

Evolve your IT to
deliver business value
through resilience
and agility



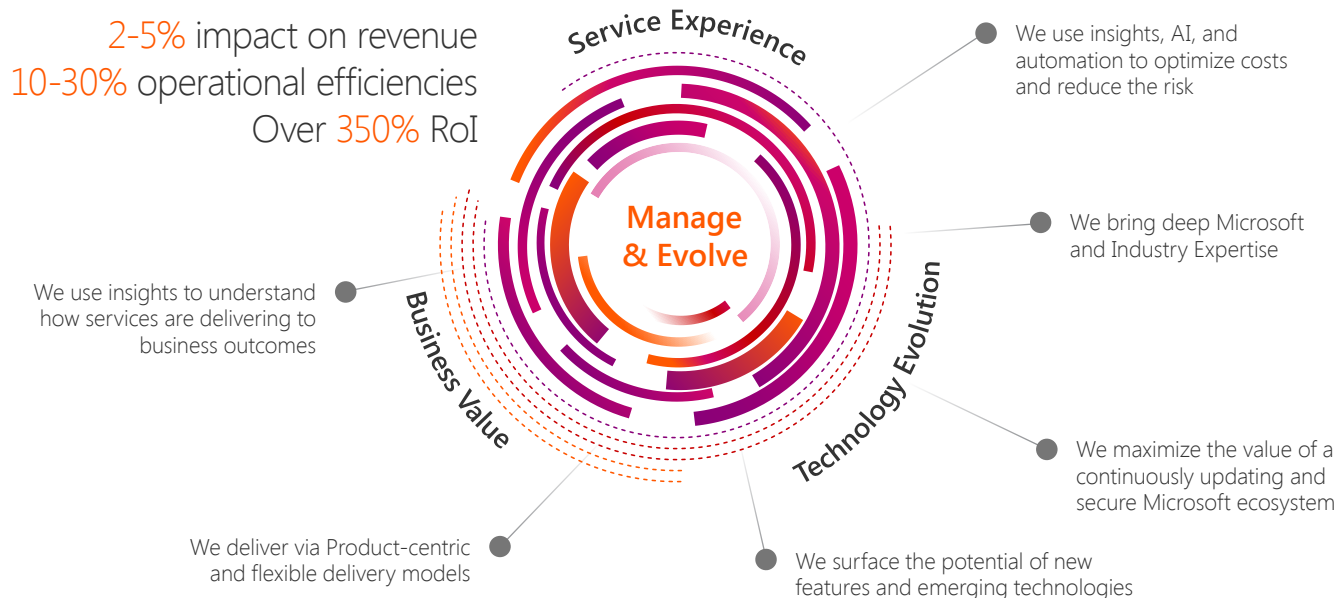
The need to evolve your business technology has never been greater. As the world goes through change at an unprecedented rate, organizations must rethink their expectations from managed services and demand more from their provider.

Avanade delivers outcomes that drive continual business value. We manage and evolve your technology platforms, bring business and IT together and provide on demand access to skills. Embrace a world of continual change by taking advantage of the latest technology innovations faster and accelerating your digital maturity to build resilience and agility.

Manage and Evolve

Avanade's managed services help clients to not only manage, but also evolve their technology platforms and products to enable continual business value through a managed service.

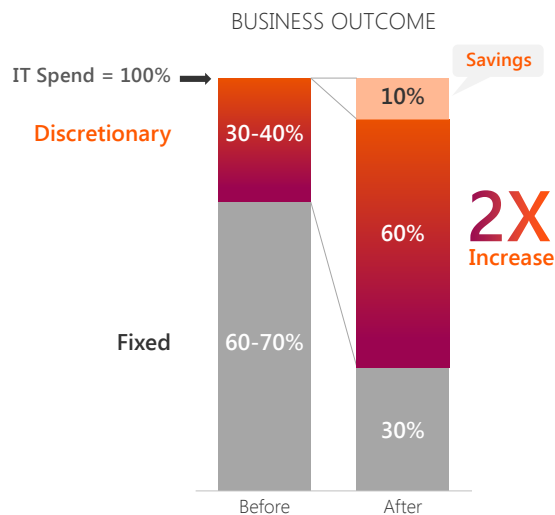
We bring together your service experience, business value and technology evolution



Manage and Evolve is an innovation multiplier

Manage & Evolve embodies a different approach, minimizing operational efforts while improving resilience and agility to deliver continuous value at the velocity the business requires.

By optimizing the management and efficiency of your IT estate, we help you to free up capacity and resources for higher value activities.



Smart Operations Framework

The smart operations framework helps you to understand how our services impact your business outcomes. Comprised of the operational and technology blueprints that form your service, the Smart Operations framework underpins Manage and Evolve.

Flexible Delivery Models

Flexible delivery models powered by our global workforce of Microsoft experts, meeting your specific needs.



Scaled Methods

Scaled methods are our ways of working. Scaled methods are our ways of working, ITIL v4 and Scrum aligned, battle-tested over 20 years, incorporating industry leading practices and adapted for traditional and/or agile.

Service Insights

Insights that show how business outcomes and value are being created by the service. Surfaced through real-time dashboards enabling decisions and actions.



Intelligent Toolsets

Development and Operations (DevOps) toolsets that enables a proactive service, reducing incidents and instability which reduces disruption of your business.



Lean Governance

Governance that's optimized to make the service flow. Empowering teams to create value, with delegated authority.

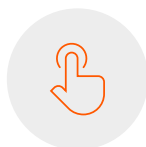
Demand more from your managed service

We deliver end-to-end business and technology services focused on the Microsoft ecosystem.



Strategy Design

Help clients envision new business models, enable digital transformation and develop actionable business and technology strategy



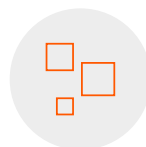
Experience Design

User-centered design experts conduct research and workshops to design meaningful, human-centered digital experiences



Solution Architecture

Deep experience in proposed foundation platform components in our solutions



Application Development

Fully integrated teams provide seamless experience across entire project lifecycle

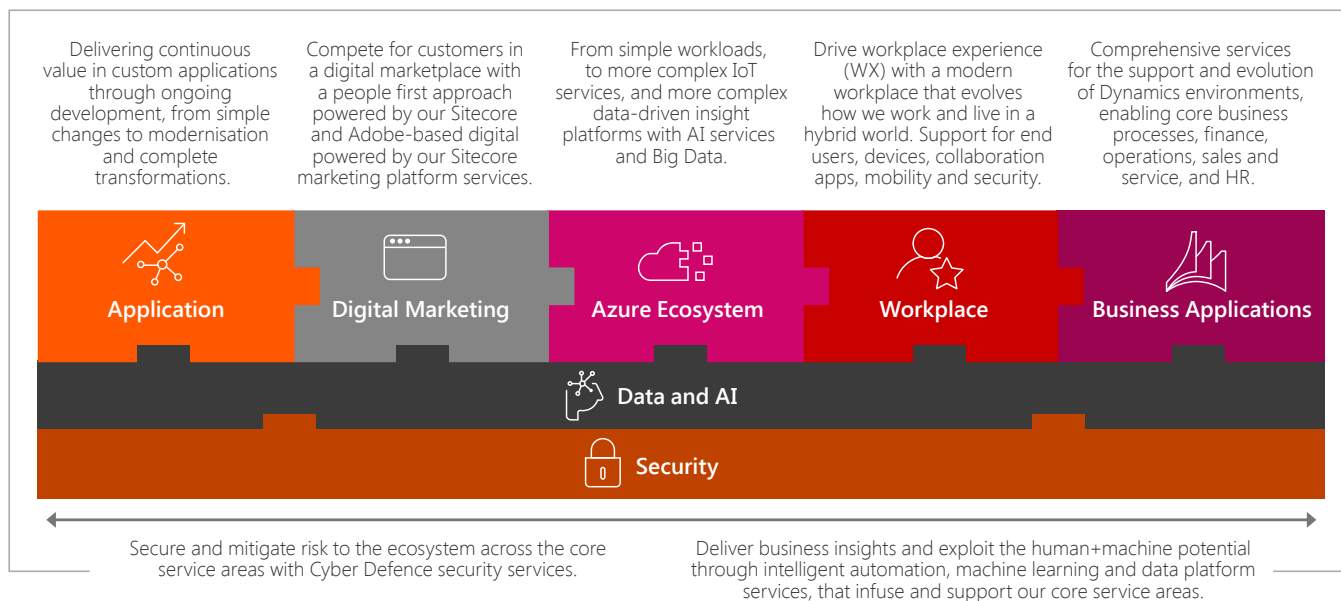


Manage and Evolve

Managed services teams to provide long-term operations, simple service transitions and future enhancements to drive resilient growth

Avanade's Manage & Evolve portfolio stretches across the Microsoft ecosystem

Our range of services, customized during joint workshops with clients, are anchored in Microsoft products.



Why Avanade



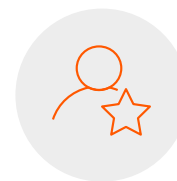
Award-winning recognition

Microsoft 2021 Global Alliance SI Partner of the Year for the 16th time, with over 90 Microsoft Partner Awards, and a recognized leader in the IDC Marketscape for Worldwide Microsoft implementation services



Drive Continuous Value and Innovation

We're committed to helping you embrace continual change by transforming your business to drive competitive advantage and resilient growth. We create reimagined human-centered experiences, prioritizing innovation to solve problems and accelerating value from your investments.



Unbeatable Microsoft expertise

We bring together 50,000+ dedicated professionals with the largest pool of Azure certifications. Services built on the Microsoft cloud enable you to engage customers in new ways, empower employees, automate operations and invent new products and services.



Global presence

Our 23 technology centers are located across 11 countries, enabling high resiliency, and able to withstand pandemics and disasters with no impact to our clients. Our diverse skills can also manage Cloud, Applications, Workplace, D365, Data & AI.



Modern delivery approaches

We deliver value through agility and innovative industry solutions and services. We bring creative delivery approaches to maximize value and flexibility within our services, whilst focusing on positively impacting your business outcomes.



Unique Culture

Employees appreciate Avanade's down-to-earth environment and flexible work culture. Avanade is a great place to work, our low staff turnover means that the people that you know and that know your business will be around for the long term.

Avanade Azure Managed Service Tiers

For non-mission critical workloads, we have the following service tiers.

BASELINE - (STANDARD)		COMMENTS
Azure cost management		Using Azure native tooling
24 x 7 x 365 monitoring		
Production Readiness review		Review of environment before taking over management
Dedicated Service Delivery Manager		
Avanade service management reporting (monthly)		
White glove customer onboarding		
VM Patching		
Client-specific runbook		Client-specific operational processes
ITIL alignment for incidents, problems, change requests		
Avanade Management Platform (AMP)		Avanade custom monitoring platform
ENHANCED BASELINE + STANDARD		COMMENTS
Cost Optimization (optional feature)		AMP/Cloud Impact
Resource Optimization (optional feature)		AMP/Cloud Impact
Infrastructure as Code (optional feature)		Terraform/ARM/BICEP
Azure Platform Evolve Pod (optional feature)		Allocation of dedicated architect hours to help enhance environment

*Note that these services tiers do not apply to mission-critical workloads.



Start your Manage & Evolve journey
Find out how we can help you

Deeper conversation

Let's discuss in more detail your most relevant area of focus to develop action plans.

Interactive workshop

Engage your IT and business owners with our subject matter experts in a workshop to develop a business case, roadmap and cost estimate.

Assessment or proof of concept

If you already know where you'd like to get started, we can conduct any variety of assessments or proof of concepts to get you started and moving on your journey.



About Avanade

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 56,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.

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