

SUPPORTED SERVICES	BASIC	STANDARD	PREMIUM
Round the clock support from certified engineers and architects	Fixed Hours	Yes	Yes
Technical Assistance while onboarding	Basic Guidance	Yes	Yes
Set of best practices recommended by ZNetLive and certified Cloud Experts for efficient cloud operations	Basic Guidance	Yes	Yes
CLOUDOPS			
Support for Amazon Linux, Ubuntu, CentOS and Windows (latest versions)	No	Yes	Yes
Configuration and optimization followed by patching and upgrades	No	Yes	Yes
Support on web servers like Apache, NGINX, IIS etc.	No	Yes	Yes
Visibility and control over the resources	No	Cloud-Native	Yes
Logical grouping of relevant resources	No	No	Yes
Monitoring of accidental deletion or modification of your resources	Yes	Yes	Yes
Automated Provisioning and Templated Deployments	No	Yes	Yes
Workflow Integration with ITSM Tools (Change Management, Incident Management)	No	No	Yes
Implementing Shift-Left Strategy for DevSecOps	No	No	Yes
Network Setup and Configuration	Basic	Intermediate	Advanced

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DNS Configuration	Yes	Yes	Yes
Backup and Restoration of Storage Volumes	No	Yes	Yes
Storage Lifecycle Policy Management	Yes	Yes	Yes
Storage and Database Replication Services	No	Yes	Yes
CloudOps Maturity Assessment Report	No	No	Yes
Monitoring of cloud accounts and native services	Basic	Yes	Yes
System monitoring alerts, alarms and ticketing support	No	Yes	Yes
Automated Monitoring of IaaS and PaaS	Basic	Yes	Yes
Account activity tracking, governance and Notifications	Basic	Yes	Yes
Operations Dashboard for Alerts & Activities	No	Yes	Yes
SecOps			
Continuous checks on the security posture	No	Yes	Yes
Multi-cloud Security Dashboard for visibility on Threats & Vulnerabilities	Partial	Partial	Yes
Detailed Governance Posture	No	Basic	Yes
Visibility of Governance Violations	Yes	Yes	Yes

Recommendations & Remediations for Security Violations	Basic	Yes	Yes
Implementation of Security Guardrails & Best Practices	No	Partial	Yes
Compliance Assessment for Industry Standards	No	No	Yes
Security & Compliance Dashboard & Reports	No	Partial	Yes
Centralized policy Management	No	Yes	Yes
Well-Architected Framework Assessment	No	Yes	Yes
FinOps			
Detail understanding of the cloud spend across all your cloud accounts	Basic Guidance	Yes	Yes
Creating and managing of Budgeting (Allocation and Notifications)	Yes	Yes	Yes
Cost Saving Recommendations	Basic Guidance	Yes	Yes
Cost Anomaly Detection	No	Yes	Yes
Account Reviews	No	Yes	Yes
Markups and Discounts	No	No	Yes
Reserved Instances Utilisation and Recommendations	Basic Guidance	Yes	Yes
Cost Optimization using AI-ML	No	Basic (Without AI/ML)	Yes
Cost Allocation for showback /chargeback	No	No	Yes

Multi-cloud Cost Visibility & Executive Summary	No	No	Yes
Tagging Compliance	No	Yes	Yes
Consolidated Drilled down Cost Reports	No	No	Yes
Real-time Cost Analytics Reports	No	Monthly	Yes
Consumption Prediction & Forecasting	No	No	Yes
Proactive Cost Control using Budget Action	No	Basic	Yes
Advanced Cost Optimization for Underutilized, idle, orphaned resources	No	No	Yes
Run-time Scheduling - auto-shutdown based on utilization	Basic	Basic	Yes
Implementation of FinOps Best Practices	No	Basic	Yes
FinOps Maturity Assessment Report	No	No	Yes
Widget Based Executive Management Dashboard	No	No	Yes
Response Times (Upto)	S1: 2 Hours	S1: 1 Hour	S1: 30 minutes
	S2: 4 Hours	S2: 2 Hours	S2: 1 Hour
	S3: 24 Hours	S3: 4 Hours	S3: 2 Hours
Price (INR)	4000-6000	8000-10000	18%