

*Transition to  
Microsoft Cloud*

## Hybrid Cloud Services

GCloud Service Description Document

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## 1. Hybrid Cloud Services (Data Centres, Devices and Deployment Services)

Our Hybrid Cloud Services practice is designed to support organisations that adopt a more incremental progression to the Cloud. Our service focuses on hybrid architectural models based upon a combination of private cloud solutions and architectural components including Data Centre and Devices. We focus on the implementation of enterprise solutions using Microsoft technologies to deliver business benefits exploiting the potential of Microsoft Infrastructure and Cloud platform components. Our services include:

- **Microsoft System Center:** Microsoft Systems Center components including Systems Center Configuration Manager, Systems Center Operations Manager, Systems Center Virtual Machine Manager, System Center Orchestrator, Systems Center Service Manager, Systems Center Advisor, System Center Data Protection Manager, Systems Center Applications Controller and Systems Center Endpoint Protection.
- **Windows Server:** All current supported Windows Server versions, including 2008 R2, 2012, 2012R2 and 2016
- **End User Computing Environments:** including the full implementation of the Windows desktop environment including all supported versions 7, 8, 8.1 and 10, Windows BitLocker (MBAM), Direct Access, WSUS, SCCM, MDT, Group Policy and App-V.
- **Hybrid Microsoft SharePoint:** including the design, implementation, configuration, development, migration and remediation services for hybrid Cloud architectural models.
- **Hybrid Microsoft Exchange:** including the design, implementation, migration and remediation services for hybrid Cloud architectural models.
- **Microsoft Office 2016:** including the design, implementation, configuration, development, migration and remediation services for the Microsoft Office 2016 productivity suite hosted either in a private cloud or in the public Cloud.
- **Virtual Desktop Infrastructure (Microsoft Remote Desktop Services):** all elements including access to session-based desktops, virtual machine-based desktops, or applications in the data centre from within a corporate network or via the Internet.
- **Hybrid Microsoft Integration Services:** including Microsoft Office, data and applications. CoreAzure also provides access to specialist services and tools which address data quality and cleansing issues as part of Cloud migration.
- **Hybrid Microsoft SQL server:** including all supported versions including 2008 R2, 2012, 2014 and 2016.
- **Hybrid Core Infrastructure services:** including storage, compute and networking services.

The CoreAzure Hybrid Cloud services (data centre, devices and deployment services) are set out below:



Service	Definition
<b>Microsoft System Center and Server Implementation and Deployment</b>	CoreAzure specialises in the design and implementation of Microsoft Systems Management components in hybrid Cloud environments in order to streamline operations and service management processes, including all elements of Microsoft System Center (System Center Configuration Manager, System Center Operations Manager, Systems Center Virtual Machine Manager, System Center Orchestrator, System Center Service Manager, System Center Advisor, System Center Data Protection Manager, System Center Applications controller and System Center Endpoint Protection).
<b>End User Computing and Virtualised Desktop Implementation and Deployment</b>	CoreAzure focuses on improvements to all aspects of the EUC experience, including full implementation of the Windows desktop environment including all supported versions including 7, 8, 8.1 and 10, Windows BitLocker (MBAM), DirectAccess, Windows Server Update Services (WSUS), Systems Center Configuration Manager, MDT, Group Policy, App-V and Remote Desktop Services.
<b>Microsoft SharePoint, Exchange, SQL and Office 2016 Customisation, Development and Testing</b>	Within the context of Hybrid Cloud models, CoreAzure provides coordinated design, configuration, customisation, development and transition services for Microsoft platforms and technologies using SharePoint, Exchange and the Azure development platform.
<b>Microsoft Platform Performance Review &amp; Remediation</b>	CoreAzure provides a range of performance review and remediation services for Microsoft platforms and technologies.
<b>Virtual Desktop Infrastructure (Microsoft Remote Desktop Services) Implementation and Deployment</b>	For end user desktop hosting CoreAzure provides specialist implementation and deployment services based upon Remote Desktop Services.



<b>Hybrid Integration Services Development, Configuration and Testing</b>	CoreAzure provides implementation, development, configuration, performance review, testing services and remediation of hybrid integration services in order to build enterprise application solutions based upon BizTalk Server, Logic Apps, API Apps and Web Apps (Azure AppService).
<b>Hybrid Core Infrastructure Services</b>	Within the context of hybrid Cloud delivery models CoreAzure provides Core Infrastructure Services, including storage, compute and networking services.

Our Hybrid Cloud services are always undertaken by accredited professionals and practice leads who are able to understand and appreciate both the public sector context and the nature of services being provided, as well as being technically proficient and conversant with Microsoft Cloud and private cloud products and delivery methods.

Although our services are individually specific, they combine to form a set of professional services required to implement complete Cloud solutions based upon the Microsoft Cloud platform and private cloud equivalents.

It is critical that in deployment scenarios where organisations adopt a more incremental approach to Cloud that the delivery partner is proficient and expert in all aspects of the Microsoft Cloud platform and the private cloud equivalent. CoreAzure employs accredited professionals for all areas of delivery and the ability to effectively orchestrate both skill sets and deployment projects is key to implementing successful hybrid Cloud solutions.

CoreAzure always advocates an applications-driven approach to Cloud migration. Focusing on infrastructure alone tends not to be cost effective as latent capacity on the legacy estate need not be migrated. Our application architecture and migration services consider and define the opportunities to re-architect applications in order to optimise the transition to Cloud. Establishing the right architecture is an obvious consideration for any Cloud migration, but capitalising on the opportunities to re-engineer applications and business processes built upon genuine open standards is equally important. Lowering the cost of supply has, and always will be, a major driver for Cloud, but CoreAzure also maintains that the principal driver is in creating the potential to exploit the shared infrastructure of the internet to achieve genuine digital transformation. An architected approach is key to unlocking these transformational capabilities.

Our application migration services are typically unique and migration strategies are based upon the size and type of the application estate involved and its readiness for Cloud. We advocate a phased approach informed by a formal process of Cloud application pass-porting within



which our specialists identify candidate options for Cloud and other options for where migration to Microsoft Azure is not immediately cost effective or technically viable.

CoreAzure describes the ways in which we will work with our client by examining some of our key delivery and engagement principles, including, but not limited to:

- Supplementing, not replacing, existing resources
- Blended delivery teams
- Flexible engagement models
- Style of engagement and approach
- Defined and measurable

In each case, we have drawn on our experience in working with clients. However, our approach is flexible, and we will always adapt over the course of a contract in order to meet the specific requirements of the customer.

#### Supplementing, not replacing, existing resources

As delivery partners, we only *supplement* existing capability and capacity within the clients we work with. We recognise the fear of 'outsourcing via the back door' that can exist and so we will work at all levels and across a wide range of skill sets and IT disciplines to support, lead and impart our knowledge to existing staff. In turn this will support key elements of the IT infrastructure modernisation programmes, business-as-usual IT operations and raise IT skills levels and awareness of how to apply technology to achieve business and/or service improvement.

#### Blended delivery teams

Our approach is based upon the use of blended teams where projects are delivered using a combination of in-house resources and specialist expertise from CoreAzure. This not only minimises project costs and reduces delivery risks, but also structures knowledge and skills transfer.



## Flexible modes of engagement

CoreAzure proposes a range of engagement models designed to fit all potential requirements and to ensure optimal value-for-money, which will be tailored to specific requests, timescales, project needs and levels of risk. The main modes of engagement are as follows:

- **Output-based:** These are typically fixed price arrangements where the output requirements are clear, but there needs to be greater clarity on the processes. An example is an Office 365 migration.
- **Outcome-based:** These are always fixed price arrangements, as the risk is embedded in the deal and the 'internal' processes are not always visible/clear to the customer.

## Defined and measurable

It is important that all engagements with CoreAzure are formally defined and measurable, both in terms of outcome or output and the resource implications of doing so, e.g. time, cost and quality. Regardless of engagement model, e.g. input-based time and materials through to fixed price outcome-based working, it is important for us to always specify and work towards a defined set of outcomes and clearly defined operational or service improvements. There should never be an occasion where we are not able to attribute effort to value.

## Style of engagement and approach

The CoreAzure engagement model is focused on a skills and knowledge transfer-based approach. Outsourcing has largely proved an ineffective delivery model within the Public Sector and the Methods Group have long been a staunch advocate of Smart Sourcing coordinated by in-house client teams who hold responsibilities for strategy, architecture, supplier management and end-user support. As such, our Cloud implementation and delivery model places a strong emphasis on a 'one team' collaborative approach, where we take time and care to ensure that in-house teams and individuals both participate and help shape project implementations. CoreAzure prides itself on the calibre of its specialist personnel and this 'ask the expert' approach has proven highly popular with our existing client base.

In our experience the term 'technical knowledge transfer' has almost become a throw-away term. It is something that is very easy to commit to but in practice it requires considerable thought, planning and individual/team engagement. CoreAzure engagements are characterised by knowledge and skills transfer and, to illustrate the point, we have highlighted some of the practical steps that we implement to ensure that technical knowledge transfer is formally undertaken.



- We will **formally structure knowledge and skills sharing** into every project deliverable, specifically tailored to meet the requirements and the current skill levels of in-house resources.
- We will **designate specific 'knowledge owners'** to assume responsibility for ensuring that knowledge and skills (and documentary evidence) has been transferred satisfactorily. This is not something that can be left to chance and there must always be some level of formal acceptance from the client that knowledge and skills have been—and continue to be—effectively shared. Our knowledge owners will be senior specialists within our teams. Again, knowledge sharing and skills transfer must flow from 'those that know' and who repeatedly demonstrate genuine expertise in particular areas.
- Genuine levels of expertise are demonstrated through day-to-day engagement and interaction with customer staff and demonstration of subject matter expertise. Of equal significance is **individual credibility**. Publishing white papers, and official speaking engagements demonstrates genuine and industry-acknowledged expertise.
- Our delivery approach will be **collaborative and communicative** and regardless of the extent to which we blend client skills together within our delivery teams, we will support and facilitate effective joint working and an effective team ethos.
- In conjunction with client IT teams, we propose and support the delivery of **technology MasterClass sessions**. Show-and-tell, best practice reviews, futures planning and 'ask the expert' are just a few examples of where we can use MasterClasses to help build a more informed and effective working relationship.

If required, we will make skills and knowledge transfer part of every team member's role and responsibilities. We will not, however, artificially inflate project resources to do so, which would lead to these activities adding to project costs. This is a basic engagement pre-requisite and in terms of value-add, is often a pro-bono activity.



## Consulting and Delivery Methodology

CoreAzure uses a standard consulting and delivery methodology to ensure that:

- Our solutions are always aligned to the requirements, and the unique challenges and opportunities faced by the organisations that we work with.
- Our understanding of requirements and unique organisational and IT characteristics are always tested.
- Prior to forming design recommendations, we always consider a full range of options including a formal consideration of costs and benefits to ensure that we future-proof solutions and maximise value-for-money.
- Prior to making any formal commitments to proceed, our recommendations and approaches are fully and formally socialised with stakeholders.
- Knowledge and skills transfer is always incorporated into everything we do.
- Implementation stages are shaped by architectural and design principles.





**Discovery and Understand:** Our approach is to work closely and collaboratively with our clients to develop a deep understanding of their IT and the challenges and opportunities they face, with a view to providing an understanding of how to optimise cloud migration designs and detailed project proposals. Our approach is always tailored to meet the specific requirements of our clients to ensure that we provide the answers clients are looking for in respect of their preferred cloud service designs.

**Analyse and Assess:** This stage collates and analyses information gathered from across the organisation and IT stakeholders in order to objectively assess different design and implementation options. We formally assess solutions and improvements within the context of agility, value, efficiency and risk.

**Design:** This phase brings together our experience and knowledge of best practice alongside the information and conclusions reached in previous stages. Formal design principles will be agreed and used to develop options, based upon discussions with the client team. At this point, the design will be a conceptual “blueprint” describing how the client can achieve their service vision. Early views and engagement with key stakeholders during this development process is an integral part of the approach – so that by the time the preferred option(s) are produced there is already a good understanding of what they are, and what they might mean for the organisation.

**Justify and Evolve:** Prior to build, test and deploy, this phase socialises the design with key stakeholders to ensure understanding and generate organisational buy-in to change. This is a key stage in the process of communicating findings and outcomes. However, as part of each previous phase we ensure that stakeholders are fully briefed and that findings and the formation of recommendations are routinely socialised. We operate on the principle that there will be ‘no surprises’ when we present the ‘justify and evolve’ outputs. These will typically aim to move the organisation through one or more transition states, on the change journey to full implementation.

**Build, Test and Deploy:** In this final phase, we execute the chosen design, following a carefully planned implementation programme to build, test and deploy the solution into live service.



## Additional Information

### Onboarding and Offboarding Process

Every assignment is different, but we have processes in place to bring our experts onboard quickly and effectively without disrupting your existing work programmes.

- **Properly understand the requirement**—so that we provide the right resources with directly relevant experience at an appropriate level of seniority.
- **Protect team availability**—ensuring our team have committed time for the assignment and will deliver the outputs in the desired timescales.
- **Work synergistically and innovatively**—based on our previous experience, we can often suggest alternative solutions or additional areas of scope which will deliver greater benefits (or cost-savings) over time.
- **Service scope**—ensuring that the scope of the service to be delivered is properly quantified. This means not only agreeing the logistics (e.g. deliverables, timescales, quality criteria, etc.), but understanding your constraints, sensitivities and key drivers to ensure the outputs we provide fully match your expectations.
- **Review/agree engagement.** After the initial discussions and planning, our clients have the opportunity to review and amend the proposed engagement. This includes reviewing the proposed technical and non-technical consultants and, if appropriate, meeting for an initial discussion in order to feel comfortable that the chemistry works.

We adopt a similar philosophy when off-boarding members of our team. The process is highly consultative to ensure that you are fully aware of the exit plans. Ultimately we want you to be satisfied all objectives have been met (including mentoring and transfer of knowledge to relevant stakeholders, where appropriate) before concluding the project.

### Ordering and Invoicing

CoreAzure is an experienced framework contractor and orders through the G-Cloud framework will be treated in the same way as orders through our other many frameworks across Government. This will involve discussion of requirements and scope of work, agreement and completion of a Call Off contract, and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.



Invoicing will typically be based on the submission of monthly timesheets and any expenses for the consultants providing the service, along with our invoice. Payment terms are 30 days.

### Termination Terms

Since there is no licencing agreement for the services we are offering, there are no additional termination terms, which would be in accordance with the Framework Agreement and the Call Off contract.

### Customer Responsibilities

For any given call-off requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, inputs to critical review processes, etc.) and agree these at the start of the work.



## 2. About CoreAzure

### 2.1 Introduction

CoreAzure is an established Microsoft UK Gold Partner providing leading edge technical consulting, design, build and support services to help Public Sector customers maximise their investment in Microsoft technologies.

We specialise in a full range of infrastructure disciplines and Microsoft Technologies including Azure, Microsoft's Cloud platform, and we pride ourselves on being experts in our chosen field. We ensure that our customers receive the highest levels of expertise in order to deliver solutions that accelerate business productivity.

We are part of the Methods Group, which comprises companies specialising in the following services:

- **Methods:** supporting customers in developing sustainable technical and organisational capability in digital platforms and solutions advice, architecture, service design, commissioning and procurement underpinned with change management
- **Methods Analytics:** provision of strategic and operational intelligence concerning the quality and safety of healthcare services

### 2.2 CoreAzure – A Cloud Solution Provider (CSP)

CoreAzure recently became a tier-two Cloud Solution Provider (CSP), which enhances our capability to offer Microsoft solutions and managed services to new and existing customers.

#### 2.2.1 What is a Microsoft CSP?

Microsoft created CSP indirect partners with the aim of strengthening the partner customer relationship, and with a specific objective of making it easier for customers to purchase the solutions and services they need through enabling them to build long-lasting relationships with a partner they can trust.

CSP partners commit to providing a high-quality service, to bring their own value and services to final solutions, and provide efficient and accurate billing along with expert customer support.



Microsoft is putting their trust in CSP partners to best showcase the Microsoft cloud portfolio. CoreAzure continue to commit to providing a high-level quality of support and service. As a CSP partner CoreAzure are entirely responsible for the customer relationship, in providing services to the final solution, and bringing efficient and accurate billing with expert on-going customer support.

## 2.2.2 Benefits to Our Clients

There are specific advantages for customers purchasing Microsoft products and subscriptions through a Microsoft CSP partner as follows:

- **Flexible billing:** CoreAzure now oversees the customer billing relationship. Purchasing products and services through a CoreAzure means customers are not constrained to payment via credit card (which often means additional charges such as APR). Customers are now able to pay by credit card if they wish, but also have the option of payment via direct debit, invoice, or BACS – whichever suits you best.
- **Discounted Pricing:** CoreAzure customers can benefit from discounted pricing models up to 15% of the Microsoft list price by purchasing through the CSP partner programme.
- **Licencing Models:** Benefit from the flexibility of different licencing models and choose between the differing CSP and Enterprise Agreement options.
- **Enhanced Managed Service Offerings:** Benefit from 24/7 telephone support, and unlimited access to the information in our support portals, as well as the premier support tools from Microsoft.
- **Additional products and services:** As ever customers have access to the breadth of Microsoft products and services, but also additional products & services as part of the wider CSP ecosystem. Products that include Termset, DocuSign and Lightup365 along with a number of other services part of the wider ecosystem.
- **The customer experience:** CoreAzure nominate a dedicated Account Manager for each customer to look after your on-going support.

## 2.3 Our Services

CoreAzure provide a full range of Cloud and infrastructure services. We are organised into 6 expert practices, including;

- Architecture and Security
- Cloud deployment and Data Centre Migration
- DevOps services



- Hybrid Cloud services
- Consulting services
- Managed services
- Digital Transformation

As a leading Microsoft UK Gold Partner all of our staff are accredited Microsoft Certified Professionals, but in addition hold many other industry recognised accreditations from vendors such as Cisco, VMWare, Citrix, and Oracle.

Our customers see us as the “go-to experts” when it comes to technology, and time and again we prove to them that our knowledge, skills, scope of expertise and experience are second to none. On many occasions we have exploited our broad understanding of infrastructure technologies and modernization / consolidation techniques to undertake a range of successful infrastructure and service model assessments within medium-sized and large public sector organisations as a precursor to transitioning them to the Cloud. In this capacity, we work with a range of organisations across all areas of the public sector including:

- Staffordshire University
- Ofqual\*
- National College for High Speed Rail\*
- The Home Office
- The Food Standards Agency\*
- The Construction Industry Training Board\*
- The Parole Board\*
- Midlands and Lancashire Commissioning Support Unit
- Nottinghamshire County Council
- Versus Arthritis\*
- Plymouth University
- Sheffield Hallam University
- Kings College London
- The Foreign and Commonwealth Office
- Public Health England
- Office of Rail and Road
- National Heritage Lottery Fund\*
- University of Bath
- Kingston University
- University of Bournemouth
- Cornwall County Council
- Walsall Council
- University of Nottingham
- Devon County Council
- The Pensions Regulator

**\*indicates clients where we provide a Managed Service**



These assessments have provided our clients with opportunities to improve the value of technology, achieve greater strategic alignment between capability and organisational objectives; reduce levels of operating and delivery risk and reduced both OpEx and CapEx costs of IT.

We pride ourselves on our integrity and professionalism and our expert people set out to please our customers in everything we do. We aim to be the partner that goes that extra mile and our highly collaborative approach helps to build the capability and where necessary the capacity within 'in-house' teams so that they are able to support and leverage the benefits of a Public Cloud infrastructure.

## 2.4 Why Work with Us

Increasingly CoreAzure is recognised by the organisations we support as industry specialists and leaders in our chosen fields, namely Azure and Office365. We achieved Microsoft Gold Partner status in the fastest time ever which reflects the high calibre of our people, the depth of our technical knowledge and understanding; and our passion for exploiting the benefits of Public Cloud infrastructures to assist Public Sector organisations. Organisations choose to work with us because:

- Of our experience of transitioning to the Microsoft Cloud Platform (Azure, Office365 and EMS);
- We are an accredited Gold Partner for Microsoft Cloud Platforms;
- Will draw on our partnership with Microsoft to ensure the latest knowledge and technical insights are integrated into our projects. We routinely work closely with lead architects within Microsoft to add greater depth and forethought to our infrastructure assessments and Cloud transition planning, particularly in the areas of licence modelling;
- Of our broad range of skill sets and services which combine to deliver successful full and Hybrid Cloud implementations e.g. products such as the Microsoft Operations Management Suite (OMS) and the Azure Stack provide important common infrastructure management environments to streamline Service Models. Azure, Office365 and EMS are highly inter-related products and it is vital that feasibility assessments are conducted by organisations that possesses this this rich and varied set of technical credentials;





## 2.5 ISO & Related Standards and Accreditations

CoreAzure's work is carried out in accordance with the applicable industry-standard quality standards, accreditations and governance processes which include:

- ISO9001-2008 Quality Management Standard
- ISO27001 Information Security Management Standard
- ISO14001 Environmental Management Standard
- Cyber Essentials

In addition, CoreAzure holds Investors In People (IIP) accreditation which is subject to annual audit and reaccreditation. All of our accreditations are built into an internal Quality Management System which defines the control systems and quality procedures used throughout the company to ensure that we provide an excellent quality service. It is managed by our Operations Manager and is regularly audited internally throughout the year and externally on an annual basis by ISOQAR.



Our internal governance processes provide robust controls on:

- Communication and reporting
- Work package definition, assignment and progress monitoring
- Stakeholder engagement and accountability
- Risk and issue management
- Change control
- Exception processes





## The Methods Group of Companies

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