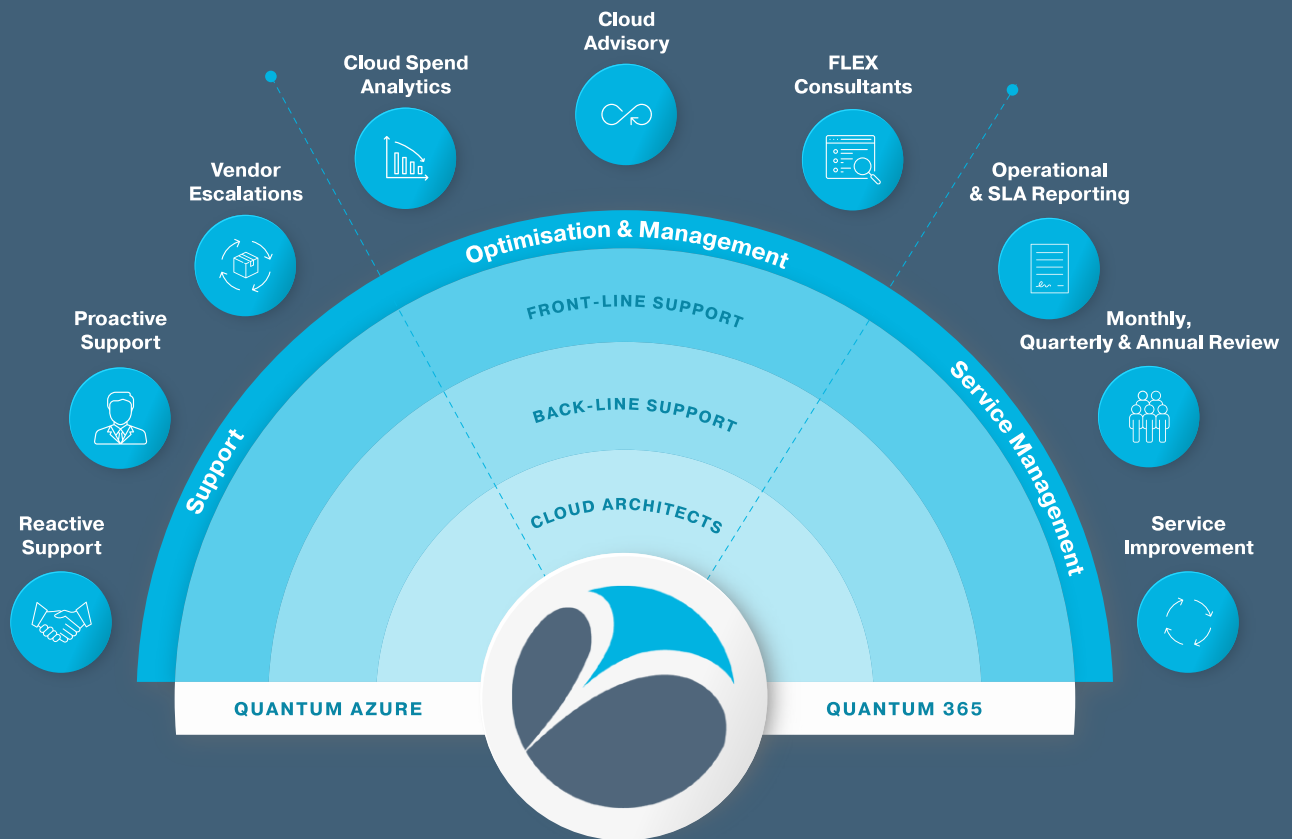# BYTES | Smarter together

Bytes
Cloud Essentials

Complete support for the cloud-based enterprise

Modern organisations face an increasingly complex IT landscape. Remote and hybrid working have accelerated the need to adopt cloud services in order to remain competitive. However, IT teams don't always possess the skills and capacity required to maintain such solutions - leading to service disruption and inefficiencies.

Cloud Essentials delivers immediate value

We'll help you to overcome the challenges of cloud adoption with technical support, consulting and optimisation services to meet your specific needs.

Cloud Advisory

Cloud Spend Analytics

FLEX Consultants

Vendor Escalations

Operational & SLA Reporting

Optimisation & Management

FRONT-LINE SUPPORT

Proactive Support

Monthly, Quarterly & Annual Review

Support

BACK-LINE SUPPORT

Service Management

Reactive Support

CLOUD ARCHITECTS

Service Improvement

QUANTUM AZURE

QUANTUM 365

Ensuring effective service delivery, operation and continuous improvement of your cloud environments

✔ Commercial Management ✔ Customer Satisfaction ✔ Service Escalation ✔ Service Improvement

✔ Service Management ✔ Issue resolution ✔ SLA Monitoring & Reporting ✔ Futures Planning

How it works

Cloud Essentials reinforces your cloud strategy with specialist support, management, optimisation and flexible consulting services – ensuring effective operations from day one. **It consists of three core areas:**

Support Services

✔ Reactive support available 24x7 with major incident (P1) response times starting from 30 mins as standard. Incidents are managed through to resolution and can also be escalated to the vendor.

✔ Proactive support includes regular health checks, patching, upgrades and other maintenance activities.

Optimisation Services

✔ Commercial optimisation analyses your cloud spend and determines cost-saving strategies using existing licenses, upfront purchasing and shifting spend to/from marketplace. Bytes will track ROI and advise on/make changes to ensure savings are maximised.

✔ Technical optimisation reviews your cloud services to determine rightsizing opportunities, remove unused/orphan services, identify potential for spot instances, and shut down services when not required.

FLEX Consulting Services

✔ Access to consultants across infrastructure, cyber security, modern workplace, change management, user adoption, training and commercial services.

Our unique platform

Bytes Quantum Azure and Cloud Health will provide you with visibility of what is running across your cloud environments and how these can be technically and commercially optimised.

Key features

✔ **24x7 remote support**

✔ **Major incident management and resolution**

✔ **Level 2 and 3 support**

✔ **Patching, upgrades and health checks**

✔ **Maintenance, remediation and technical rightsizing**

✔ **Cloud cost management using Hybrid Benefits, Reservations and Spot Instances**

✔ **Access to expert technical consultants**

Service Tokens

Cloud Essentials services are all accessed and paid for using Service Tokens, which are procured upfront and used when either an incident is raised on the Service Desk, when proactive maintenance activities are booked, or when consultants are required.

If an incident is raised on the Service Desk, the amount of Service Tokens consumed will vary, increasing for out-of-hours and weekend support. Service Token charges also vary based on the technical area and experience of the consultant required. Consultants can be used in half-day units for remote work or full days for onsite activities.

Discover more about **Bytes Cloud Essentials**, contact us on
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