

Managed Services for Data & AI

Keeping your Data Platform reliable, updated and optimized while helping you reap the benefits of AI.



What do we offer

Being in control of your data has never been more important. Modern data platforms on Microsoft Azure handles vast amounts of data and must make these available for a wide range of purposes from traditional business reporting, business intelligence, master data management and increasingly for the use of generative AI to create new insights or solve complex tasks. No tool is better than its input, so keeping your data platform reliable and updated while continually leveraging the new possibilities is critical for your business.

We work hand-in-hand with you to achieve just that, keeping your goals and users in mind. We call it Connected Managed Services with strong services within Success Management, Business Continuity and Business Optimization.



The benefits

- Assured daily continuity with minimal downtime through monitoring and a structured process for handling incidents with a dedicated team
- Avoid issues with continued health checks of the data platform and monitoring of data feeds from internal and external sources
- Resilience by ongoing proactive work with roadmap and insights into future updates and technological developments focusing on the implications for your data platform
- Create more business value and realize your ambitions and goals by leveraging our skilled Fellows and insights for the ongoing development of groundbreaking AI solutions



Data & AI
Azure

In short, we call it **continued value creation!**

Fellowwind

World-class services

Success Management

- Single-point-of-contact, service management and customer collaboration based on customer objectives.
- Management and reporting of service level agreements.
- Optional dedicated customer team.

Business Continuity

- Ongoing maintenance and operations of data platform and integrations.
- Reactive and proactive handling of incidents, problems and maintenance to avoid and handle business interruptions.
- Continuous check of data platform health.
- Guaranteed availability of critical capabilities supported by monitoring and other support tooling.

Business Optimization

- Ongoing optimization and innovation of BI, AI and reporting solutions.
- Development and optimization based on business requirements, technology innovations and user feedback.
- Structured approach to roadmapping, application lifecycles and ongoing adoption.



We have a tight relationship with **Microsoft** as a designated support partner with access to Premier Support.



Our **processes** are based on a customer-centric and lean implementation of ITIL v4 in a lean and customer-centric implementation. This ensures efficient processes for service requests, incidents, problems and changes.

Hi, how can we help you?

Search for solutions, services and tickets

Our **customer portal** provides quick access to interactions and knowledge and gives you an overview of everything relevant.



Our **information security** is based on ISO27001 with ongoing audits from external auditors. We embed security in everything we go.

Scalable services

Choose between our Basic, Premium and Enterprise package.

We have a setup that will meet your requirements.

		Basic	Premium	Enterprise
Success Management	Service Desk	X	X	X
	Service Manager		X	X
	Service Levels		X	X
	Customer Portal	X	X	X
	Reporting		X	X
Business Continuity	Incidents	T&M	T&M	X
	Problems	T&M	T&M	X
	Monitoring & Events		X	X
	Health Check		X	X
Business Optimization	Changes	T&M	T&M	X
	AI Roadmap		X	X
	Dedicated team			X

Fellowwind

As one of Europe's leading Microsoft partners, we guide businesses to digital readiness with in-depth industry knowledge and scalable Microsoft Cloud solutions.

Want to learn more? Don't hesitate to contact us.

Gorm Priem, Executive Director
Gorm.Priem@fellowmindcompany.com
+45 27 22 33 22
www.fellowmindcompany.com