



Azure support and managed services

Service guide

2023

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Introduction

The goal of this document is to provide a detailed description about SHI's Azure support and managed services capabilities including how to request support, how escalations are handled, descriptions of our service levels, and an overview of your SHI support team.

Global availability

Azure managed services are available to SHI customers in all Azure public regions and Azure GovCloud (US) region. Azure Germany is not supported. Note that all global support is provided in English. If leveraging Azure via the Cloud Solution Provider program additional regional limitations may apply.

Service offers

Azure support and managed services from SHI provides customers with multiple choices for supporting or managing their Azure infrastructure, allowing the choice and control to remain with the customer.

Basic

Our Basic support package is the foundation of our cloud service offerings enabling customers to purchase their Azure infrastructure from SHI under the Microsoft Cloud Solution Provider program. Purchasing your Azure infrastructure through SHI has many benefits that are included in our Basic service level including:

- Access to our SHI One Cloud Management Platform for supported services
- Net payment terms provided (upon credit approval) through SHI so you are not running your entire business on a credit card (or keep it on a credit card through SHI)
- Access to Azure Partner funding programs
- Cloud adoption support including access to self-service support, webinars, events, and references to industry general best practice reference architectures
- Simplified billing enabling simple monthly invoicing with custom bill splitting and chargeback processing
- Access to a wide array of fee based public cloud professional and managed services
- Flexible support options (direct support from SHI with managed escalations back to Microsoft)
- Escalations to Azure engineers, if required, through SHI's Premier Support for Partners Agreement

Professional

The Professional service level is designed for customers who want to retain a hands-on capability for the configuration and management of their Azure environment, while relying on SHI for first call support and as a trusted advisor.

At this service level, customers will have access to SHI's Azure certified engineers and resources relating to architecture and best practices guidance, and all the services of the Basic package. In addition, SHI serves as the sole point of contact for issues relating to the Azure platform.

- All features of the Basic service level
- Cloud architect level technical support of the Azure platform
- Designated technical account manager assigned to your organization
- Annual cloud architecture reviews to ensure that you are following best practices

Managed

The Managed service level is designed for customers who need comprehensive 24x7 management, alerting, and incident response for their environment, with SLA's as low as 30 minutes.

The Managed service level includes all the services of basic and professional and provides total 24x7 operational support for your Public Cloud environment and includes additional services such as monitoring, patching, operating system support and database management.

- All features of the Basic service level



- All features of the Professional service level
- Support and management for a designated list of operating systems
- Onboarding program to define a list of runbooks
- Best practice configuration of Azure services
- Patch management for designated operating systems
- Monitoring for automated alerts based on system events and defined metric criteria
- Deployment of new infrastructure based on agreed upon T&M rates in the rate card

Service comparison

Services	Basic	Professional	Managed
Simplified billing and billing support SHI can tailor your cloud invoicing process to be aligned to your business requirements. Examples include splitting invoices for chargeback or accounting purposes, consolidating, and summarizing invoices.	✓	✓	✓
SHI One portal access Access to SHI's cloud management portal, SHI One, which includes visibility and management of cloud support requests and your cloud accounts.	✓	✓	✓
Cloud adoption Support Resources to help you along your cloud adoption journey – includes onboarding assistance, proactive cost-savings recommendations, best practices, helping your organization understand your cloud bill, and more.	✓	✓	✓
Self-service technical support 24x7 access to documentation, white papers, and reference architectures for your cloud platform.	✓	✓	✓
Azure platform support (access to cloud support) Phone, email, and ticketing access to support engineers for technical support for cloud services. Support includes unlimited cases with managed escalation back to the cloud provider as necessary.	✓	✓	✓
Azure platform support (access to cloud engineers and architects) Phone, email, and ticketing access to level two and level three support engineers for technical support for cloud services.		✓	✓
Technical account manager Designated technical account manager to facilitate service onboarding and provide regular service reviews to ensure quality service delivery. Serves as an escalation point for day-to-day operations of your environment.		✓	✓
Annual architecture review Your technical account manager will coordinate an annual architecture review of any one workload of your choosing to ensure that you are leveraging the latest technical and operational best practices.		✓	✓
Operating system support Includes access to our cloud engineers for technical support for a designated list of operating systems. Operating system support includes optional patch management.			✓
Management and monitoring Includes definition of runbooks for proactive management and reactive response to alerts within SLAs. For any reactive alerts includes initial troubleshooting and execution of escalation plan.			✓
Database support Includes management of database cross region replication, backup, and restoration upon request.			Optional add-on

Your SHI support team

Account executive

Your account executive:

- Manages the overall relationship between you and SHI
- Ensures all business transactions are of mutual value and conducted according to sound governance practices
- Acts as an escalation point for any potential customer satisfaction opportunities
- Facilitates the procurement of any contracts required (upgrades, replacements, and remediation) that is outside of the scope of the service level of managed services

Cloud adoption team

Your cloud adoption team:

- Provides proactive general guidance via standard documentation, white papers, and reference architectures for Azure products and services for generalized use cases
- Provides awareness of SHI and partner led events and webinars to help enable your organization with your cloud transformation
- Assists with reserved instance purchases and conversions upon customer request
- Is responsible for new customer walkthroughs and training related to SHI One Management Portal
- Is responsible for new customer walkthroughs of the Azure console
- Is responsible for guiding basic customers through the onboarding process
- Provides education and guidance around Azure partner programs – funding programs and discount programs

Technical account manager

Your dedicated technical account manager:

- Provides regular cadence calls to review customer's cloud adoption journey and desired business outcomes
- Provides Communication and education around best practices for cloud transformation, backed by the Well Architected Framework
- Is responsible for configuring custom cost reports based on customer requirements, setting up budgets and alerts, and offering additional insight into costs and potential savings
- Is Responsible for guiding Professional and Managed customers through the onboarding process
- Monitors and manages the delivery of managed services to ensure smooth onboarding, operations, and customer satisfaction
- Leads regular service improvement meetings with the customer and any appropriate third parties and documents resulting recommendations in a service improvement plan
- Follows through any actions, issues, and service improvement opportunities highlighted at service review meetings
- Manages the overall execution of the service improvement plan (backed by a team of certified cloud engineers)
- Manages the coordination of any work required (upgrades, replacements, and fixes) that is outside of the scope of the service level of managed services
- Reviews upcoming patches for the future month
- Acts as a point of contact for technical escalations by or for the customer

Service desk

Supporting the service desk is a team of certified, highly trained, and experienced cloud engineers who perform remote diagnosis and provide level 1, 2, and 3 support for SHI services based upon the agreed service level.

The service desks, located in Somerset, New Jersey and Austin, Texas:

- Provide service interface between you and SHI for all aspects of your service, including receiving, recording, coordinating, and escalating incidents, changes, and requests



- Provide general guidance via standard documentation, white papers, and reference architectures upon request
- Work closely with customers to resolve incidents and problems within the agreed service levels.
- Provides a world-class service experience
- Facilitate escalations to the level 2 and level 3 technical support resources as necessary
- Facilitate escalations to the billing and account management teams as necessary
- Act as the initial point of contact for non-technical account management requests such as adding users, adding accounts, purchasing reserved instances

How to request support

Log an incident, change, or request with the service desk using one of the options below.

Option 1: Log a request online

You may log in via the SHI One Management Portal by visiting <https://one.shi.com>.

Option 2: Log a request by telephone

Call the service desk and refer to the customer instructions (also below).

Option 3: Log a request by email

Email the service desk and refer to the customer instructions (also below). All tickets submitted via email are created as low priority, please call the service desk to escalate if necessary or submit via the SHI One Management Portal.

Once a record has been created, you will be provided with a reference ticket number for tracking progress and making further inquiries. The person contacting our service desk must have a suitable knowledge of the service and configuration items to enable us to provide efficient diagnosis, support, and resolution.

Customer instructions

The service desk will prompt you for the following information. Please ensure you have all relevant details ready:

- Your organization's name
- Your contact name, email, and phone number

For cloud services as well as support and managed services you may be asked to provide the following information:

- Resource name, resource ID, IP address, or account number
- Details of the incident, change, or request
- Urgency and impact of the issue (determines request priority)
- Ticket number (if previously logged)

Contact information

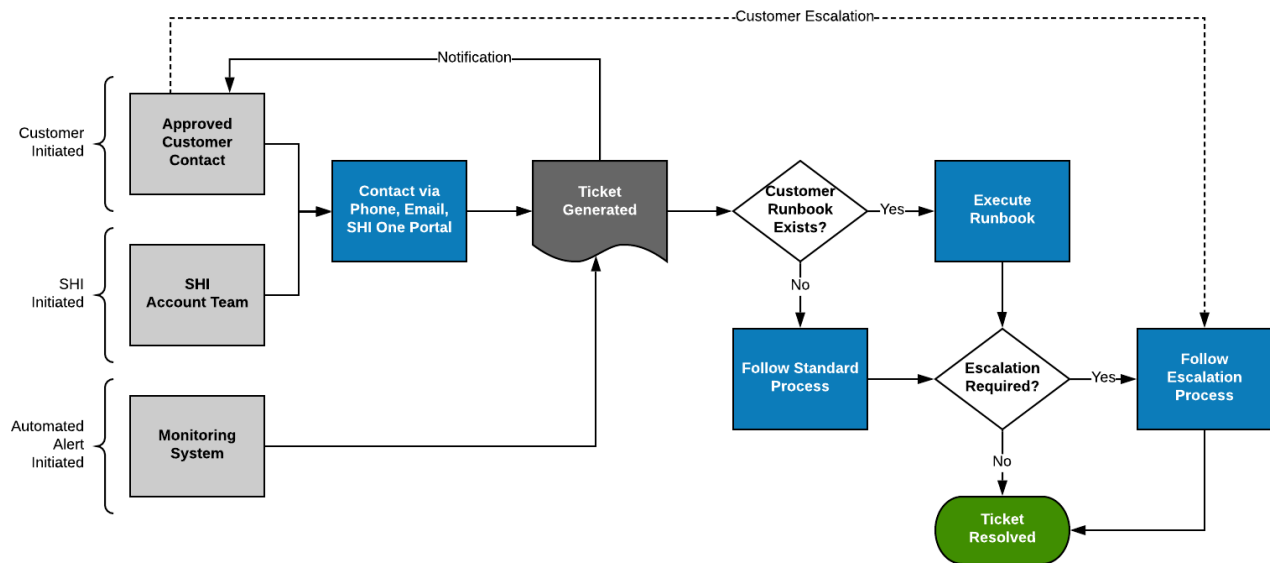
Phone: 1-888-572-9712

Email: SupportServices@shi.com (for low priority tickets)

Self-Service Portal: <https://one.shi.com>

Request flow

Service requests submitted by the customer will follow the path outlined below. If a customer runbook has not been created for the request or issue, then a Standard Process will be followed. Our Standard Process covers requests for information and basic service troubleshooting.



Managing your service

Important processes

Onboarding

For SHI to provide the complete set of services available under the selected service level it is critically important that the Onboarding process be performed with precision and detail. The depth of onboarding varies based on service level.

- For Basic service level
 - Capture any billing requirements and chargeback rules if necessary
 - Ensure customer understands how to request support and what support is entitled under the current service level
 - Ensure customer understands escalation process
 - Ensure customer can access the SHI One Portal
- For Professional service level
 - All steps under Basic
 - Establish a regular service review cadence with your technical account manager
 - Ensure SHI has all necessary access to systems to provide agreed upon level of service
 - Optionally begin scheduling for the annual architecture review
- For Managed service level
 - All steps under Basic and Professional
 - Ensure SHI has all necessary access to systems to provide agreed upon level of service
 - Work with customer to prepare the Customer Service Runbook
 - Implement monitoring, backups, and patching as agreed upon in the Customer Service Runbook

Request access to the SHI One Management Portal

1. Visit <https://one.shi.com>
2. Click "Don't have a login? Register an account" or optionally sign in with one of the SSO services supported.

3. Enter your email address and generate a password. Note your email address must match your organization domain and cannot be a public email such as gmail.com or outlook.com. Additionally, if you are the contract owner, please use the same email that was used during the initial service onboarding form.
4. Verify your email address by clicking the link in the email you received.
5. Next you must be approved by your account administrator, if you are the account administrator and you receive an approval screen then contact the Service Desk for assistance with configuring your initial account administrator.
6. Provide any contact information on your profile as requested.

If you have a technical account manager, they can walk you through this process.

Change your list of approved administrators and users

1. Ask each of your users to request access to the self-service portal using the process described above.
2. As the administrator you will be asked to approve each user as they register for the self-service portal, you may assign them as either a User or an Administrator. Users can later be configured with specific Roles. Administrators have full control over the portal.
3. Your list of users can be managed by visiting <https://one.shi.com>.
4. Click on your initials in the top right and select organization settings.
5. Click "user management."
6. Select the user and modify their role or remove them as needed.

If you have a technical account manager, they can walk you through this process.

SHI access requirements

For any service level where the customer is invoicing their Azure infrastructure and services through SHI via the Cloud Solution Provider Program, we require the Azure account to be configured in the following way:

- SHI maintain access to the customer's cloud consumption information via the Microsoft Partner Center

To ensure SHI's ability to provide the services required under the Professional tier the following access must be provided to SHI by customer:

- Configuration of appropriate access to all supported Azure subscriptions

To ensure SHI's ability to provide the services required under the Managed tier the following access must be provided to SHI by customer:

- Configuration of appropriate access to all supported Azure subscriptions
- Configuration of SHI Monitoring Solution
- Deployment of infrastructure required for delivery of the service
- Active directory account access
- Operating system access credentials and instructions
- Database access credentials and instructions (if optionally purchased)

Escalations

The escalation process is used to highlight or flag certain issues within SHI to allow the appropriate personnel to respond to these situations and monitor the resolution, ensuring that unresolved problems do not linger, and issues are promptly addressed.

If an issue is not being processed to your satisfaction, call the service desk assigned to your request and follow the instructions below:

1. Provide your organization's name
2. Provide the ticket number
3. Ask to speak to the escalation manager

Escalation levels

The following table provides details around escalation levels and contact points:

Escalation Level	Scenarios	Who to Contact	Contact Method
Level 1	Impending SLA breach: <ul style="list-style-type: none">A logged incident is not progressing to your expectationNo response to customer from assigned resource within the time requiredFailure to act on agreed activitiesNo follow up on a ticket	Service desk	Contact the service desk via telephone. Provide a reason for the escalation and ask to escalate the ticket internally
Level 2	If you are not satisfied with the results from a level 1 escalation you may escalate to your Technical Account Manager during business hours	Technical account manager	Contact your technical account manager directly. If you do not have a technical account manager proceed to level 3
Level 3	If you are not satisfied with the results from a level 2 escalation you may escalate to your account executive during business hours. Generally, this includes: <ul style="list-style-type: none">Financial-related issuesConcerns or issues related to the escalation process	Account executive	Contact your SHI account executive directly. If you do not know who your account executive is, contact the service desk to request that information

Azure support escalations

If you are purchasing your Azure through SHI and on our Basic service level as part of the Cloud Solution Provider Program or are leveraging our Professional or Managed service levels, then SHI serves as your sole point of contact for supporting that account. If Microsoft ever needs to be contacted for technical escalations, SHI will do so on your behalf by leveraging our Premier Support for Partners agreement.

Managed services operations

Customer service runbooks (Managed service level only)

During the onboarding process, the SHI technical account manager will work with the customer to co-develop a customized support runbook to cover the management of the cloud environment. This runbook will be used for the ongoing support of the environment, including any known incident response items, call routing and escalation points as needed to service any critical alerts during our 24x7 monitoring.

Examples of the details included in the customer support runbook include:

- Detailed application information, including SME's and owners
- Approved customer contacts
- RACI chart that covers SHI and customer roles
- Service levels and response times on a per-application basis
- Known application remediation paths / known issues (Service restarts, etc.)
- Login details and procedures for the environment
- Call tree for critical issues, including escalations

Development of the Customer Service Runbook is critical to the success of ongoing operations, and as such will need to be as comprehensive as possible. Applications, alerts, or services not covered by the Customer Service Runbook will be considered a best-effort service level. During our monthly account review process, any alerts not covered by the runbook should be considered for addition.

Monitoring (Managed service level only)

SHI will use a combination of platform native, 3rd party, and internally developed tools to provide best-in-class monitoring, alerting, and incident response for covered services. Based on the customer's environment SHI may recommend third-party solutions. The customer is responsible for any incurred infrastructure and licensing charges related to platform native and third-party monitoring solutions.

The SHI standard monitoring and alerting system covers standard Linux and Windows performance counters including CPU, disk, uptime, and critical runtime information, based on our experience with managing customer environments. Additionally, SHI monitors and alerts on security, database, web server (IIS, Apache, NGINX), Azure activity logs, response-time, and Platform as a Service metrics.

Alerts will be classified based on category, origination, severity, and customer support runbook, and responded to as required.

Incident and problem management (Professional and Managed service levels only)

SHI's primary objective during disruptive incidents is the timely restoration of service and customer satisfaction. Under our Managed service level SHI's best-in-class alerting and monitoring system may have already created a ticket for critical service disruption, however Incidents can also be initiated by named contacts or SHI on the customer behalf.

Here is an outline of the SHI incident and problem management process:

1. All incidents are logged as tickets via the ticketing system (see requesting support) or for the best possible experience through the SHI One portal (<https://one.shi.com>).
2. Prior to assignment, SHI support will carefully review our knowledge base and the customer support runbook if applicable.
3. If an engineer is unable resolve an issue within a timely manner, they may escalate the issue up to and including the public cloud provider, or vendor.
 - a. **Please note:** escalation may require the customer to have the appropriate support agreements in place with Vendors. We recommend documenting which Vendors SHI engineers can engage on the customer behalf as part of the customer support runbook, and SHI will follow any required vendor process to be "authorized" to open tickets on the customer's behalf.
4. During a critical situation, SHI engineers will work to restore service as quickly as possible, and document steps performed to a ticket for change tracking purposes. However, if the resolution will affect other services, the customer will be advised and have the option to schedule the work during a maintenance window.
5. An incident is closed:
 - a. With customer approval
 - b. Automatically resolved based on metrics
 - c. Closed on behalf of the customer after three attempts to communicate with customer over 72 hours (about 3 days)
 - d. When public cloud provider has identified a platform limitation restricting the otherwise successful resolution of the incident

Architecture reviews (Professional and Managed service levels only)

As part of the on-boarding or one time annually process, our certified experts will perform a review of the customer's current cloud environment and work with the customer to understand their goals and business objectives. We work jointly with the customer staff to identify opportunities for cost savings, operational efficiencies, high availability, security, and modernization opportunities, and then create a future-state architecture design and roadmap. During our regular account review process, we will report on status as we jointly work toward the end goal.

Infrastructure management (Managed service level only)

Patching

SHI will install critical operating system and security patches on IaaS VMs during pre-determined maintenance windows as identified in the runbook that meet customer requirements. To protect the integrity of the environment, certain patches may need to be installed outside of these maintenance windows upon customer approval. In certain extreme circumstances, patches may be auto-applied by the public cloud provider without notice to either SHI or the customer, that may force a restart of the IaaS VM.

SHI will not be responsible for any patching outside of operating system patches. SHI will not be responsible for installing customer application patches, releases, deployments, or other non-OS patches. Applications bundled with the operating system are considered non-OS patches. Please note that any required support agreements, such as Red Hat Network, must be in place and configured before service can be performed.

Backups

SHI will implement native cloud platform-based backups for all monitored objects that support native backup integration as required. SHI will work with the customer to align backup windows, frequency, and retention to meet or exceed customer requirements, within the stated SLA's and capabilities of each backup product.

Examples of this include, but not limited to:

- Archival to cool storage
- Azure backup
- Blob/managed disk snapshots
- Azure SQL database native backups

Restoration of any data or IaaS machine is included within the service but is limited to the capabilities and SLAs advertised for each service. SHI is not liable for the data integrity or availability of any native cloud backup solution.

SHI constantly evaluates the market for best-in-breed services to provide our customers, and may, at any time, change the product in use. SHI will be responsible for the installation and maintenance of any SHI-provided solution. The use of any 3rd party or Marketplace backup solutions will be the customer's responsibility to manage and monitor.

Anti-virus solutions

SHI will install and maintain Microsoft's anti-virus and anti-malware solutions for all Windows hosts and will include SHI and Microsoft pre-determined exclusions based on the role of the IaaS VM.

SHI constantly evaluates the market for best-in-breed services to provide our customers, and may, at any time, change the product in use. SHI will be responsible for the installation and maintenance of any SHI-provided solution. The use of any 3rd party or marketplace anti-virus solutions will be the customer's responsibility to manage and monitor.

Cloud security posture management

SHI shall implement a cloud native application protection platform with a set of security measures and practices designed to protect cloud-based applications from various cyber threats and vulnerabilities.

This will include a cloud security posture management solution for all hosts which will include SHI and Microsoft pre-determined exclusions based on the role of the IaaS VM, a summary of the security posture of the organization based on security recommendations (secure score), and a centralized policy management tool to identify resource configurations that violate your security policy via a centralized dashboard.

The use of any 3rd party cloud security posture management solutions will be the customer's responsibility to manage and monitor.

Operating systems support

SHI will provide basic operating system support for generally supported versions of Windows and Linux based on the respective cloud provider. In addition to patching, support will be limited to general troubleshooting, installation of roles and features, packages from default repositories, and general configuration of the IaaS VM. Please note that any required support agreements, such as Red Hat Network, must be in place and configured before service can be performed.

Database support (optional add-on)

SHI's industry recognized database experts will provide comprehensive support for native platform services, managed PaaS offers and actively supported editions of MySQL, PostgreSQL, Oracle, Microsoft SQL Server as part of the Managed service level.

Comprehensive support for IaaS SQL Server includes:

- Best practice guidance
- Migration guidance for PaaS offerings (Azure Database, Cosmos DB, SQL Data Warehouse, SQL Server on Linux containers, etc.)
- Database instance setup and configuration
- Installation of support scripts and utilities
- SQL Server Availability Group setup
- Guidance on the implementation of new features (Always Encrypted, Dynamic Data Masking, Row Level Security, etc.)
- User & Security Administration
- Health monitoring using DMVs
- Database backup and maintenance using our scripts (3rd party backup solutions not supported)
- Point-in-time recovery of databases (single-object restore not currently supported)
- Monitoring and alerting for Backup Failures
- Monitoring and alerting of failed SQL Server jobs
- Monitoring and alerting for critical system-level alerts
- Production issues, including excessive locking, blocking, and service outages

The database support add-on also includes support for Azure PaaS database services, including Azure Database (MySQL, MariaDB, PostgreSQL), SQL Data Warehouse and Cosmos DB, and Azure native tools including Database Migration Service, Schema Conversion Tool, and Performance Insights.

Additionally, SHI offers industry-leading data architecture, business intelligence/advanced analytics, and big data/data lake services as an additional offering. Please contact your SHI technical account manager or SHI account executive for more information.

Deployment

SHI's certified engineers will deploy resources to the environment, either using our library of templates designed by our certified architects, or the customer's standard deployment templates, per request. The deployment of resources will follow the change control procedures described in this document utilizing T&M rates in the rate card. Certain limitations may apply with Marketplace applications, including applications that require entering into agreements with 3rd party providers, and external billing. Design of new deployment templates would be additional cost and treated as a professional service.

Change management

Change management includes a standardized set of procedures that enables SHI to deliver changes in an organized manner to help ensure minimum impact and to meet any governance or compliance requirements for environment modifications.

The service desk should be your first point of contact on all changes to the environment.

1. All changes will be managed through a ticket, preferably through the SHI One Portal, as this allows for proper historical tracking.

2. SHI will create a ticket for changes that are owned or initiated by SHI. Customers may also elect to create tickets when SHI support is required for any changes owned and initiated by the customer. In addition, the customer may also call our support line and request that a ticket be created.
3. SHI will engage the appropriate engineers and perform the change, keeping the customer fully informed on progress.
4. For changes the customer may perform on their own environment that may cause disruption to any monitored resources, the customer must raise a ticket with SHI to inform us of the pending maintenance with a minimum 24-hour notice.

Service reporting (Professional and Managed levels only)

SHI provides regular reporting as part of our Public Cloud Managed Service practice. During the review, your Technical Account Manager will review the current state of your Cloud account, including spend, performance, and any proactive measures that need to be taken. They will also review any tickets opened during the previous month and provide any status updates on future-state goals & roadmap. Additionally, any other key items that may come up will also be discussed.

After the initial onboarding phase, the meeting cadence may include:

- **First meeting** – Review of architecture and uptime & SLA requirements; review of end-state architecture roadmap. Review of any immediate changes required to meet uptime and performance SLA's, review any immediate proactive cost control measures, review of governance and security goals, review of Azure trusted advisor recommendations.
- **Monthly meetings** – Review of any tickets opened in the previous month, discussion of cloud spend, review of any changes, review of the overall performance of the cloud environment, and any proactive changes needed to get ahead of customer objectives. *Note: If the total cost of the managed services is below \$5,000 per month, then this meeting is combined with the quarterly meeting.*
- **Quarterly meetings** – Review of regular monthly items, review of SLA and uptime, review of progress toward roadmap goals, evaluation of the roadmap to ensure objectives still meet business requirements.
- **Annual review** – Overall review of service delivery during the year. Status of goals and objectives and how we tracked toward it, review of SLA and uptime during the year.

Response times and service level agreements

Below are our standard SLAs for each service level and ticket severity. This SLA is for the initial response and assignment of the ticket and does not guarantee resolution to any incident or ticket within this timeframe.

Service	Basic	Professional	Managed
Service desk (Technical support)	Self-service portal available 24x7	Available: 24x7 Low: 8 hours Medium: 4 hours High: 2 hours Critical: 30 minutes	Available: 24x7 Low: 8 hours Medium: 4 hours High: 2 hours Critical: 30 minutes
Billing support	Available: Business hours Low: 8 business hours	Available: Business hours Low: 8 business hours	Available: Business hours Low: 8 business hours
Account management	Available: Business hours Low: 8 business hours	Available: Business hours Low: 8 business hours	Available: Business hours Low: 8 business hours

Severity Level	Description
Low	Customer is requesting general guidance such as a “how to” information request or support for a billing issue.
Medium	The situation has minimal business impact. The issue is important but does not have a significant current service or productivity impact for the customer. A user or small number of users are experiencing partial disruption, but an acceptable workaround exists.
High	The service is usable but in an impaired fashion. The situation has moderate business impact and can be dealt with during business hours. A user or small number of users, customer, or service is partially affected.
Critical	One or more services are not accessible or unusable. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple users or services are affected.

Customer obligations and support service limitations

1. Customer will provide reasonable cooperation, accurate information and access as requested by the reseller personnel providing the support services (“services team”) as may be necessary to enable the services team to fulfill its responsibilities under these terms. It is understood and agreed that the failure of the customer to perform any such obligation or responsibility or otherwise to meet such deadline(s) will entitle the services team to adjust the onboarding schedule to accommodate the effect of the delay.
2. Customer will identify contact(s) who will serve as the main point(s) of contact for support related interactions with the Services Team.
3. For any reseller-provided tools, Customer may create an administrative username(s) and password(s) to create subaccount(s) for its employee user(s) (each with unique login ID(s) and password(s).
4. Customer shall be responsible for the acts or omissions of any person(s) who accesses the Reseller-provided tools using passwords or access procedures provided to or created by Customer.
5. The tools used to provide support will be exclusively of the Services Team’s choosing. The Services Team may at any time substitute tools used to provide the Support Services.
6. The following items are to be considered out of scope for all service levels defined in this document and would require a separate statement of work.
 - a. Migration of new workloads into the managed public cloud environment.
 - b. Platform migrations between Infrastructure as a Service and Platform as a Service.
 - c. Modifications of infrastructure that fundamentally modify the architecture of the applications.
 - d. Major version upgrades of Operating Systems and Databases.
 - e. Infrastructure, management, and support for non-Azure-native VDI based solutions.

Support assumptions

1. Customer will provide a contact for IT-related interactions with services team for any IT-related support activities or projects for the Services.
2. Customer and the services team will jointly monitor the scope, objectives and timeline associated with the Activation of the selected level of support.
3. Support services activation will be performed during normal business hours: Monday-Friday, 8:30am-5:30 pm EST, not including SHI holidays.
4. Any delay in customer's timely completion of its obligations under this agreement may result in an extension of the original timeframe for the support services.

- Customer will provide all support services activation feedback within two business days following receipt otherwise, the support activation will be considered approved.

Security and compliance disclaimers

Customer agrees that the scope of the support services:

- Does not require customer to have direct access to the services team systems or data.
- Does not fall under Payment Card Industry Data Security Standard (PCI-DSS) compliance, Customer has appropriate security controls in place to prevent such access by the Services Team.
- Does not fall under Health Insurance Portability and Accountability Act (HIPAA) compliance, Customer has appropriate security controls in place to prevent such access by the Services Team.

Supported services

Customers of support and managed cloud services can select from the product groups listed below to build their hosted Infrastructure. SHI provides best practice opinions around the product set.

BELOW ARE THE SUPPORTED AZURE SERVICES:

Note: Some products listed below may be subject to different terms, conditions, service level agreements and levels of support.

General support: SHI has support expertise and has developed specific support services.

Best effort: Reasonable activities undertaken to resolve issues but with no guarantee of resolution by SHI personnel. Escalation to internal staff and Cloud Provider as needed. SHI Azure Engineer(s) and SHI TAM will continue to work on the issue with the customer and cloud provider after escalation to the cloud provider.

Customers can deploy resources outside the list documented below; however, SHI does not claim deep expertise in these areas. SHI support can be engaged for special escalation scenarios; however, support may be limited. In such circumstances, SHI may need to engage the cloud provider support teams to provide full support of resources outside of the list documented below.

Any Azure feature or service not listed below is considered Best Effort.

Service	Best effort	General support
Compute		
Virtual machines		✓
Virtual machine scale sets		✓
Cloud services	✓	
Container services		
Kubernetes Service (AKS)		✓
Container instances		✓
Container registry		✓
Web and mobile		
Web apps		✓
App services / App service environments		✓
Logic apps	✓	
Functions	✓	
API apps	✓	

Data and storage		
SQL Database / Managed Instances / IaaS SQL		✓
Storage / files		✓
Import / export		✓
Redis cache		✓
Cosmos DB		✓
Search		✓
Azure virtual desktops		
Single-session desktops		✓
Multi-session desktops		✓
Analytics		
HDInsight		✓
Databricks		✓
Networking		
Virtual network		✓
Traffic manager		✓
ExpressRoute		✓
Azure DNS		✓
Load balancer		✓
VPN gateway		✓
Application gateway		✓
Media and CDN		
CDN		✓
Integration		
Service bus	✓	
Backup		✓
Identity and access management (IAM)		
Azure Active Directory		✓
Azure AD Connect		✓
Multi-factor authentication		✓
Azure Active Directory B2C	✓	
Azure Active Directory Domain Services		✓
Developer services		
Visual Studio DevOps	✓	
Azure DevTest Labs	✓	
Management		
Scheduler	✓	
Automation		✓
Log analytics		✓
Key vault		✓
Security center		✓
Application insights		✓
Internet of things (IoT)		
Notification hubs	✓	

Machine learning	✓	
Event hubs		✓
Stream analytics	✓	
Azure IoT hub	✓	
Azure Site Recovery (ASR)		
Azure-to-Azure ASR		✓
Hyper V-to-Azure ASR		✓
VMware-to-Azure ASR		✓

Important links

Cloud Service Agreement

Find more information about our cloud services, including the service description, legal content, acceptable use policy, third party software terms, minimum requirements, and more.

[View details](#)

SHI One Management Portal

The service portal enables approved users to log and track service requests as well as interact with many self-service capabilities related to the service.

[Visit portal](#)

Additional services

Cloud assessment

Professional service to help determine the cost of moving to the cloud, what workloads should move to the cloud and to which the workload should move.

Rapid server migration

Professional services offer to help customers lift and shift migrate workloads to the public cloud.

Flexible services agreement

Retainer based service where customers prepay for a block of cloud professional services to be used at their discretion upon request.

Cloud architecture review

Professional service to assess the cost optimization, security, reliability, efficiency, and operational excellence of a customer's cloud environment.

Cloud optimization assessment

Professional and managed services offer to help customers improve how efficiently they leverage the elastic and on-demand pricing model of the cloud. Provided either as a 1-time service or as an ongoing service.