



INNOVATION™
DELIVERY
RESULTS



	Bronze (Free Service)	Silver	Gold	Platinum
PURPOSE OF THIS OFFERING	Entry level service with self-help reporting capability on Azure services and best practice recommendations.	Basic Azure Managed Services offering for customers with inhouse skills to maintain and manage cloud resources with self-help tools, automated feedback and alerting, and the ability to log incidents.	Primary Azure Managed Services offering for customers who want BUI to manage their cloud resources with defined service level agreement. Includes self-help tools and cost, performance, security and cloud compliance monitoring with full ITIL support.	Premium Azure Managed Services offering for customers who want BUI to managed their cloud resources with a defined/custom service level agreement with additional monitoring, support and advanced configuration needs. This service depends on paid for cloud services in addition to standard tools.
Service Onboarding	Onboarding and access to BUI Cloud Management Portal (CMP), BUI Managed Services Desk, BUI Azure Compliance Portal, Azure Lighthouse and Teams site for self-help, reporting and collaboration.			
Cloud Best Practice Alignment *	Best practice baseline alignment – BUI will align your environment to ensure best practice access management, networking, configuration, compliance and monitoring.			
Tenant and Subscription Management	Unlimited growth opportunity with best practice conformity and piece of mind.			
Visible Consumption and Consolidated Billing	Access, consolidate, report, evaluate and forecast your Azure Spend with BUI's Cloud Management Portal self-help capabilities.			
IaaS Configuration Management	Maintain	Maintain	Azure IaaS Resource Configuration, Patch, Backup and Policy Management. Database Health Checks and Performance Tuning	Azure IaaS Resource Configuration, Patch, Backup and Policy Management. Database Health Checks and Performance Tuning Azure Runbook Development and Scheduling
Asset Management	Not Included	Not Included	Accessible and maintained Configuration Management Database of your cloud assets, updated real-time.	
Proactive Monitoring ***	BUI Templated Alerting by Resource Type integrated with BUI Managed Service Desk event management		Templated alerting and monitoring utilising free/standard Azure monitoring tools. Alert integration with BUI Managed Service Desk event management.	Templated and Custom alerting and monitoring utilising paid for / advanced Azure monitoring tools. Alert integration with BUI Managed Service Desk event management.
Network Configuration Management	Maintain	Maintain	Managing your Azure Virtual Network(s), Connectivity, Express Route and VPN, Web Traffic, Third Party Security Virtual Appliances.	
Security Management ****	RBAC & MFA Configuration		Manage and support RBAC & MFA configuration, onboarding, offboarding.	Manage and support RBAC & MFA configuration, onboarding, offboarding.
	Maintain Azure Baseline Security + Antivirus and malware protection		Continuous Security Monitoring + Antivirus and malware protection	
				Rapid threat detection and remediation
				Security Breach Recovery
	Not included - Paid-for Security Reviews available	Annual Security Review	Annual Security Review	Half-yearly Security Reviews
Cost Optimisation	Self-help – Rightsizing, Hybrid Benefit, Workload Reduction, License optimisation, Orphaned Objects	Annual – Rightsizing, Hybrid Benefit, Workload Reduction, License optimisation, Orphaned Objects	Quarterly – Rightsizing, Hybrid Benefit, Workload Reduction, License optimisation, Orphaned Objects	Monthly – Rightsizing, Hybrid Benefit, Workload Reduction, License optimisation, Orphaned Objects
Backup, Recovery and Resiliency	Configuration Only	Managed Backup and Recovery	Managed Backup and Recovery with participation in DR testing	Managed Backup and Recovery with annual DR testing
Patch Management	Policy configuration only		Manage configuration, policies, onboarding, offboarding	Manage configuration, policies, onboarding, offboarding and customization
Cloud Managed Service Desk	Utilise the BUI managed services desk for <i>incident</i> management with unlimited escalation to Microsoft .		Utilise the BUI managed services desk for <i>incident, change, problem and event</i> management with unlimited escalation to Microsoft .	
Service Level Agreement	No Service Level Agreement - Incident Reporting (P3) Office hours (GMT+2) - Monday - Friday 08:00 - 17:00	Standard BUI Service SLA for Incident Management (P1, P2, P3, P4) Office hours (GMT+2) - Monday - Friday 08:00 - 17:00	Standard BUI Service SLA based on ITIL best practices (P1, P2, P3, P4) Office hours (GMT+2) - Monday - Friday 08:00 - 17:00 Escalation to BUI Cloud experts	Standard/Customised BUI Service SLA aligned with ITIL practices (P1, P2, P3, P4) 24/7/365 Escalation to BUI Cloud experts
Service Feedback	Self-help instantaneous service feedback through state-of-the-art BUI Service Feedback dashboards, accessible through compatible internet browsers or dedicated Microsoft Team site.			
	Self-help Service feedback & Reports in Teams	Quarterly Service Review Session	Monthly Service Review Session	Monthly Service Review Session
As-Built Configuration Report	Once-off As-Built		Half-yearly As-Built	Quarterly As-Built
Advisory Services (Ask the Experts)	None	Annual Infrastructure, Cost, Security and Compliance	Half-yearly Infrastructure, Cost, Security and Compliance	Quarterly Infrastructure, Cost, Security and Compliance Annual Technology Roadmap Review
Specialised / Advanced Azure Services	Maintain status quo	Maintain status quo	Monitor and alert management. Reactive response.	Monitor and Alert management. Proactive response.
Consulting	Not included - but paid-for consulting is available	8 hours of Cloud Consulting per month	40 hours of Cloud Consulting per month	60 hours of Cloud Consulting per month
Management Assistance	MSP Managed	Sales Consultant Managed	Account Manager Managed	Account Manager Managed
Licensing	CSP-BUI (Min PAL) **	CSP-BUI or EA (Min PAL) **	BUI CSP or EA	BUI CSP or EA
BUI Cloud Managed Service Fee	CSP Consumption Costs Only	From R 24 500,00 per Month	From R 84 500,00 per Month	From R 135 500,00 per Month

* Remediation completed utilizing consulting hours allocated to each tier. Additional consulting hours might be required for complex Azure environments.

** Customers using EA licensing incur additional 5% monthly management fee

*** Monitoring depends on existing Azure monitoring tool capability. Paid-for services can be purchased. Azure costs additional to the managed services fee.

**** Security Center and Log Analytics required for advanced security monitoring. Additional Azure services required for full security lifecycle management – protect, detect, respond and recover.