

TO SERVE AND PROTECT.

CLOUD OPERATIONS AND SECURITY CENTRE.

Introducing the Cloud Operations and Security Centre (COSC) from Netsurit. COSC is designed to provide pro-active remote assistance for customers who have moved - or are in the process of moving – into the cloud.

With a focus on Microsoft Office 365, Enterprise + Mobility Suite (EMS) and Azure, the COSC specialises in proactive maintenance and prevention. In other words, preventing problems before they occur. The COSC is run by a highly skilled central team.

WHAT COSC OFFERS

1

MICROSOFT 365 TENANT ADMINISTRATION SERVICE

Ongoing administration and management of the Office 365* productivity suite (outlook, Word, Excel, PowerPoint, Access, OneNote, team SharePoint site, online meeting room with HD video and screen sharing capability.

2

MICROSOFT SECURITY ADMINISTRATION SERVICE

With cyber threats becoming increasingly sophisticated, the window between an initial compromise and a full-scale attack is shrinking from months to hours. A lot of companies cannot afford this risk. Having this service in a central facility allows for the cost to be shared and significantly reduced.

3

AZURE CORE ADMINISTRATION SERVICE

Customers often make use of their own applications, which allows for flexibility but increases complexity. Customers with their own applications such as ERP, HR programs and Operations benefit as Netsurit will run them through Azure* and manage them through COSC. Once again, reducing cost and increasing efficiency.

SERVICE TIERS

Each of these services will be offered in 3 tiers:

GOLD

Monitoring, maintenance and service enhancement. COSC will proactively monitor, manage, maintain and action everything for its customers.

Services will be priced on a per-user basis for Office 365 services and per-workload for Azure services.

SILVER

Monitoring and maintenance only. COSC will proactively monitor our customers' systems and advise if action should be taken.

BRONZE

Monitoring only. Netsurit will monitor from COSC and supply customers with reports through dashboards and information services.

*Customers are responsible for their own M365 and Azure licensing.

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INOBITS

Part of the **NETSURIT** Family

AZURE CORE ADMINISTRATION SERVICES



AZURE SERVICE ENHANCEMENT

- Proactively monitor and evaluate the state of all Azure services.
- Implement service enhancements.



MANAGE DELEGATION AND ADMIN ROLES IN AZURE

- Provide a facility to query and modify delegations in Azure.
- Receive and evaluate requests for new administrators.
- Assign users to administrative roles.
- Design and implement custom administrative roles.
- Provide periodic reports.



INVESTIGATE SECURITY REQUIREMENTS AND CAPABILITIES IN AZURE SERVICES

- Cost containment
- Excess Capacity
- Containment



MANAGE INTEGRATION WITH IDENTITY AND AUTHENTICATION SERVICES

- Ensure required changes are made to resolve directory synchronization.
- Analyse standard reports and make recommendation where relevant.
- Delegate the appropriate roles to pull built-in reports.



MONITOR AZURE USING AZURE MONITOR

- Assist Customer support teams with logging of support calls to Microsoft Premier Support Services for issues relating to the security of the Azure tenant and subscriptions.



AZURE REPORTING

- Workload-related services.
- Configure customised monitoring of networks, applications and on-premises workloads.
- Team proactively implements changes based on Azure Monitor findings.
- Provide reports, alerts and recommendations.



PROACTIVELY MONITOR AZURE SECURITY STATUS

- Forward and review of security alerts and reports generated by the Azure Security Centre, Azure Identity Protection, Azure Monitor and other related services.
- Notify appropriate customer operational teams of security incidents and issues, and resolve accordingly.
- Provide recommendations to customer for potential changes to infrastructure configuration, policies and operational processes.



MANAGEMENT AND ENHANCEMENT OF AZURE SECURITY STATE

- Implementation of changes to enhance security.
- Interaction with operational support teams to resolve security risks and incidents.
- Documentation of findings and recommendations.
- Develop and update a monthly Security State Report.



CREATE RESOURCES FOR NEW AZURE SERVICES

- Create new Azure subscriptions, resource groups and management groups.
- Create Azure network components.
- Create JSON templates for new Azure resources.



COLLABORATE WITH OTHER SUPPORT TEAMS

- Work with other support teams who focus on admin of specific Azure services, as well as related on-premises services.
- Receive, evaluate and execute requests for changes and other activities performed.



ACCOUNT MANAGEMENT – DEDICATED PERSON

BUT WAIT, THERE'S MORE!

Space prevents us from going into more detail on these and all the other services we offer. For more information, please contact solutions@netsurit.com

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