Platform Operations

Part of risual's Managed Services service portfolio. Platform Operations focuses on optimizing your Azure platform. This service offers comprehensive support for Azure cost optimisation, business continuity, and disaster recovery services.

Features

- Azure cost optimisations
- Business continuity and disaster recovery services

- Delivers exceptional and proven levels of customer service and satisfaction.
- Delivered by MCSA Certified, UK based, Security Cleared Support Advisors.
- Delivered by Microsoft qualified engineers

Benefits

- ITIL V3 and ISO 20000 compliant IT Service Desk.
- Fully scalable service desk function to meet any client needs.
- Access to over 30 accredited engineers
- Managed Service Team with Net Promoter score of over 70
- Expert guidance and support to optimise your Azure platform

- Flexible support model and Service Level Agreements.
- Access to 24x7x365 service desk
- Average response time less than 20 seconds
- 1st contact resolution rate 75% or greater
- Instant chat & incident resolution via rMS SOS
- Reduce costs
- Enhance business continuity

About risual

Over 15 years of experience transforming the workplace through the introduction, adoption and strategic management of Microsoft cloud technology. Working across all industry sectors and delivering in partnership with our clients, we work to transform the ways in which people work through the re-imagination of technology, support services, and the provision of enhanced digital skills training.

*Mission Critical Workloads are not covered under this service. risual can provide this support however this will need to be fully scoped to provide the correct level of support.

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