

# Microsoft Azure Platform Support

**Data#3's Azure Platform Support offer provides customers access to expert support 24x7x365, backed by a state-of-the art optimisation and cost management service.**

Delivered by Data#3 – Microsoft's most trusted Australian Partner

Between 20 to 30 per cent of cloud spend is wasted annually<sup>1</sup> on idle or misconfigured cloud resources, highlighting the need for mature cost management recommendations and actions to optimise spend is more important than ever.

Data#3's Azure Platform Support offer couples simple tools with expert analysis to provide pointed recommendations that help busy IT Operations teams pinpoint cost savings. The service also provides access to Solution Specialists should issues arise within the Azure environment on a 24x7x365 basis.

Our deep partnership ensures early access to innovation, priority escalation and alignment with Microsoft's strategic roadmap. Data#3 delivers a truly unique end-to-end experience, from software procurement and cloud transition through to ongoing management and optimisation across the entire Microsoft stack. This integrated approach enables customers to maximise value, reduce complexity and accelerate outcomes with a single trusted partner, Data#3.

As Microsoft's leading partner in Australia, Data#3 brings unparalleled capability across the full solution lifecycle. Data#3 is an Azure Expert Managed Service Provider (AEMSP), having audited in Australia using Australian customers. This shows that our Azure expertise is firmly anchored where you need it most, onshore in Australia.

## Key Service areas:

-  24x7x365 access to Azure Solution Specialists.
-  Advanced optimisation recommendations and cost management analytics.
-  Fully integrated with your IT operations.

## Adopting and operating cloud can be difficult

Once your organisation adopts cloud services, a new set of challenges can arise:

- **Attracting and retaining skills:** Supporting cloud operations is increasingly difficult, and retaining those skills is expensive.
- **Cost containment:** Staying on top of optimisation opportunities and preventing sprawl or orphaned resources that drive unnecessary spend is an ongoing challenge.
- **Governance and visibility:** Maintaining a clear inventory of your cloud estate and how it evolves over time builds confidence, but without tightly managing identity, access, logging, tagging and reporting, gaining insights without noise is difficult.
- **Security and compliance:** Ensuring consistent security and compliance is challenging when the cloud landscape is constantly changing.
- **Continued innovation:** Turning constant cloud service updates into a competitive advantage rather than a source of complexity is demanding.
- **Measuring success:** Translating cloud strategy into business KPIs and feeding the next stage of transformation planning remains a key challenge.

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## Engage the experts

While deploying, configuring and managing Azure is certainly challenging, the ability to understand which application is driving consumption, costs, and where there are opportunities to save money, is another challenge altogether.

Data#3's Azure Platform Support offer addresses both: access to expert support on a 24x7x365 basis as well as proactive recommendations and tools for Azure cost management that go beyond the basic tools provided out of the box.

Pricing is simple and easy to understand. As a percentage of your Azure and licensing spend, you can access the level of support you need as you scale up, or down. Data#3's Azure Platform Support solution provides complete protection that can augment and support your in-house operations team.

## Service highlight feature :

### Before Azure Platform Support

#### **Cost challenges, lack of access to experts**

Internal teams can struggle to gain cost management insights to optimise cloud spend. They also lack access to experts to lean on when something goes wrong.

This can result in potentially higher cloud spend, and significant downtime due to lack of access to timely and expert support when needed.

### With Azure Platform Support

#### **Optimised cost, expert access**

Organisations gain insights and unified cost visibility across their environment plus 24x7x365 access to Azure support.

While the platform support offer is remote and provides advisory recommendations, customers can also engage optional minor service enhancements, Azure platform modifications, or projects should proactive implementation of recommendations be required.

Increased confidence with the inclusions of an annual Well Architected Framework review, serving as a point in time Azure health check.



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## Get started with Data#3's Azure Platform Support

Ensuring optimised cost and availability of your cloud environment requires a partner who understands your cloud needs and has the highest tier of partner status with Microsoft. Data#3 offers the Azure Platform Support solution to meet these needs.



### Trusted partner

As Microsoft's largest Australian Partner and the 2025 Australian Partner of the Year, we are the partner best placed to support the teams operating your cloud estate.



### Integrated expertise

Our Azure Expert MSP certified team can support your cloud operations and optimise your cost.



### Simplified vendor relationship

We act as a single point of contact, securing your entire IT environment while managing your support requirements.



### Competitive pricing

A simple price structure tied to your Azure spend allows you to access support as you grow.



### Local presence

As an Australian-based Managed Service Provider (MSP), we provide localised support and legal terms suited to the region.

## Why Data#3?

Data#3 has one of the most mature and highly accredited cloud teams in Australia. Get protected with a comprehensive, affordable Azure Platform Support solution to optimise your expenditure and support your cloud operations.

## Your Next Steps

For more information, visit our [Azure cloud](#) page. Take action today and [connect with your Data#3 Azure experts](#) today.

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