

*Transition to  
Microsoft Cloud*

**Managed Services and Support**  
GCloud Service Description Document  
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## 1. Support (Managed Services)

Our Managed Service and support services provide a wide range of flexible support models designed to complement or potentially replace elements of an organisation's internal resource capability and capacity. Our services relate to both our Microsoft Cloud Platform, Hybrid Cloud and DevOps practices and associated GCloud service descriptions. We provide flexible support options covering a range of individual infrastructure elements, platforms and services, through to complete Service Management solutions, providing 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> line support and ITSM tools and related capabilities such as comprehensive monitoring solutions.

Our specialist Service Lines include:

- **Ad-hoc day rate support:** Specialist support services that cover all aspects of the services we provide. These services are offered on both a time and materials or capped support basis and are subject to formally defined SLAs and OLAs. Support options are fully tailorable to meet specific requirements and budgets
- **Office Hours support:** Specialist Managed and Support that cover all aspects of the services we provide, based upon normal office hours and are subject to formally defined SLAs and OLAs. Support options are fully tailorable to meet specific requirements and budgets
- **Extended support:** In high impact environments we provide a range of extended support and Managed Service options up to and including 24\*7 support cover that can be tailored according to specific requirements and risk scenarios. As with all our support options, the services are subject to formally defined SLAs and OLAs.
- **Managed service options:** CoreAzure provides complete Service Management solutions, providing 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> line support and ITSM tools and related capabilities such as comprehensive monitoring solutions. Within the scope of these arrangements, CoreAzure is accountable for maintaining elements of infrastructure and the Microsoft Cloud platform in order to achieve specific outcome-based targets and deliverables.



CoreAzure support services are set out below:

Service	Definition
Microsoft Azure Cloud Platform and Hybrid Platform Support	CoreAzure provides a highly flexible support model designed to provide expert support designed to complement or potentially replace elements of an organisation's internal resource capability and capacity. The scope of support is inclusive of CoreAzure's service descriptions listed under GCloud 11 Support including all elements of the Microsoft Cloud Platform Azure, Office 365, Dynamics 365 and DevOps capabilities all of which are subject to formally defined SLAs and OLAs.
Microsoft Office 365 Support	CoreAzure provides a highly flexible support model focused upon driving adoption and therefore designed to assist organisations in leveraging the potential of Microsoft Office 365 in order to improve employee productivity and organisational efficiency.
Microsoft Azure Cloud Platform and Hybrid Cloud Managed Services	<p>CoreAzure provides a range of flexible Managed Service options to suit individual requirements, circumstances and SLAs / OLAs. Our Managed Services are tailored according to specific platform technologies; however, the common characteristic is that CoreAzure will assume responsibility for all or part of your Microsoft Cloud and Hybrid Platform and DevOps. All managed subject to SLAs.</p> <p>Our Hybrid Cloud Platform, services include;</p> <ul style="list-style-type: none"><li>• <b>Disaster and Business Continuity:</b> our objective in providing a Business Continuity and Disaster Recovery Plan and associated controls is to ensure that the organisation can still accomplish its mission and it would not lose the capability to process, retrieve and protect information maintained in the event of an interruption or disaster leading to temporary or permanent loss of computer facilities.</li><li>• <b>Proactive and Reactive monitoring:</b> our event monitoring ensures that organisations infrastructure remains at a high availability by reacting to events before they become user effecting.</li><li>• <b>Backup, Archiving and Data Services:</b> our Tailored Backup Policies designed around the requirements of the organisation using Azure Backup, this Azure-based service is used to backup (or protect) and restore</li></ul>



	<p>data in the Microsoft cloud. Azure Backup replaces existing on-premises or off-site backup solutions with a cloud-based solution that is reliable, secure, and cost-competitive.</p> <ul style="list-style-type: none"><li>• <b>Security and Monitoring:</b> our 24/7 security offering utilises Azure Security Centre as a unified infrastructure security management system that strengthens the security posture of data centres and provides advanced threat protection across hybrid workloads in the cloud, whether they're in Azure or not as well as on-premise.</li></ul>
<b>Premier CSP service</b>	<p>CoreAzure is a tier two Cloud Solution Provider (CSP). Organisations can purchase CSP-based consumption via a Tier 2 CSP organisation such as CoreAzure, however the service is sourced from a Tier 1 CSP provider who is precluded from selling directly to end customers. The Tier 1 CSP that CoreAzure is aligned to is Vuzion. Vuzion provide the billing and monitoring capabilities used by the Tier 2 provider.</p> <p>Microsoft are increasingly encouraging organisations to purchase Azure consumption via a CSP contract instead of the more traditional Enterprise Agreement route, and we would always recommend that CSP consumption options are compared against the costs associated with the Enterprise Agreement option.</p> <p>Key advantages of the CSP model include;</p> <ul style="list-style-type: none"><li>• <b>Flexible billing:</b> 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.</li><li>• <b>Discounted Pricing:</b> CoreAzure customers can benefit from discounted pricing models up to 15% of the Microsoft list price by purchasing through the CSP partner programme.</li><li>• <b>Licencing Models:</b> Benefit from the flexibility of different licencing models and choose between the differing CSP and Enterprise Agreement options.</li><li>• <b>Enhanced Managed Service Offerings:</b> 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.</li><li>• <b>Additional products and services:</b> As ever customers have access to the breadth of Microsoft products and services, but also additional products &amp; services as part of the wider CSP ecosystem. Products that</li></ul>



	include <a href="#">Termset</a> , <a href="#">DocuSign</a> and <a href="#">Lightup365</a> along with a number of other services part of the wider ecosystem.
<b>End-user support</b>	CoreAzure provide the following services in support of end-user compute (EUC); <ul style="list-style-type: none"><li>• Office 365 EMS support</li><li>• Connectivity</li><li>• Security</li><li>• Office/OneDrive</li><li>• Breakfix (warranty)</li><li>• VIP Services</li></ul>
<b>Network Support</b>	CoreAzure provide a specialist network practice, our services include; <ul style="list-style-type: none"><li>• Scheduled maintenance</li><li>• Breakfix (warranty)</li></ul>
<b>Service Management Design</b>	CoreAzure's ITIL-aligned ITSM processes and Service Desk enable customers to log, process, manage, and report on the IT issues that adversely affect end users, IT services, and business.  Our ITSM process will for Service Management focus on; <ul style="list-style-type: none"><li>• <b>Incident Management:</b> our process includes, incident detection and recording, initial classification and support, escalation to a major incident process where needed, investigation and diagnosis, resolution and recovery.</li><li>• <b>Service Request Management:</b> our process includes, maintaining end-user and customer satisfaction through the efficient and professional handling of all service requests, providing a channel, for users to request and receive standard services, providing information to end users and customers about the availability of services and how to obtain them and sourcing and delivering the requested standard services.</li></ul>



- **Change Management:** our process helps to assess the risk of every change in advance and use the change management approval processes to ensure that all changes are in line with the organisation's change policy before they are executed.
- **Problem Management:** our process helps to minimize the adverse effect of incidents and problems caused by errors in the IT infrastructure and systems, and to proactively prevent the occurrence of incidents, problems, and errors.
- **Event Management:** events are typically recognized through alerts or notifications detected by a monitoring tool e.g. Microsoft System Centre Operations Manager (SCOM). These detections of significant status change, the meaning given to them and the appropriate control measures that are performed, are the major activities that are part of the Event Management process.

Our support services are always undertaken by accredited Microsoft Certified 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 Hybrid Cloud environments, products and delivery methods. We are a Microsoft CSP and at the heart of our Managed Services is flexible billing, discounted price options capability and enhanced Managed Services options.

Although our services are individually specific, they combine to form a comprehensive support service designed to meet specific support requirements.



## 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

### 2.1 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.

#### 2.1.1 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.

### 2.1.2 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.

### 2.2 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**



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.

## 2.3 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;





## 2.4 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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