

# Delivering the high quality managed cloud service your business deserves post sale

At **igroup** our proactive management solutions improve cloud performance, reduce operational costs and increase profitability.

**The CloudOps Active Management Solution (CAMS)** from **igroup** has been developed from our years of knowledge and experience managing AWS and Azure infrastructures for customers. Bringing together features, functions and processes it will help your business get the highest possible return on investment from the cloud.



## Dedicated Account Management

Your **igroup** account manager is with you from the first day, not just until you sign the contract. All accounts have a dedicated, named, account manager who is responsible for:

- Understanding your requirements
- Identifying the right solution for your business
- Explaining and supporting you to make the most from CAMS
- Being part of your team and interfacing with our technicians to resolve issues
- Helping you identify performance issues and cost reduction opportunities

**DID YOU KNOW?** Account manager meetings are booked directly through your CAMS portal as part of our account management processes.



## Quarterly Reviews

Because cloud technology is always changing, our quarterly reviews are designed to help you get the most from using the cloud. As well as reviewing the historic performance of your cloud we also update you and your team on all the latest changes and opportunities with the cloud.

**DID YOU KNOW?** At every quarterly review we present ideas and recommendations to improve cloud performance and reduce costs.



## Experts at the Ready

With every CAMS contract we include advisory hours to help you deliver your projects more effectively and efficiently. Our technical specialists carry out a range of activities for customers including:

- Optimisation of existing cloud systems
- Feasibility studies
- Surveys and estimation
- Trouble shooting
- Architecture

**DID YOU KNOW?** Our team are fully certified by Microsoft and Amazon as well as having over 50+ years collectively of Azure & AWS expertise and knowledge.



## Discounted Compute & Storage Costs

With **cams<sup>FLEX</sup>** and **cams<sup>COMPUTE</sup>** our customers get discounts of between 5% and 20% compared to buying directly from Amazon and Microsoft.

**DID YOU KNOW?** **cams<sup>COMPUTE</sup>** and **cams<sup>FLEX</sup>** customers are invoiced on standard 30 day terms helping plan cash flow and remove surprise bills



## Service Level Agreements

We guarantee 99.999% availability of any hosted cloud solution provided by **igroup** and supported by CAMS. Our SLA includes clearly defined rebates and penalties in the event that you have any disruption of service. **igroup**'s SLAs are higher than AWS or Microsoft offer, as our technology enhances the cloud infrastructure.

**DID YOU KNOW?** With CAMS we monitor your environment 24/7 and often identify and resolve issues before they become a problem and we have first line portal support 24/7 to a UK number and team.



## Free CAMS Updates

We are adding new features and functions to CAMS in order to deliver better performance and reduced costs for our customers. Upgrades to CAMS are rolled out automatically to all our customers free of charge for the duration of the contract.

**DID YOU KNOW?** As a CAMS customer you have a Technology Adoption Manager who ensures you get the most out of new features of CAMS as soon as they are deployed.



## Automated Tasking & Processes

CAMS uses technology to automate tasks and processes to increase the performance of your cloud and reduce costs. By automating day to day workloads CAMS reduces the need for hands on management and means your team can work on delivering better solutions in the cloud.

**DID YOU KNOW?** CAMS includes a 24/7 emergency dashboard which allows you to contact a technical specialist if required.



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