

# Ultima's CSP Azure Packages

With an in-house technical team who have over **110,000 hours of Microsoft Cloud** consulting experience and as a **13x Microsoft Gold Partner**, Ultima are the ideal partner to support your cloud environment. As an Ultima CSP customer, you'll receive access to management portals for billing, reporting and self-serve, alongside licensing expertise to optimise your environments and **increase your return on investment by up to 330%**. You'll also be given the flexibility to only pay for the licensing you need, and to scale this up or down as required. Learn about our package options below and discover how to **reduce incidents by up to 66%**.

## Ultima's CSP Value Add Matrix

Ultima offers three tiers of support for Microsoft CSP Azure Agreements: Essentials, Advanced and Ultimate, with each providing an increased level of ownership and accountability across the Microsoft Azure stack.

View the matrix opposite to learn more about what's included in the tiers, as well as the benefits that our Autonomous Cloud can bring to your organisation.



110,000+ Hours Cloud Migration Experience



9 Years Of Cloud Experience



90+ Cloud Technical Certifications

## CSP Essentials

Base level offering included within the pricing of your Microsoft CSP agreement, this is designed for customers with extensive technical skills that only require licences and limited support.

You will have access to Ultima's dedicated licensing team with over 20+ years experience for all product queries and programme restrictions, best of breed industry best practises, as well as our 24x7 CSP reactive support team, with access to an Azure Cloud Solutions Specialist.

CSP Essentials provides you with Ultima's light version of Autonomous Cloud, absolutely free. Autonomous Cloud is our autonomous, proactive monitoring and management solution for your core Azure environment. This allows you to proactively review core areas of your Azure environment, and you will be able to upgrade to the full version at any time.

Ultima's CSP Platform, Support and Value Added Features (CSP + Autonomous Cloud)	Essentials	Advanced	Ultimate
<b>CSP Provisioning, Billing and Reporting</b>			
Onboarding into Microsoft Azure CSP Tennant	✓	✓	✓
Consumption Based Billing and Subscription Support	✓	✓	✓
Access to Ultima's exclusive Webinars, Events and References	✓	✓	✓
Unlimited Licensing Support Via A Dedicated Licensing Team	✓	✓	✓
2 Hour SLA on Provisioning Licences	✓	✓	✓
Customer Usage queries	✓	✓	✓
Access to Monthly Azure Billing Report	✓	✓	✓
Access to Ultima's Azure Management Platform	✓	✓	✓
Quarterly Report and Analysis of Support Tickets	✓	✓	✓
Access to Ultima's Monthly Azure Consumption Report	✓	✓	✓
Monthly Microsoft Newsletter (Announcements, Changes, Agreement Updates)	✓	✓	✓
Access to Ultima's Extensive Service Catalogue	✓	✓	✓
<b>Ultima's Professional, Managed And Advisory Services</b>			
24 x 7 x 365 Break Fix Phone/ Email support for Azure Cloud Platform Only	✓	✓	✓
Dedicated Microsoft Azure Solution Specialist*	✓	✓	✓
Onboarding into Ultima's T+12 Lite Model for Azure*	✓	✓	✓
Access to Autonomous Cloud ROI Calculator	✓	✓	✓
24 x 7 x 365 Full Cloud Managed Service including 1st/2nd and 3rd Line Support		✓	✓
Dedicated Licensing Consultant for Roadmap, Cloud Planning and Reviews		✓	✓
<b>Autonomous Cloud - Management Platform</b>			
Autonomous Cloud Platform Version	Essentials	Full	Full
Cloud native monitoring	✓	✓	✓
Dynamic monitoring thresholds	✓	✓	✓
Enhanced Azure dashboards	✓	✓	Customised
Automated patching and backup	✓	✓	Customised
Automated Licensing Optimisation Service		✓	✓
Automated Application monitoring		✓	✓
Service Reporting		✓	✓
Automated capacity optimisation		✓	Enhanced
FoC Migration To Azure			✓
Root cause analysis			✓
3rd party firewall support			✓

\*Customers Spending More Than £5,000 per monthly billing schedule

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Or visit **ultima.com**

Gold  
Microsoft Partner



# Ultima's Added Value Autonomous Solutions

## Autonomous Cloud Essentials Management Platform

To help customers who are consuming Azure via the Microsoft CSP Agreement, we are providing complimentary access to our Autonomous Cloud Essentials Management Platform. Designed to help customers manage their Infrastructure-as-a-Service machines within the Azure environment, Autonomous Cloud: Essentials is a cloud ready, automated solution designed to lower your costs. The platform includes an alerting system which automatically onboards machines without user intervention. Self-service reporting is also included, enabling you to get a point in time overview of the environment- from configuration information to best practices, it is all provided automatically with no human effort.



### Save up to 10% on cloud spend

By allowing us to orphan resources and highlight what changes can be made to save money



### Save Time

No need to spend time documenting the Azure estate or onboarding machines into the alerting platform



### Stay Focused

Rest assured, if anything happens to the platform you will be alerted, allowing you to focus on your applications

## Try Our Free Demo Environment

We believe Autonomous Cloud will revolutionise the way you use the cloud and enable you to get the best out of your existing cloud environment. In order to provide you with a quality experience, we have set up a live demonstration environment with the latest version of Autonomous Cloud, which we are providing you with free access to for 15 days. [Click here to get started.](#)

## Autonomous Cloud Advanced

The Advanced tier provides comprehensive support for your Azure environment, plus real-time management dashboards, automated systems discovery and proactive monitoring capabilities for selected IaaS, PaaS and SaaS offerings in Azure. The service also includes options for proactive operating system security patching and a set of automated configuration changes. Furthermore, Advanced includes a set of service level commitments on service response and resolution times, to supplant the service level commitments provided by Microsoft. This tier of service is fully and automatically integrated into ITSM toolset provided by ServiceNow. Customers will gain access to a bespoke portal with an Azure-based service catalogue to request new resources.



### ITIL Aligned

Enterprise compliance levels for all businesses



### Backed by Azure Experts

Fully certified technicians across Azure technologies



### IaaS and PaaS Supported

Support for over 40 services in Azure

## Autonomous Cloud Ultimate

The Ultimate tier builds further on Advanced by introducing a set of additional ITIL aligned service management activities such as formal Major Incident and Problem Management. Ultimate includes a wider array of supported Azure services (see support list on the previous page) as well as more detailed monitoring capabilities. Ultimate also provides enhanced reporting, proactive service guidance, flexibility to introduce custom monitoring, optimisation of the Azure environment, and more granular security and cost efficiencies.



### Root Cause Analysis

Get to the root of issues within your Azure environment



### 3rd Party Firewall Support

Include additional security within your Azure environment



### Reduce costs by up to 30%

Enhanced cost saving allowing you to save on your monthly bill

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To see how much your business could save, try our [Autonomous Cloud Cost Calculator](#) here

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