Managed Azure
Service Description

TRUSTED CLOUD SERVICES
Deft Azure Aware
Deft Azure Optimize

Introduction

Technology promises the world—streamlined infrastructure, instant scalability, seamless cloud migrations, and much more. But technology doesn't live up to its promise without a trusted advisor.

The Deft team humanizes technology. We actively listen to our clients, learning and collaborating to develop tailored proposals that perfectly fit your company's needs. We then design, build, operate, secure, and scale unique technology solutions with a singular purpose: to deftly deliver on the promise of technology for you and your customers.

We make a difference for our clients daily. We anticipate your needs, and consistently bring thought leadership and expertise to every encounter.

We push our potential to maximize yours. Growing our skill sets, embracing change, innovating, optimizing, and setting new standards: these are Deft's core operating principles.

We always find a way forward. Creativity is fundamental to our problem-solving process. Strong, well-informed perspectives guide our strategic decisions and define our products and services.

We care, and we show up. We're the right partner. We believe in your business and in your ability to succeed. Your issues and needs drive our mission every day.

Deft: the most trusted technology partner since 2000.

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Azure Aware and Azure Optimize

Successful Cloud partnerships are the result of transparency and collaboration. Clearly defined processes and a detailed outline of roles and responsibilities are where this collaboration begins.

At Deft, we go far beyond other Cloud partners. Based upon 21+ years of experience, we begin our partnerships by listening. It is only after we understand where you are, and where you want to go, that we begin the pursuit of your outcomes.

We recognize your need for a Cloud partner will be unique to your business. This is why we offer two levels of partnership in our Azure practice:

Azure Aware and **Azure Optimize**.

Our **Azure Aware** and **Azure Optimize** Cloud partnerships are both preceded by defined Consult and Plan, Design and Build processes. These critical steps establish the foundation for the execution of the environment and a successful, long-term partnership between our firms.

Once the foundation is established, our **Azure Aware** and **Azure Optimize** services differ based upon how much support - or how little support - you're looking for.

Consult

We follow a proven, structured process of automated data collection and personal interviews with key business stakeholders, IT infrastructure, and application teams to successfully complete the Discovery process.

The outcome of these efforts includes identification of business rules, infrastructure inventories, application inventories, and dependencies of your business. This comprehensive dataset is then synthesized, and we merge your unique requirements and our experience

in engineering cloud solutions to create the migration/remediation/adoption project deliverable optimized for you and your business.

The initial Consultation sessions are conducted with your company's subject matter experts (SMEs) and our cloud services team. These sessions serve to compile requirements and information about the current state of your business, IT operations, and future. This helps us prioritize your goals, discover current challenges you're facing, and explore how we can support you in solving them.

Identify Business Drivers
We begin each Consultation session with a workshop designed to identify the top-level challenges you are looking to solve or opportunities you wish to pursue, including the underlying business drivers. What are you basing your technology decisions on? What key performance indicators (KPIs) are we working towards? Do these KPIs exist today? If not, are the new KPIs already agreed upon and ready to be implemented?

Align Business Drivers with the Project
We've identified the "What", so we now strive to answer, "Why does this really matter?" In what true sense will this project impact the business? Is this project going to reduce costs? Is this project going to introduce revenue generation opportunities? Are there other aspects of alignment that are not clearly visible or easily understood? We will also discuss a critical question:

Why do you feel engaging a third-party going forward will help you with this project?

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Identify Project Ownership

This effort creates a comprehensive stakeholder map for the project, including peering with our experts. We'll identify who is ultimately responsible for this project at the operational level, the technical level, the business level, and the financial level and keep everyone engaged and informed throughout.

Current Infrastructure & Application Assessments

We review each workload and infrastructure element (network, compute, storage, security, etc.) and collaborate with you to determine the desired end state. We will deliver recommendations that apply our best practices in application deployment, management, administration and monitoring. We provide continuous feedback to your leadership and IT staff by using the time together to advise on best practices and provide recommendations as topics are discussed.

Application Dependency Mapping

This effort brings the Infrastructure and Application Assessments one level deeper by looking at the logical and physical dependencies between each application and infrastructure element. The final Application Dependency Map will reveal which applications and infrastructure elements interact with one another and how these dependencies impact the operation of the business and, ultimately, architectural decisions.

Discovery Deliverable

Upon completion of the Consultation phase, you will receive a detailed assessment highlighting critical requirements and opportunities for your cloud strategy and environment. This assessment outlines the critical steps for you, should you wish to continue down this path on your own. However, should you wish to continue working with us, we will move into the next phase: Plan, Design and Build.

Plan and Design

The data gathered and objectives defined in the Consultation phase inform the build out of a detailed cloud strategy that aligns specifically with your desired business outcomes. Plan, Design and Build brings these to life.

Greenfield Architecture

The Consultation process enables us to develop a list of possible solutions that can help you achieve your desired outcomes for your applications, workloads, data and business. The Greenfield Architecture includes reference architectures, highlighting our recommendations based upon the information we have to date. We will then collaborate to determine whether this will meet your needs (e.g. skillset, experience, desired future states) or not, and adjust accordingly. This is an iterative process that results in the development of a proof of concept – the formal framework and processes necessary to achieve the desired outcomes.

Total Cost of Ownership

These reference architectures are all created with ongoing operational costs in mind. You will receive clear, concise and transparent operational cost estimates for all architecture considerations. These estimates will be updated at the proof-of-concept phase and, again, when you transition into the formal Cloud Managed Service Partnership program.

Migration Planning

Migrations, whether they are refactors, re-platforms or the development of net-new environments, are planned and executed in an iterative manner. This includes the migration techniques. This methodology enables us to accurately reflect the fluidity of migration projects and what will be rapidly evolving desired outcomes.

Compliance Requirements

Stakeholders throughout the business will contribute to this effort so that a thorough understanding of your compliance requirements, today's and tomorrow's, is identified and accounted for in the final environment.

Scale Requirements

Scale is a bidirectional process. We will collaborate to identify your optimal patterns for scaling. Does your business scale linearly? Is it seasonal, with regular spikes in demand? Are there irregular spikes? We will identify, evaluate and account for the scale up and the scale down requirements of your business so system availability, performance and cost remain aligned.

Plan and Design Deliverable

Upon completion of the Plan and Design phase, you will receive a detailed roadmap for the Build phase of your cloud environment.

The roadmap outlines the critical steps for you, should you wish to continue down this path on your own. However, should you wish to continue working with us, we will move into the next phase with you: Build.

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Build

Proof of Concept/Pilot Environment

This is the development of the selected Greenfield Architecture. This is a development-focused environment architected and deployed to mimic what we've agreed upon as the proper environment for your business. This environment will be used to seed the production environment once it is ready.

Environment Build-Out (New)

Once the Proof of Concept/Pilot Environment is approved, we will begin the production Environment Build-Out. Once final adjustments have been made, this environment will be ready and available for production.

Environment Remediation (Existing)

As your business changes, your cloud environment will need to change to meet it. If we are onboarding an existing environment, this is where we begin working together, as planning and design are complete and there is already confidence in the operation and reliability of the current environment. This is where we introduce our best practices to your environment and make sure everything is ready for management within the formal Cloud Partnership.

Deployment Automation (Application IaC)

All Deft Cloud Environments are built on the concept of Infrastructure-as-Code (IaC). This level of automation is critical to ensuring the environment is stable, can meet your deployment schedules, and can quickly meet the changing needs of your business. From this baseline level of best practice automation, we layer additional automation as necessary to meet your needs. For many organizations, this includes comprehensive CI/CD pipeline design, development and deployment across infrastructure and applications.

Auto-Scale Setup

Auto-Scale is a bidirectional process. Determining how Auto-Scale will best serve your business is inclusive of, and accounts for, the ability to scale up and scale down. We will understand exactly what causes the need for scale and account for these requirements. We will identify your baseline state (the true minimum needed to serve your business) and define how we scale above (and below) this level to optimize your cloud investment. For applications and infrastructure elements that have not been refactored as cloud-native, this auto-scale is achieved via Deployment Automation.

Build Deliverable

Upon completion of the Build process, we work with your team to migrate to your new production environment. We apply guidance and best practices gained through our operating experience and supported by our cloud partners (AWS, Microsoft Azure, and VMware).

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Run and Operate

Now that your environment is successfully migrated to the cloud and verified as ready for production, the official partnership can begin. This is where we begin delivery of proactive management, administration, monitoring, and support for your cloud environment.

This is the most comprehensive portion of the Partnership, including:

- Configuration Management
- Backup, Resilience + BC/DR
- User Access Control
- DevOps
- Infrastructure Monitoring and Alerting
- Environment Monitoring and Alerting
- Security
- Support Tools

Configuration Management

Audit Logging - All Deft Cloud Environments are developed with comprehensive, automated Audit Logging. Comprehensive Audit Logging is configured across the cloud platform and is managed on an ongoing basis. We deliver detailed, consistent reporting and management so that you are always aware of your cloud's security effectiveness.

OS Patching and Updates - All Deft Cloud Environments receive comprehensive patch and update processes. Patches and updates are automatically applied to the operating system (OS) and any software within the OS repository. You receive a summary on each patch and update as well as a validation of their success.

Configuration Management Automation - All Deft Cloud Environments are built with a custom, automated configuration management system. This architectural decision ensures all configurations and configuration processes are contained in code and are applied via automated

systems to minimize errors and provide detailed, consistent reporting and validation.

Backup, Resilience and BC/DR

Full VM and Volume Snapshots/Backups - All Deft Cloud Environments include daily snapshots of all block store volumes. Standard retention policy for volumes is 30-days. Snapshots are stored in the cloud platform's default volume snapshot and backup repository. Additional and more detailed snapshot and long-term backup capabilities are available via our Managed Backup & Recovery Services.

File Backups/Restores - All Deft Cloud Environments include the ability to request file restore from full volume snapshots. Should an individual file or set of files need to be restored, a support ticket to our Service Desk will initiate the file restore process for you. Self-service restors are also available.

Please note that the time required to execute restore requests of data or files in long-term retention will vary. Contact our Service Desk for all recovery requests.

Backup Validation Reporting & Semi-Annual Testing - All Deft Cloud Environments provide backup validation testing and we will collaborate with you to perform semi-annual backup testing inline with standard maintenance processes.

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DR Planning and Configuration (DRaaS) - An optional service available for Deft Cloud Environments is Disaster Recovery Planning and Configuration. We develop the architecture and initial configuration of the DR environment. This is completed as part of the onboarding process and is executed on via separate Statement of Work (SoW).

DR Testing and Validation - An optional service available for Deft Cloud Environments is DR Testing and Validation. These processes are unique, based upon your business continuity requirements. The types of processes and automation implemented, the drills performed, and their frequency will be specific to your business continuity requirements and environment architecture and directly inform how Drills are conducted.

User Access Control
Cloud User Identity and Access Management (IAM)/ Role-Based Access Control (RBAC) - All Deft Cloud Environments include setup, configuration, management, and administration of all cloud users within the cloud console. This standardized management process delivers consistency across your cloud platform and full alignment with all governance, security and compliance requirements.

User Access Change Control - All Deft Cloud Environments include setup, configuration, management and administration of all change controls and change control processes for cloud users within the cloud console. This standardized management process delivers consistency across your cloud platform and full alignment with all governance, security and compliance requirements.

OS-Level User Acces Control (AD/LDAP/SSH) - We recommend Deft Cloud Environments include setup, configuration, management and administration of all necessary OS-Level UAC controls. Whether your environment

utilizes Active Directory, LDAP, SSH or all three control platforms, Deft provides the standardized processes necessary to ensure consistency across your cloud platform and full alignment with all governance, security and compliance requirements.

DevOps
IaC Development - All Deft Cloud Environments include the development of all necessary Infrastructure as Code (IaC) automation and IaC automation templates to be deployed in your cloud. We strictly adhere to proven IaC processes to ensure consistency and reliability of the platform and minimize mistakes or errors that may impact cloud environment or application/data performance.

IaC Deployment - All Deft Cloud Environments include the deployment of all IaC components throughout the environment – whether they are developed by you or Deft. At your request, this can be achieved by manual or automated processes based upon the nature of the cloud environment and your code development pipelines.

CI/CD Setup - We recommend Deft Cloud Environments include design, development and setup of an optimized Continuous Integration/Continuous Deployment (CI/CD) pipeline for your applications. This CI/CD pipeline will be unique to your business and designed to meet the needs of your business today and tomorrow.

CI/CD Management - We recommend Deft Cloud Environments include the ongoing management and refinement of the CI/CD processes. These management processes are based upon the specific application, data, environment and business requirements and changes.

NOTE: In many cases we establish the CI/CD pipeline, set it up, provide management structure and guidance while you execute the day-to-day CI/CD pipeline management.

Custom Application Lifecycle Management* - An optional service available to Deft Cloud Environments is the evaluation of your development processes. The goal of Application Lifecycle Management is to establish processes and procedures that are optimized for your current operations and are sustainable over the lifetime of the application.

Monitoring and Alerting

OS Health and Performance Monitoring - All Deft Cloud Environments include comprehensive OS Health and Performance Monitoring. We utilize an agent-based system to provide performance and health statistics from the OS itself. In addition to system availability information, utilization (including CPU, bandwidth, memory, disk, etc.) are also monitored. Access/visibility to this information is available within the monitoring portal, should you wish to see it. Service Desk also receives this information and can address it based upon predefined support rules as necessary.

Endpoint Health and Performance Monitoring - All Deft Cloud Environments include comprehensive Cloud Endpoint Health + Performance Monitoring. Access/visibility to this information is available within the monitoring portal, should you wish to see it. Service Desk also receives this information and can address it based upon predefined support rules as necessary.

Network Performance Monitoring - All Deft Cloud Environments include comprehensive Cloud Network Performance Monitoring. Your access/visibility to this information is available within the monitoring portal, should you wish to see it. Service Desk also receives this information and can address it based upon predefined support rules as necessary.

Database Health and Performance - All Deft Cloud Environments include comprehensive Database Health and Performance Monitoring for cloud-native database services. We utilize cloud-native systems to provide comprehensive performance and health statistics of critical database operations. Service Desk receives this information and addresses it based upon predefined support rules.

Infrastructure Alert Response and Triage We recommend Deft Cloud Environments include comprehensive Infrastructure Alert Response and Triage for all infrastructure elements.

Environment Change Monitoring - All Deft Cloud Environments include comprehensive Environment Change Management and Monitoring processes. Change in Cloud Environments is frequent and normal. However, changes outside of formal change management process need immediate attention to mitigate serious risk factors. This is why we focus on the entire cloud environment, including oversight and management of all changes within the environment. Service Desk receives this information and can address it based upon predefined support rules as necessary.

Environment Usage Delta - All Deft Cloud Environments include comprehensive management and monitoring of Environment Usage statistics. Focused on the entire cloud environment, we provide oversight for all usage variance within the cloud's normal daily operating environment. Unexpected changes in utilization (bandwidth, compute, memory, storage, cloud-native services, etc.) may indicate an anomaly that requires immediate response to remain within cost thresholds.

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Application Health and Performance - We recommend Deft Cloud Environments include comprehensive En Health and Performance Monitoring for all applications deployed within your cloud system. We utilize cloud-native systems to provide comprehensive performance and health statistics of critical application operations. Service Desk receives this information and addresses it based upon predefined support rules.

We utilize cloud-native systems to provide comprehensive performance and health statistics of critical infrastructure operations. Service Desk receives this information and addresses it based upon predefined support rules up to the point of your application.

AI/ML Correlation* - An optional service able to be added to any Deft Cloud Partnership, AI/ML Correlation delivers intelligent, automatic analysis of all system events and alerts. This service focuses primarily on non-threshold-based alerting and minimizing false positives (not actionable incidents) to reduce cost and improve operational efficiency and effectiveness. Service Desk also receives this information and can address alerts based upon predefined support rules.

Security
Edge Network Configuration and Network Firewall Rules - All Deft Cloud Environments include the setup, management, administration and change control for the cloud edge network configurations, security policies and firewall rules.

Application Endpoint Firewall(s) - All Deft Cloud Environments include setup, management and administration of application endpoint security. Rules, management, administration and change management processes are based upon your specific architecture and requirements.

Data Encryption Enforcement - All Deft Cloud Environments include the implementation of automated encryption processes for all data at rest. Best practices require any data that can be encrypted at rest is encrypted at rest.

Key Management - All Deft Cloud Environments include setup, management, and administration of system-wide keys. This includes adherence to industry defined, and Deft proven, best practices for key management processes and procedures.

Compliance Support - An optional service able to be added to any Deft Cloud Partnership, we can assist you in addressing your compliance initiatives. In addition to support, we can also highlight and share best practices in the design and operation of compliance processes and procedures.

Intrusion Detection Systems (IDS) Monitoring - All Deft Cloud Environments include setup, management and administration of cloud-native Intrusion Detection Systems (IDS). IDS Monitoring focuses on ingress and egress to be sure your specific security and IDS requirements are met.

IDS Alert Response - We recommend Deft Cloud Environments include setup, management and administration of IDS Alert Response processes. Service Desk receives this information and addresses it based upon predefined support rules.

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Support Services

Support/Incident Portal - All Deft Cloud Environments include access to our support portal. All support, monitoring and incident aspects of your account are managed in this portal.

Incident Response - All Deft Cloud Environments include Incident Response. Incident Response is triggered by an alert automatically or manually identified within the cloud system. You may also submit an incident declaration through the Support Portal.

Request Response - All Deft Cloud Environments include the response to customer-specific, proactive requests. Service Desk receives these requests and addresses them based upon predefined support rules.

Customer Dashboard - All Deft Cloud Environments include a comprehensive Customer Dashboard, which highlights the environment utilization and operation in real time.

On-Demand Cloud Support (Items Outside of Scope) - All Deft Cloud Environments include the ability for you to request On-Demand support. It should be noted that On-Demand support that is outside the scope of the partnership will likely incur an additional cost and be subject to a different SLA. You will be informed of all options, timeframes and potential costs associated with an On-Demand request before any work is performed.

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Optimize and Evolve

The final component of our Cloud Partnership is the ongoing optimization and evolution of your environment. As we manage your environment on a day-to-day basis, we will identify opportunities for improvement and continue to make sure it still aligns with your business objectives. Any opportunities identified are shared directly with your IT and leadership teams to inform strategy and decisions.

This portion of the Partnership includes:

- Cost Optimization
- Cloud Multi-Account Subscription Architecture
- Change Management
- Audit Trails

Cost Optimization

Historical Usage Analysis - All Deft Cloud Environments include regular Historical Usage Analysis of the environment. The objective of Historical Usage Analyses is to identify the minimum viable infrastructure required to maintain your day-to-day operations. This minimum viable infrastructure level maximizes cost optimization and enables the cloud environment to autoscale up as needed and quickly return to the desired steady state based upon your specific operating history. Historical Usage Analysis projects can be conducted monthly, quarterly, annually or on-demand, based upon your unique business requirements.

Reserved Capacity Management - An outcome of Historical Usage Analyses, Reserved Capacity Management is a regular assessment of the value Reserved Capacity may bring to your business, based upon its unique operating requirements. Reserved Capacity Management is a critical component of cost and availability. Reserved Capacity may or may not be appropriate for your business. This analysis ensures you're on the right side of that equation.

Cost Allocation - All Deft Cloud Environments include the setup, management and administration of cloud utilization Cost Allocation centers specific to your business. Cost Allocations will change as your business changes. Our regular analysis and optimization of your environment will ensure your cloud costs remain attributed where appropriate. If cost centers do not exist in your business today, we can guide you through the implementation and introduction of this process to the business.

Procurement and Licensing Services

Planning - All Deft Cloud Environments begin with detailed planning. Upfront planning is the single most important factor for cloud success, and this is especially true with Subscription Architecture. Later-stage changes to Subscription Architecture are extremely difficult and costly to execute. This upfront effort ensures your IT governance and Cost Allocation policies are addressed and the foundation is set for long-term business success.

Procurement - All Deft Cloud Environments include the procurement of the cloud accounts necessary for your business. Deft's setup, management and administration of this process ensures you can take full advantage of the cost and operational benefits we receive as a certified Partnership.

Billing - All Deft Cloud Environments include the setup, management and administration of the cloud Billing accounts for your business. Deft assumes responsibility for interfacing with the cloud provider(s) to manage the complex billing operations, including monthly bill analysis. This process is informed by interaction with your IT governance and finance teams.

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Change Management

Cloud Infrastructure Change Management - All Deft Cloud Environments include Deft assuming full responsibility for Cloud infrastructure processes, including setup, management, change management and administration. Our control of these responsibilities ensures we are able to set up, operate and maintain your cloud environment as efficiently and effectively as possible. However, we do recognize there will be circumstances where this level of assignment is not possible. In these instances, we will work with you to address your specific requirements so all outcomes can be achieved.

OS-Level Configuration - We recommend Deft Cloud Environments include Deft assuming full responsibility for OS-Level Configuration processes, including setup, management, change management and administration. Our control of these responsibilities ensures we are able to set up, operate and maintain your cloud environment as efficiently and effectively as possible. However, we do recognize there will be circumstances where this level of assignment is not possible. In these instances, we will work with you to address your specific requirements so all outcomes can be achieved.

OS-Level UAC - We recommend Deft Cloud Environments include Deft assuming full responsibility for OS-Level UAC processes, including setup, management, change management and administration. Our control of these responsibilities ensures we are able to set up, operate and maintain your cloud environment as efficiently and effectively as possible. However, we do recognize there will be circumstances where this level of assignment is not possible. In these instances, we will work with you to address your specific requirements so all outcomes can be achieved.

Application Level UAC - An optional service available to Deft Cloud Environments is Deft assuming full responsibility for Application Level UAC processes, including setup, management, change management and administration of applications Deft develops. Our control of these responsibilities ensures we are able to set up, operate and maintain your cloud environment as efficiently and effectively as possible. However, we do recognize there will be circumstances where this level of assignment is not possible. In these instances, we will work with you to address your specific requirements so all outcomes can be achieved.

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Audit Trails

Cloud Infrastructure Logs - All Deft Cloud Environments include the setup, management and administration of comprehensive Cloud Infrastructure Logging capabilities. Detailed Cloud Infrastructure Logs inform and support IT governance and compliance operations. Environments are architected to log all available Cloud Infrastructure operations, providing the maximum amount of information available. The Cloud Infrastructure Logs are readily available and easily accessible to inform your business and answer the questions you want to answer today are the questions you will have to answer tomorrow.

OS-Level Logs - We recommend Deft Cloud Environments include the setup, management and administration of comprehensive OS-Level Logging capabilities. Detailed OS-Level Logs inform and support IT governance and compliance operations. Environments are architected to log all available OS operations, providing the maximum amount of information available. The OS-Level Logs are readily available and easily accessible to inform your business and answer the questions you want to answer today are the questions you will have to answer tomorrow.

Application-Level Logs - We recommend Deft Cloud Environments include the setup, management and administration of comprehensive Application-Level Logging capabilities. Detailed Application-Level Logs inform and support IT governance and compliance operations. Environments are architected to log all available Application operations, providing the maximum amount of information available. The Application-Level Logs are readily available and easily accessible to inform your business and answer the questions you want to answer today are the questions you will have to answer tomorrow.

Compliance Initiatives - All Deft Cloud Environments are architected to support existing and future compliance initiatives. We ensure all data and processes are in place to achieve your desired outcomes and conduct lead regular reviews to maintain alignment between your cloud, your business and your desired outcomes.

Managed Azure / Azure Aware & Azure Optimize

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Comparing Azure Aware & Azure Optimize

We recognize your need for a Cloud partner will be unique to your business. This is why we offer two levels of partnership in our Azure practice: **Azure Aware** and **Azure Optimize**.

Our Azure Aware and Azure Optimize Cloud partnerships are both preceded by defined Consult and Plan, Design and Build processes. These critical steps establish the foundation for the execution of the environment and a successful, long-term partnership between our firms.

Following is a comprehensive comparison of the two services.

Consult		
Consulting Services	**Aware**	**Optimize**
Identify Business Drivers	Included	Included
Align Business Drivers with Project	Included	Included
Identify Project Ownership	Included	Included
Current Infrastructure & Application Assessments	Included	Included
Application Dependency Mapping	Included	Included

Plan, Design and Build		
Plan and Design Services	**Aware**	**Optimize**
Greenfield Architecture	Included	Included
Total Cost of Ownership	Included	Included
Migration Planning	Included	Included
Compliance Requirements	Included	Included
Scale Requirements	Included	Included
Build Services	**Aware**	**Optimize**
Proof of Concept / Pilot Environment	Included	Included
Environment Build-Out (New)	Included	Included
Environment Remediation (Existing)	Included	Included
Deployment Automation (Application IaC)	Available	Available
Autoscale Setup	Included	Included

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Run and Operate		
Configuration Management Services	**Aware**	**Optimize**
Audit Logging	Included	Included
OS Patching and Updates	-	Included
Configuration Management Automation	-	Available
Backup, Resilience and BC/DR Services	**Aware**	**Optimize**
Full VM and Volume Snapshots / Backups	Available	Included
File Backups / Restores	Available	Included
Backup Validation Reporting & Semi-Annual Testing	Available	Included
Disaster Recovery Planning & Configuration (DRaaS)	-	Available
DR Testing & Validation (DRaaS)	-	Available
User Access Control Services	**Aware**	**Optimize**
Cloud User Access (IAM / RBAC)	-	Included
User Access Change Control	-	Included
OS-Level UAC (AD / LDAP / SSH)	-	Available
DevOps Services	**Aware**	**Optimize**
IaC Development	Available	Included
IaC Deployment	Available	Included
CI/CD Setup	Available	Available
CI/CD Management	Available	Available
Custom Lifecycle Application Management (SoW Based)	Available	Available
Monitoring and Alerting Services	**Aware**	**Optimize**
OS Health and Performance	Included	Included
Endpoint Health and Performance	Included	Included
Network Performance Monitoring	Included	Included
Database Performance Monitoring	Included	Included
Infrastructure Alert Response and Triage	-	Included
Environment Change Monitoring	-	Included

Run and Operate (Continued)		
DevOps Services (Continued)	**Aware**	**Optimize**
Application Performance	Available	Available
AI/ML Log Analysis & Correlation	-	Available
Security Services	**Aware**	**Optimize**
Edge Network Configuration & Firewall Rules	-	Included
Application Endpoint Firewall(s)	-	Included
Data Encryption Enforcement	-	Included
Key Management	-	Included
Compliance Support	Available	Available
IDS Monitoring	Available	Available
IDS Alert Response	Available	Available
Support Services	**Aware**	**Optimize**
Support / Incident Portal	Included	Included
Incident Response	Notifications Only	Included
Request Response (In-Scope)	-	Included
On-Demand Cloud Support (Out-of-Scope)	Included	Included

Optimize and Evolve		
Cost Optimization Services	**Aware**	**Optimize**
Historical Usage Analysis	Available	Included
Reserved Capacity Management	Available	Included
Cost Allocation	Available	Included
Procurement and Licensing Services	**Aware**	**Optimize**
Planning	-	Included
Procurement	Included	Included
Billing	Included	Included
Change Management Services	**Aware**	**Optimize**
Cloud Infrastructure Change Management	Available	Included
OS-Level Configuration	Available	Available
OS-Level UAC	Available	Available
Application Level UAC (Optional)	Available	Available
Audit Trail Services	**Aware**	**Optimize**
Cloud Infrastructure Logs	Included	Included
OS-Level Logs	Included	Included
Application-Level Logs	-	Available
Compliance Initiatives	-	Included

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Customer Success and Service Operations

The foundation of every Deft Cloud partnership is collaboration. All customer success and service operations workflows have been designed to minimize response time, mitigate risk and optimize collaboration so knowledge transfer occurs when and where necessary.

We recognize your business, and your customers, operate 24x7x365. We have designed and operate our business to be here for you, whenever and however necessary to ensure your success.

Customer Success Team

Deft provides each customer with comprehensive resources to deliver ongoing service and support for your cloud environment. From sales, solution architecture and certified engineer support on our Service Desk, to customer success and executive management sponsorship, you will have experts with you every step of the way.

How to Contact Deft Support

Deft uses cases to identify incidents and provide support to our clients until the incident is resolved. Case identification and review is conducted using the Deft Customer Portal. Each Deft client is supplied with accounts that are permissioned to create, update and view their cases.

Case Creation – Customer Portal

Support cases submitted to Deft are submitted using the Deft Customer Portal. The portal is accessible at: https://portal.deft.com

To create a support case:

- Log into the Deft Customer Portal.
- Select "Create Case".
- You receive an automatic confirmation of the successful case creation, including the case number.
- Deft Service Desk staff review the case for accuracy, confirm the Severity Level, and send acknowledgement of case receipt to you.
- Deft Service Desk agent & Cloud Services Engineer work to resolve the support case.
- Case updates are provided at set intervals as determined by the Severity Level.
- Case is Resolved & Marked for Closure.

Case Creation – Telephone

We recognize there may be times when a support case requires the immediacy only a phone call can provide. Support cases may be created by calling the Deft Service Desk at +1 312-829-1111, Ext. 2. Telephone submitted support cases utilize a similar support operation, with a few modifications.

To create a support case:

- Call the Deft Service Desk at +1 312-829-1111, Ext. 2.
- Deft Service Desk Agent verifies caller identity, captures relevant information, creates the support case, and assigns a Severity Level.
- Deft Service Desk agent & Cloud Services Engineer work to resolve the support case.
- Case updates are provided at set intervals as determined by the Severity Level.
- Case is Resolved & Marked for Closure.

Case Escalation Paths

Deft provides several, formal options for support case escalation. Escalations occur to set a support case to a desired Severity Level, as outlined below.

Primary Escalation Path - This method is preferred as it is the most efficient method for raising the Severity Level of a case. To create a support case, you will:

- Log into the Deft Customer Portal.
- Navigate to the appropriate case.
- Click the "Escalate Case" link.
- Select the desired Severity Level and submit.

Alternate Case Escalation Path(s) - Additional Case Escalation paths are also available. However, it is important to note that Alternate Case Escalation Paths will not be as expedient as the Preferred Escalation Path.

Alternate Escalation – Case Response

You may submit a response to an existing case and simply request an escalation to the desired Severity Level. The Severity Level will be raised once a Service Desk Agent has reviewed and processed the request.

Alternate Escalation – Phone Support

- You may call the Deft Service Desk at +1 312-829-1111, Ext. 2.
- The Deft Service Desk Agent will verify the caller's identity and the support case number. You verbally request escalation to the desired Severity Level.
- The Deft Service Desk Agent updates the case accordingly.

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Response Time

All Deft Partnership customers can set the severity level of their support cases. The severity level you select will determine the response time. You can select the following severity levels when submitting a support case:

Infrastructure Administration (Proactive Services)

Severity Level	Description	Response Time SLA
Critical / Level 1	Critical Issues include business-critical system outages or issues causing extreme business impact.	15-minute response time
High / Level 2	High Severity Level issues include the impairment of production systems, impaired application performance, and moderate business impact.	30-minute response time
Normal / Level 3	Normal Severity Level issues include standard service issue requests and minimal business impact.	1-hour response time
Low / Level 4	Low Severity Level issues include general information requests, questions and guidance from Deft Partnership team members, arranging prescheduled maintenance activities.	4-hour response time
Informational / Level 5	Informational Issues include general questions, how-to style requests, or reports.	24-hour response time

As standard business practice, Deft's Service Desk acknowledges all support cases within 15 minutes of case creation. The response times identified in the table above represent the average time required to remediate such issues. Please note the response time to resolution of your issue may vary based upon circumstances and configurations unique to your business and your cloud architecture. Any support cases created without a severity level selected will be set to "Level 3 – Normal" by default.

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Service Level Agreements

Deft provides two Availability SLAs for Cloud Partnership customers.

Standard Cloud Application Management

We provide the following uptime SLA: 99.95% availability of the Cloud Application to respond to incoming requests from all endpoints for Standard Cloud Application configurations. If the Cloud Application's availability is disrupted, and the disruption lasts for more than 21 minutes, you shall be eligible for a credit.

High Availability Cloud Application Management

We provide the following uptime SLA: 99.99% availability of the Cloud Application to respond to incoming requests from all endpoints for High Availability Cloud Application configurations. If the Cloud Application's availability is disrupted, and the disruption lasts for more than six (6) minutes, you shall be eligible for a Credit as set forth below.

The SLA for Cloud Resources will be dependent upon the Cloud Platform(s) selected by Deft and you. You can find the current version of the Cloud Application Management SLA on our website at https://www.deft.com.

Account Reviews

Deft offers quarterly and annual Account Reviews for all Cloud Managed Service Partnerships. These collaborative sessions aim to provide greater visibility into the technical, operational, financial and business aspects of your company and your Cloud. Account Reviews also provide you with a way to offer direct feedback, including areas of improvement, on the status of your Partnership with Deft.

An Account Review agenda includes:

- Introductions
- Technical, Operational, Business Updates
- Service & Performance Metrics/Dashboard Review Optimization Recommendations
- SLA Adherence & Support Ticket Review
- Access Control List (ACL) Review Q&A/Discussion

Upon completion of each account review, you should be confident that we are flexing our services and approach to meet you where you are and have a plan to take you where want to go so that you can focus on what matters most for your customers and your business.

Responsibility Matrix

We are committed to solving your Cloud challenges so you can focus on what matters most.

Each Deft Cloud partnership operates with the understanding that there are two parties involved in supporting your environment: your in-house experts and ours.

The following responsibility matrix defines the roles and responsibilities for each phase:

Consulting Responsibilities				
Consulting Services	Aware		Optimize	
	Deft	**Client**	**Deft**	**Client**
Identify Business Drivers	√	√	√	√
Align Business Drivers with Project	√	√	√	√
Identify Project Ownership	√	√	√	√
Current Infrastructure & Application Assessments	√	√	√	√
Application Dependency Mapping	√	√	√	√

Plan, Design and Build Responsibilities				
Plan and Design Services	Aware		Optimize	
	Deft	**Client**	**Deft**	**Client**
Greenfield Architecture	√	√	√	√
Total Cost of Ownership	√	√	√	√
Migration Planning	√	√	√	√
Compliance Requirements	√	√	√	√
Scale Requirements	√	√	√	√
Build Services	Aware		Optimize	
	Deft	**Client**	**Deft**	**Client**
Proof of Concept / Pilot Environment	√	√	√	√
Environment Build-Out (New)	√	√	√	√
Environment Remediation (Existing)	√	√	√	√
Deployment Automation	√	√	√	√
Autoscaling Setup	√	√	√	√

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Run and Operate Responsibilities				
Configuration Management Services	**Aware**		**Optimize**	
	Deft	**Client**	**Deft**	**Client**
Audit Logging	√	-	√	-
OS Patching and Updates	-	√	√	-
Configuration Management Automation	-	√	-	√
Backup, Resilience and BC/DR Services	**Aware**		**Optimize**	
	Deft	**Client**	**Deft**	**Client**
Full VM and Volume Snapshots / Backups	-	√	√	-
File Backups / Restores	-	√	√	-
Backup Validation Reporting and Semiannual Testing	-	√	√	√
Disaster Recovery Planning and Configuration (DRaaS)	-	√	-	√
DR Testing and Validation (DRaaS)	-	√	-	√
User Access Control Services	**Aware**		**Optimize**	
	Deft	**Client**	**Deft**	**Client**
Cloud User Access (IAM / RBAC)	-	√	√	√
User Access Change Control	-	√	√	√
OS-Level UAC (AD / LDAP / SSH)	-	√	-	√
DevOps Services	**Aware**		**Optimize**	
	Deft	**Client**	**Deft**	**Client**
IaC Development	-	√	√	-
IaC Deployment	-	√	√	-
CI/CD Setup	-	√	-	√
CI/CD Management	-	√	-	√
Custom Application Lifecycle Management	-	√	-	√

Run and Operate Responsibilities (Continued)

Monitoring & Alerting Services	Aware		Optimize	
	Deft	Client	Deft	Client
OS Health and Performance	√	-	√	-
Endpoint Health and Performance	√	-	√	-
Network Performance Monitoring	√	-	√	-
Database Performance Monitoring	√	-	√	-
Infrastructure Alert Response and Triage	-	√	√	-
Environment Change Monitoring	-	√	√	-
Environment Usage Delta	-	√	√	-
Application Performance	-	√	-	√
AI/ML Log Analysis and Correlation	-	√	-	√

Security Services	Aware		Optimize	
	Deft	Client	Deft	Client
Edge Network Configuration & Firewall Rules	-	√	√	-
Data Encrpytion Enforcement	-	√	√	-
Key Management	-	√	√	-
Application Endpoint Firewall(s)	-	√	√	-
Compliance Support (Optional)	-	√	-	√
IDS Monitoring (Optional)	-	√	-	√
IDS Alert Response (Optional)	-	√	-	√

Support Services	Aware		Optimize	
	Deft	Client	Deft	Client
Support / Incident Portal	√	-	√	-
Incident Response	-	√	√	-
Request Response (In-Scope)	-	√	√	-
On-Deman Cloud Support (Out-of-Scope)	√	-	√	-

Optimize and Evolve Responsibilities				
Cost Optimization Services	**Aware**		**Optimize**	
	Deft	**Client**	**Deft**	**Client**
Historical Usage Analysis	-	√	√	-
Reserved Capacity Management	-	√	√	-
Cost Allocation	-	√	√	-
Procurement and Licensing Services	**Aware**		**Optimize**	
	Deft	**Client**	**Deft**	**Client**
Planning	-	√	√	√
Procurement	√	-	√	-
Billing	√	-	√	-
Change Management Services	**Aware**		**Optimize**	
	Deft	**Client**	**Deft**	**Client**
Cloud Infrastructure Change Management	-	√	√	-
OS-Level Configuration	-	√	-	√
OS-Level UAC	-	√	-	√
Application Level UAC (Optional)	-	Y	-	√
Audit Trail Services	**Aware**		**Optimize**	
	Deft	**Client**	**Deft**	**Client**
Cloud Infrastructure Logs	√	-	√	-
OS-Level Logs	√	-	√	-
Application-Level Logs	-	√	-	√
Compliance Initiatives	-	√	√	√

About Deft

At Deft, we are our clients' most Trusted Advisor.

The Deft team humanizes technology. We actively listen to our clients, learning and collaborating to develop tailored proposals that perfectly fit your company's needs.

We then design, build, operate, secure, and scale unique technology solutions with a singular purpose: to deftly deliver on the promise of technology for you and your customers.

Learn more at https://www.deft.com or contact us at (312) 829-1111.

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www.deft.com   /   sales@deft.com   /   +1(312) 829.1111   /   111 W. Jackson Blvd. Suite 1600 Chicago, IL 60604