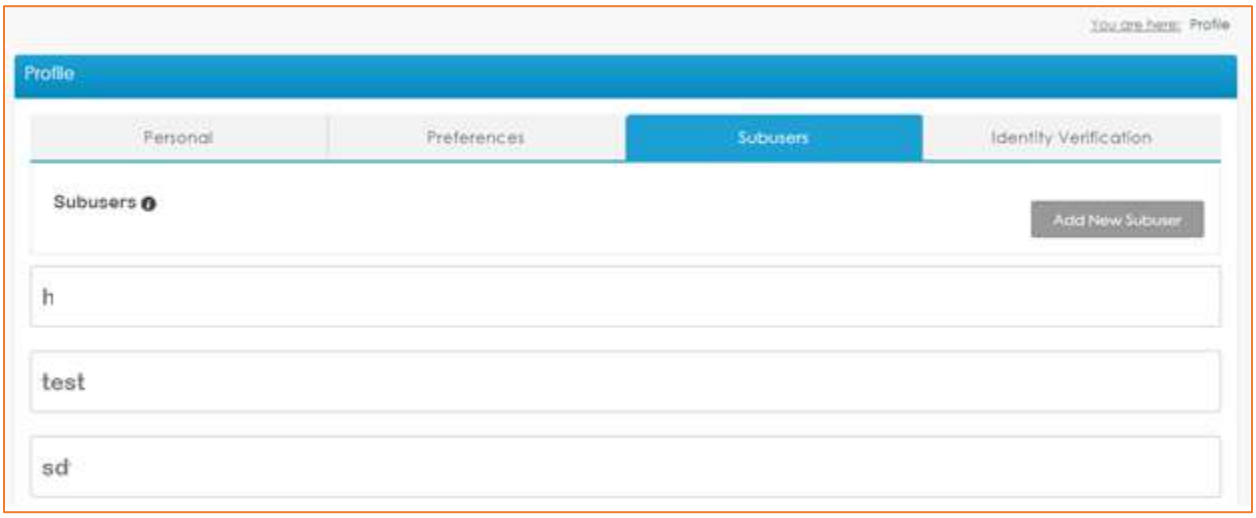
Login to your member panel.

Home >> User >> Profile >> Sub-users

To manage the Sub-users of your account:

- Click on the Sub-user's tab in the Profile section.

See sample screenshot of the Sub-user's section:



Add a New Sub User Account

To add a new sub user to your account:

- Click on the Add New Sub-user button in the Sub-users section.
- This will open the Add New Sub User window.
- Enter the details of the new sub user.
- Tick Activate Sub-Account to enable the new sub user account.
- Assign the rights and permissions by tick marking them.
- Click on the Save button.

Edit a Sub User Account

To edit the details or permissions of a sub user account:

- Click on the Sub user account name in the Sub-users section.
- Click on the Edit User button.
- This will open the Edit User Window.
- Make the desired changes in the sub user details and permissions.
- Click on the Update button.

Delete a Sub User Account

To delete an existing sub user account:

- Click on the Sub-user account name in the Sub-user's section.
- Click on the Delete User button.

About ZNetLive

Incorporated in 2009, ZNet Technologies Pvt. Ltd. is an IT and Cloud solutions provider that has empowered more than 100K websites, applications and hosting running worldwide. Our clients comprise enterprises, SMBs, software vendors and system integrators.

Delivering services worldwide through its different ventures and by collaborating with partners, ZNet works closely with vendors like Microsoft, Acronis, AWS, Google Cloud and IBM on cloud technologies, along with Artificial Intelligence (AI) and Internet of Things (IoT) focused enterprise solutions in India and across the world.

A member of NASSCOM, ZNet's expertise is backed by awards like Microsoft Channel Partner (IAMCP) P2P Bronze award, CRN Award in Excellence for IP creation, SME Channel Enclave Application Specialist Award and more.

- Microsoft Cloud OS Network Partner
- Microsoft Cloud Solutions Provider
- Microsoft Gold Hosting Competency
- Microsoft SME Specialist
- Microsoft Gold Datacenter
- Microsoft Gold Cloud productivity
- Microsoft Gold Midmarket solution provider
- Microsoft Gold Small and Midmarket Cloud Solutions
- Microsoft Silver Messaging partner
- The Microsoft Wave Launch 2008
- Microsoft SPLA

For more information, visit: https://www.znetlive.com/microsoft-azure-cloud/

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