Service Overview

Tech Data’s CSP Managed Services provides proactive remote monitoring and management of your clients’ Azure environments 24x7x365. These services are an add-on to the Support Desk Services selected and the SKUs available are determined by the support level selected.

- Standard CSP Managed Services
- Select CSP Managed Services

Standard CSP Managed Services

For Azure environments supported with a Standard CSP Azure Support Desk solution, the Standard CSP Managed Services are available as an add-on service providing support to the Partner only.

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Select CSP Managed Services

For Azure environments supported with a Select CSP Azure Support Desk solution, the Select CSP Managed Services are available as an add-on service providing support to the End Client and/or Partner.

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Azure VM Management

Service Description

Tech Data will provide remote proactive support twenty-four (24) hours per day three hundred sixty-five (365) days per year for Tech Data partners with tenants and subscriptions residing within Tech Data’s Azure CSP platform for virtual machine management. Each SKU purchase provides support for a single virtual machine instance.

Prerequisites

- Purchase of Microsoft Azure Support Services (Standard: SK4331 or Select: SK44334)
- Subscription to be supported must reside within the Tech Data CSP platform.
- The end client should be available in the Tech Data Partner Admin Center.
- Tech Data should have the Delegated Admin access to the end client’s admin center.
- Partner should have super admin access of Azure Portal.
- Partner should have ability to provide remote access to the End Client environment, if required.
- Supported server must be a Windows 2008 or above server.

Scope of Services

Tech Data will provide proactive remote monitoring and management of the identified Virtual Machine.

Virtual Machine Management

- Server Monitoring and Optimization
  - OS availability monitoring
  - Critical resources monitoring (CPU, Memory, Disk I/ O, Compute, Network Load)
  - Hard drive utilization monitoring and alerting
  - Event log and process monitoring and alerting
  - Predefined actions to maintain optimal system performance
- Asset Management
  - Online asset tracking
  - Software licensing tracking
- Patch Management (Windows 2008 & above only)
  - Patch pilot rollout and testing
  - Manual operating system patch management
  - Server reboot post patch rollout and UAT
  - Windows application patch management
- OEM/ 3rd party / Internal client escalations
  - 24x7 Monitoring of priority tickets and timely addressing as per client agreement
  - Escalations of tickets per client agreement
  - Coordination with concerned parties through closure per client agreement
- Antivirus
  - Antivirus installation & troubleshooting (Client Provided License)
  - Antivirus updates management on the virtual machine
  - Antivirus compliance
- Reporting
  - Hardware and software inventory report
  - Patch compliance report
  - AV updates compliance report
  - Health and performance report
- Server Security Administration
  - User account administration
  - File sharing permission and administration
  - Password management

- Server Support
  - Incident response and resolution tracking
  - Address monitoring alerts
  - Ticket log analysis and problem management
  - Unlimited 24x7 hours phone and email support related to the supported server

Exclusions

- Product training
- New rollouts
- Operating system upgrades
- AV rollouts
- Issues related to on-premise hardware and/or software
- Onsite support
- Third-party application or appliance support
- Upgrade or migration related support (requires professional services – please contact your Tech Data Cloud Specialist for more information)
- Architecture, design and consulting (required professional services – please contact your Tech Data Cloud Specialist for more information)
- Windows OS support

Terms and Conditions

Partner agrees by purchasing the SKU referenced above to the Terms and Conditions of this Service Brief and to the Terms and Conditions within the Microsoft Azure CSP Managed and Support Services Statement of Work.
**Azure Backup Management**

**Service Description**

Tech Data will provide remote proactive support twenty-four (24) hours per day three hundred sixty-five (365) days per year for Tech Data Partners with tenants and subscriptions residing within Tech Data’s Azure CSP platform for Azure backup management. Each SKU purchase provides support for a single virtual machine backup process.

**Prerequisites**

- Purchase of Microsoft Azure Support Services. (Standard: SK43318 or Select: SK44334)
- Subscription to be supported must reside within the Tech Data CSP platform.
- The end client should be available in the Tech Data Partner Admin Center.
- Tech Data should have the Delegated Admin access to the end client’s admin center.
- Partner should have super admin access of Azure Portal.
- Partner should have ability to provide remote access to the end client environment, if required.

**Scope of Services**

- 24x7 backup server & jobs monitoring
- Backup monitoring of Windows Servers 2008 & above
- Alert filtering
- Incident response and resolution tracking
- Ticket log analysis and problem management
- 24x7 hours phone and email support
- Self Service Portal to open tickets
- Troubleshooting and full remediation of Azure Backup Jobs and verify successful completion of the next scheduled job
- Microsoft Tier III escalation
- Quarterly test restores
- File/Folder restoration (Max 2 requests Per Month)
- ASR failover checks (Quarterly)
- Failover validation to Azure (ASR)

**Exclusions**

- Backup monitoring of OS other than Windows
- Third-Party backup software support
- Application backups
- Hardware support
- License management
- Network/VPN monitoring and management
- Azure designing and architecture related queries
- New virtual machine/application deployment
- Any upgrades

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Azure Database Management

Service Description

Tech Data will provide remote proactive support twenty-four (24) hours per day three hundred sixty-five (365) days per year for Tech Data Partners with tenants and subscriptions residing within Tech Data’s Azure CSP platform for Azure Database Management(IaaS). Each SKU purchase provides support for a single Azure Database instance.

Prerequisites

▪ Purchase of Microsoft Azure Support Services (Standard: SK43318 or Select: SK44334)
▪ Subscription to be supported must reside within the Tech Data CSP platform.
▪ The end client should be available in the Tech Data Partner Admin Center.
▪ Tech Data should have the Delegated Admin access to the end client's admin center.
▪ Partner should have super admin access of Azure Portal.
▪ Partner should have ability to provide remote access to the end client environment, if required.

Scope of Services

▪ 24x7 monitoring of database service on the windows VM (2008 & above)
▪ Proactive maintenance to maintain & react to any database health service alerts
▪ Database server performance monitoring
▪ Database server capacity monitoring
▪ Ticket log analysis and problem management
▪ 24x7 hours phone and email support
▪ Self Service Portal to open tickets
▪ Troubleshooting issues related to database service on the virtual server
▪ Database Servers Disc IOPS monitoring
▪ Database connectivity issues with Applications & Outside environment
▪ Database backup within IaaS
▪ Database restore request within IaaS
▪ Quarterly Database health check
▪ Microsoft Tier III Escalation

Exclusions

▪ Hardware support
▪ Troubleshooting issues with on-premise database server connectivity
▪ Escalations and co-ordination with OEM's
▪ SQL Installation & configuration
▪ Support for Azure Database Service on PaaS
▪ Troubleshooting within the actual database

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**ASR Management**

**Service Description**
Tech Data will provide remote proactive support twenty-four (24) hours per day three hundred sixty-five (365) days per year for Tech Data Partners with tenants and subscriptions residing within Tech Data’s Azure CSP platform for Azure Site Recovery Management. Each SKU purchase provides support for a single device/instance.

**Prerequisites**
- Purchase of Microsoft Azure Support Services (Standard: SK43318 or Select: SK44334)
- Subscription to be supported must reside within the Tech Data CSP platform.
- The end client should be available in the Tech Data Partner Admin Center.
- Tech Data should have the Delegated Admin access to the end client’s admin center.
- Partner should have super admin access of Azure Portal
- Partner should have ability to provide remote access to the end client environment, if required.

**Scope of Services**
- 24x7 backup server & jobs monitoring
- Backup monitoring of Windows Servers 2008 & above
- Alert filtering
- Incident response and resolution tracking
- Ticket log analysis and problem management
- 24x7 hours phone and email support
- Self Service Portal to open tickets
- Troubleshooting and full remediation of Azure Backup Jobs and make sure that the next scheduled job is successful
- Microsoft Tier III escalation
- Quarterly test restores
- File/Folder restoration (Max 2 requests Per Month)
- ASR failover checks (Quarterly)
- Failover validation to Azure (ASR)

**Exclusions**
- Backup Monitoring of OS other than Windows
- Third-Party backup software support
- Application backups
- Hardware support
- License management
- Network /VPN monitoring & management
- Azure designing & architecture related queries
- New virtual machine/application deployment
- Any upgrades

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Azure VPN and WAN Link Management

Service Description
Tech Data will provide remote proactive support twenty-four (24) hours per day three hundred sixty-five (365) days per year for Tech Data Partners with tenants and subscriptions residing within Tech Data’s Azure CSP platform for VPN and WAN Link management. Each SKU purchase provides support for a single VPN or WAN Link instance.

Prerequisites
- Purchase of Microsoft Azure Support Services (Standard: SK43318 or Select: SK44334)
- Subscription to be supported must reside within the Tech Data CSP platform.
- The end client should be available in the Tech Data Partner Admin Center.
- Tech Data should have the Delegated Admin access to the end client’s admin center.
- Partner should have super admin access of Azure Portal
- Partner should have ability to provide remote access to the end client environment, if required.

Scope of Services
- 24x7 VPN & WAN link monitoring
- Alert filtering
- Alert response and resolution tracking
- Ticket log analysis and problem management
- 24x7 Hours phone and email support
- Self Service Portal to open tickets
- Troubleshooting VPN related issues on Azure side (Max 2 issues supported in a month)
- Microsoft Tier III escalation
- Uptime reporting exclusions
- Hardware support
- Troubleshooting issues in On-Premise network side
- New VPN, VNET or Express Route creation
- Escalations and co-ordination with hardware vendors or ISP

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Azure Site Recovery to Virtual Machine Restoration Event

Service Description
Tech Data will provide remote reactive support on a per incident basis for Tech Data Partners with tenants and subscriptions residing within Tech Data's Azure CSP platform for a Site Recovery to a single device/instance restoration. Each SKU purchase provides support for a single restoration event for a device/instance.

Prerequisites
- Purchase of Microsoft Azure Support Services (Standard: SK43318 or Select: SK44334)
- Subscription to be supported must reside within the Tech Data CSP platform.
- The end client should be available in the Tech Data Partner Admin Center.
- Tech Data should have the Delegated Admin access to the end client's admin center.
- Partner should have super admin access of Azure Portal
- Partner should have ability to provide remote access to the end client environment, if required.
- Azure Site Recovery services must have been previously configured and be actively running for the designated environment/Virtual machine
- Partner/End Client should provide a configuration server according to current on-premise environment

Scope of Services
- Initial assessment of the environment
- Create a recovery services vault
- Verify target resource settings
- Set up outbound access for VMs
- Enable replication for a VM

Exclusions
- Product training
- New rollouts
- Operating System upgrades
- AV Rollouts
- Issues related to on-premise hardware and/or software
- Onsite support
- Third-party application or appliance support
- Upgrade or migration related support (requires professional services – please contact your Tech Data Cloud Specialist for more information)
- Architecture, design and consulting (required professional services – please contact your Tech Data Cloud Specialist for more information)

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For any questions or additional assistance, please contact our team.

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