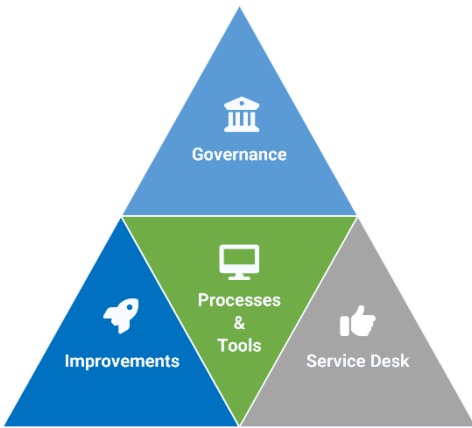
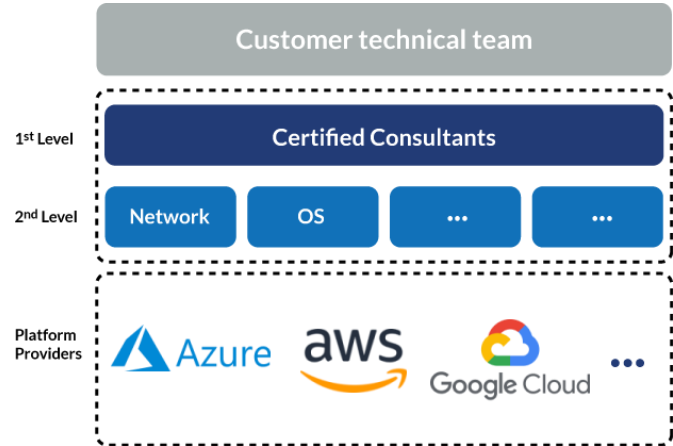


## WHY MANAGED SERVICES ON THE CLOUD?

Because Managed Services helps you operate your cloud infrastructure more efficiently and securely.

While leveraging Cloud Services, our Managed Services can augment and optimize your operational capabilities in both new and existing cloud environments.



... Magic Beans supports organizations in the digital transformation journey providing the expertise and experience to accelerate the transition to the cloud in an optimized way maximizing the business impact ...



### Processes & Tools

- Monitoring Platform
- Customer Portal
- Ticketing management tool
- Performance Dashboard
- ML Algorithms



### Governance

- Weekly Priority Review
- Monthly Steering
- Activity & Performance Reporting



### Service Desk

- Cloud Engineers in the 1st Line
- Cloud Architects in 2nd Line
- Pass through another 3rd party



### Improvements

- Savings opportunities
- Recommendations for improvements
- Preventive Maintenance

## Benefits:

- ✓ Customer peace of mind, monitor networking on 24x7x365 basis proactively;
- ✓ Single Point of contact for all issues;
- ✓ Defined Service Levels (SLA's);
- ✓ Avoid costs building own management & reporting system;
- ✓ Lower Total Cost Ownership (TCO);
- ✓ Provides in lesser cycle time, more value to the Business.
- ✓ Solution tailored to each customer;
- ✓ Improved performance & reliability;
- ✓ Fixed monthly pricing;
- ✓ Dedicated technical account management;
- ✓ A expertise extension of your team.



## Magic Beans offers:

Carry out a detailed analysis session by our Managed Services department that allows you to understand the advantages and potential that Magic Beans Managed Services offers in optimizing your management and infrastructure costs.

To learn more about how Magic Beans can help you in your business contact [team@magicbeans.pt](mailto:team@magicbeans.pt).