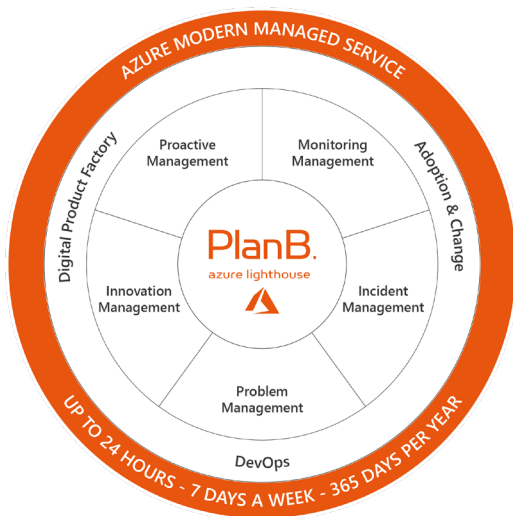


PlanB. Azure Modern Managed Service

– aligned to your digital transformation strategy.

Our mission is to provide outstanding digital products for our customers that inspire and excite users and bring them closer to their goals. Based on this, digitization always means more to us than successfully implementing new technologies. Equally important for our overall success is the satisfactory user experience and productivity of your employees. We ensure both by supporting you with a differentiated modern managed services strategy tailored to your company.



Using PlanB. Modern Managed Service leads you to take advantage of our Lighthouse Azure experts who take over the securing of the complete operational activities on the Azure Platform. Right from the start, we are there to advise you and take over the conception as well as the server and platform management. We are providing on-site DevOps engineering as well as managed Remote Operations for Azure based solutions. Both, the On-site and the Remote Operations will be provided by dedicated Teams, where the remote operations team will operate up to 24x7x365.

In a nutshell:

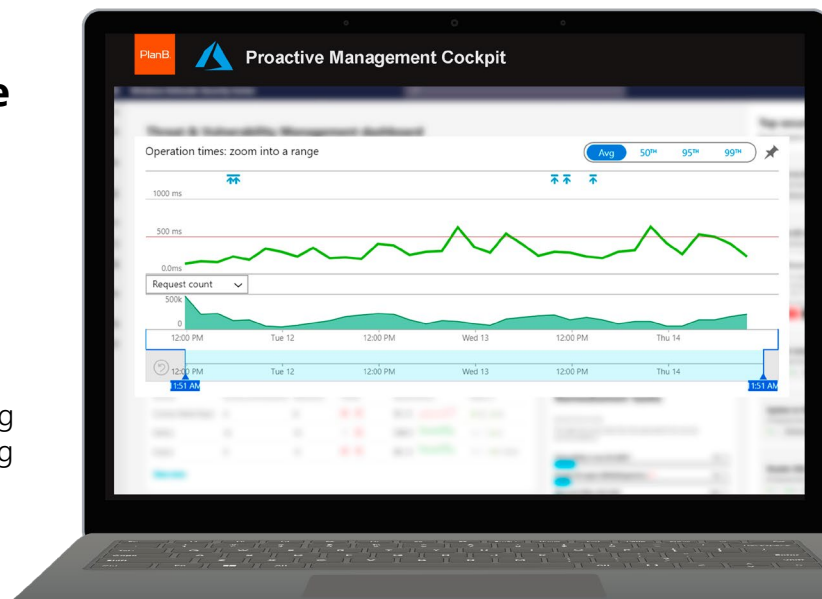
Securing of the complete operational activities on the Azure Platform up to 24x7x365 operation aligned with your digital transformation strategy and at 100% budgetable costs.

You can concentrate on your core business.

PlanB. Azure Modern Managed Service in concrete terms means:

Proactive Management.

According to our self-image of a strategic partnership PlanB. is willing to give proactive recommendations for continuously actions improving the quality of your IT processes and stabilize ongoing operations.



PlanB. Azure Modern Managed Service

Monitoring Management

PlanB. will provide Monitoring Management within the Azure environment and will pro-actively monitor 24/7 different aspects of the involved systems through available tools to minimize the adverse impact on business operations. This will ensure that the best possible levels of service quality and availability are maintained. In case any anomaly is recorded during the monitoring, an incident will be triggered to the Incident Management team (with appropriate priority) for resolution.

Incident Management

PlanB. is responsible for the incident resolution process of the contracted Services and ensures customer access to status updates through mails/phone and Customer Service Management Tool (which is owned by the customer).

Problem Management

PlanB. will be examining the root cause of incidents by executing a Root Cause Analysis ("RCA") and will initiate the necessary actions to improve or correct the situation.

All solutions or workarounds are subject to the change management process and will be implemented by the development team. The Problem ticket will be closed if the problem is fully solved and approved by customer.

Innovation Management

The PlanB. Team will provide innovation, which will lead to a continuous service improvement. Our

Modern Managed Service Azure Team will identify opportunities for service improvement, verify if the suggested service improvement opportunities are feasible and will implemented them if approved by customer. The PlanB. DevOps engineers ensure governance with Infrastructure as Code among other things and to best support the development teams.

Differentiated Azure Modern Managed Services strategy tailored to your company.

PlanB. Azure Modern Managed Service is always considered holistically with your value chain. With our approach, we are close to you, to

- drive innovation
- recognize needs and trends
- react quickly to your requirements

Our modern managed service approach and underlines the necessary flexibility, which is also positively valued by our customers in projects.

Whether personally or virtually, a short contact is enough. We are looking forward to it!

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Why PlanB.

PlanB. is a strategic partner for digitization and associated digital transformation based on Microsoft technologies. Thereby we not only think on innovative software solutions, but always on the future of our customers as a digital company.

Our 100% commitment to Microsoft Technologies leads us to rely on decades of product experience in all areas of Modern Workplace based on recognized experts paired with expertise in enriching our solutions through Artificial Intelligence/Smart Assistance.

**Microsoft
Partner**



Gold Cloud Platform
 Gold Cloud Productivity
 Gold DevOps
 Gold Application Development
 Gold Windows and Devices