Transition to

Microsoft Cloud

CoreAzure

Microsoft Cloud Consulting Services

GCloud Service Description Document

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1. Microsoft Cloud Consulting Services

We provide a range of integrated consulting services in support of Microsoft Cloud technologies and platforms. These are designed to help an organisation conceive, plan and gain the necessary investment and organisational adoption of Public and/or Hybrid cloud IT delivery models. The CoreAzure Cloud consultancy services include:

- **Strategy and Planning:** strategic planning services including Cloud readiness assessments; Cloud adoption and implementation strategies; sourcing models, design and implementation / transition planning.

- **Information Assurance:** working with organisations to objectively assess the risks associated with Cloud delivery models and to help overcome any unnecessary resistance based upon an incorrect understanding or interpretation of organisational and/or HMG policies and standards. CoreAzure clearly and unambiguously define the ways in which organisations can architect infrastructure and design information security controls to maintain compliance with current and anticipated information security obligations.

- **Adoption:** a range of integrated consultancy services designed to leverage the organisational and personal productivity of Microsoft Cloud technologies and platforms. Our experience is that many organisations fail to capitalise on their Microsoft investments and licensed technology options. Typically, the areas of focus on adoption and increased consumption include Microsoft Office Enterprise 365 E5 which incorporates unified communications into the standard Microsoft Office productivity platform.

The CoreAzure cloud consulting services are set out below:

Service	Definition
Microsoft Cloud Platform Strategy, Transition Services and Consultancy	The Cloud strategies CoreAzure develops establish a clear line of sight between Cloud technologies and specific key organisational enablers, challenges, required capabilities and planned benefits. CoreAzure strategies outline how organisations will transition to Cloud, setting out a clear business case as well as resourcing implications, timescales and transition planning.
Microsoft Cloud Platform Adoption Programmes	CoreAzure Cloud adoption consultancy services are designed to ensure an organisation maximises the potential of Cloud. Through formalised techniques, we assist in measuring the return-on-investment from a

	quantitative and qualitative perspective. We work closely with organisations to ensure that the benefits of Cloud are clearly articulated at all organisational levels. We also use our experience to highlight and help overcome any cultural, organisational or technological constraints.
Microsoft Cloud Platform Information Assurance and Risk Management	CoreAzure provides a comprehensive range of Information Assurance services designed to assist organisations in understanding the risk profile of the Microsoft Cloud Platform and the information risk management strategies to achieve and maintain compliance. CoreAzure ensures that our clients achieve an acceptable level of risk when adopting Cloud technologies. Our Information Assurance advisors are formally accredited to CESG Certified Professional (CCP) scheme. The CESG Certified Professional scheme is the UK Government's approved standard of competence for cyber security professionals and provides an independent assessment and verification process for those working in Information Assurance (IA).

Our consulting 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 products and delivery methods.

Although our services are individually specific, they combine to set out and describe a safe, reliable and fully justifiable transition to the Microsoft Cloud and assist the organisations we work with in maximising the full service and business potential of the solutions we help to establish.

Principally, our Cloud consulting services focus upon:

- the reduction of IT-related costs and the associated overheads of IT,
- the establishment of a shared internet-based infrastructure that is a fundamental building block of enabling genuine Digital capability.

Our specialists are able to contrast and compare the benefits of Public Cloud technologies with more traditional delivery paradigms including private Cloud scenarios which, when combined with a mature approach to the management of risk, financial re-profiling and a well-constructed benefits delivery plan, produces a highly compelling business and management case for Cloud adoption.

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

Analyse and Assess

Design

Justify and Evolve

Build, test and deploy

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 announced a new partnership with Vuzion (part of Cobweb Limited) to become a tier-two Cloud Solution Provider (CSP). The partnership 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.

CoreAzure

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 Services

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

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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;

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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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