



Managed Azure

G-Cloud 10 – Service Definition

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Service Definition

1 Introduction

Agilisys, an employee owned organisation, is one of the UK's fastest growing and innovative cloud and digital transformation specialists, enabling organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 15 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, particularly within local and central government.

Our public-sector cloud and IT services have been designed to accelerate cloud adoption and enable transformation. We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

1.1 Agilisys Managed Cloud – Managed Azure

The cloud is having a profound impact on how technology is being delivered. Ensuring that your cloud services are managed so that they are secure and compliant is crucial from an information security and GDPR perspective, and with the UK public-sector under continuing budgetary pressure it is also important that cloud services support future flexibility and innovation and are efficiently operated. However, understanding how to achieve compliance whilst keeping costs under control is a common challenge for many organisations.

As a Microsoft Cloud Solutions Provider and Cloud Platform Partner, our Managed Azure service is provided as part of a suite of complimentary cloud services including AWS our own PSN IaaS platform, and a hybrid managed service across clouds. This enables your organisation to remain secure and compliant whilst obtaining best value from the cloud. PSN Service Provider certificated, we provide a utility based, commoditised IaaS service that is dedicated to UK public-sector organisations supporting Official and Official Sensitive hosting requirements. Using ISO27001, Cyber Essentials Plus and PSN Service Provider certificated processes, we ensure that routine maintenance, capacity management and incident management are provided, across the major cloud services, our own PSN IaaS platform and colocation as a single service with standard SLAs, reporting and contact points.

The service will provide:

- Full range of Microsoft Azure services at published Microsoft list price through the Cloud Solutions Provider scheme
- Connectivity: Express Route, WAN, Internet (IPSec VPN)
- Management Information: A single view of supported services across all clouds with inventory, cost information and right-sizing recommendations
- Routine maintenance: Server Anti-Virus, Patching, Information Security compliance
- Incident and Change Management: 24x365 support options for incident and service requests, no time limit on support hours
- Cost benefits: Utility charged, with flexibility to scale up and down without penalty

Agilisys specialises in helping organisations maximise the cloud opportunity. We are technology agnostic, enabling us to offer truly independent advice. We put strategy before technology, so organisations can make the right decisions that not only solve today's problems but those in years to come. We are one of the largest public-sector cloud advisory and implementation partners, working with over 35 organisations on their journey and moving thousands of servers into the cloud. In each instance we have started with the cloud strategy to ensure the decision taken is fully justified.

2 Overview of Agilisys Managed Azure

Our Managed Azure service provides 'managed resources' that make our Cloud service considerably easier to adopt than alternatives which demand in-house skills, possibly diverting resources away from better investments.

We have associated service offers on G-Cloud for the management of Public Cloud resources, a hybrid service that incorporates both our IaaS, colocation and Public Cloud and professional services to plan, migrate and run in the Cloud.

The insights we have built mean that we are well placed to advise on the systems and services that can migrate, the appropriate destinations and how to undertake a Cloud transformation. We differ from other infrastructure providers through our ability to support migration of your complete existing infrastructure into the Cloud.

We are proud to offer an integrated suite of services that provides:

- the economies of scale from a global service (Public Cloud);
- support for all systems³, leading to full decommissioning of your on-premises data centres to Leave Nothing Behind;
- the flexibility to choose between service levels to suit your requirements on a system by system basis; while,
- avoiding lock-in to any one infrastructure platform.



2.1 Value of Agilisys Managed Azure

Our Managed Azure service provides a comprehensive, service for your organisation's needs. Appropriate for the hosting of OFFICIAL, OFFICIAL SENSITIVE and personally identifiable information (PII), we can host both current and legacy systems¹. Combined with our ability to rationalise, consolidate and transform your ICT infrastructure, the service delivers the following:

- A Cloud service built for UK Public Sector organisations.
- A unique capability to transform your existing ICT with a partner who can both accelerate and de-risk your Cloud migration.
- A hybrid ready service with connectivity to other Cloud, IaaS and colocation platforms.
- Our IaaS and Public Cloud services are robustly aligned with the 14 Cloud Security Principles enabling you to implement the controls and solutions appropriate to the service you are running.
- Standard and Resilient services hosted within the two UK Azure regions
- Support for services across a broad range of platforms including Windows, Linux and Oracle.
- Managed exclusively by UK-based staff holding Security Check clearances.
- Provided in accordance with ITIL 2013 Service Management policies and processes.

2.2 Service categorisation

Agilisys' Managed Azure service provides Azure services as detailed at the following location <https://azure.microsoft.com/en-gb/services/> and includes:

- Archiving, Backup and Disaster Recovery

¹ Agilisys can also co-locate hardware with our IaaS service where a capability cannot be moved onto the Cloud.

- Compute and application hosting
- Object storage
- Block storage
- Load balancing
- Distributed denial or service attack (DDOS) protection
- Infrastructure and platform security
- Intrusion detection
- Logging and analysis
- Networking
- Protective monitoring

3 Information Assurance

Our services have been specifically designed for the UK Public Sector, hosted in UK regions and managed from the United Kingdom. Our operational and engineering team members maintain Security Check clearances as a minimum, and we manage our services in accordance with our ISO27001 certified Information Security Management System.

4 Backup, Business Continuity & Disaster Recovery

High availability (HA) services are available, replicated across both UK Azure regions. Our solution provides machine and file level backups.

Backups are stored on Azure or alternative cloud platforms, such as AWS or Agilisys IaaS, for Disaster Recovery purposes. Using a full then incremental backup approach, we provide an effective method of rolling back services to a specific point in time, without the need to maintain multiple full backups of your systems.

Application and version aware, our backup service also enables client defined backup policies. On a per system basis, these include customised:

- Recovery Point Objectives;
- Version retention based on number of versions and/or retention period; and,
- Retention periods

5 Deployment Model

The Agilisys Managed Azure Service has been specifically developed to accommodate UK Public Sector ICT systems, providing a solution that services new and existing cloud services, regardless of vendor and platform.

We recognise that a one size fits all approach is unlikely to meet all your requirements. For example, you may want a development environment to be managed by your teams, whilst a critical service may require 24x7 support with proactive management.

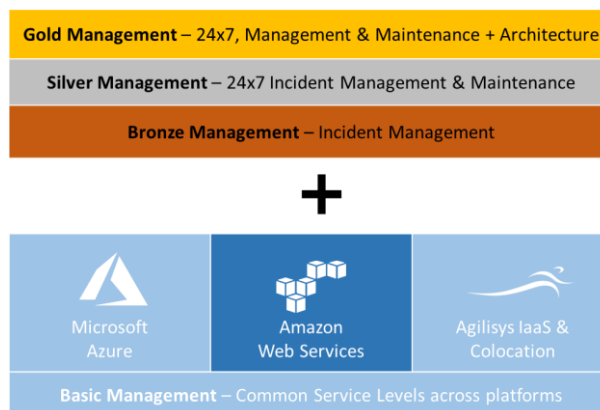


Figure 1 -Service Deployment Model

Our management service provides a uniform level of service across the main Public Cloud providers, and also encompasses Agilisys IaaS and colocation services within the same service, at the same service levels and response times.

To provide flexibility, you select the management service that you require, and then add the infrastructure service that you need. Although this combination applies on a server by server basis, we recommend setting the management level on a business service by business service basis. It is unlikely to be helpful to apply different levels to each part of a service (e.g. load balancing at Bronze and the database at Gold).

We recognise that sizing capacity, planning for resiliency and other considerations can make building a specification can be difficult. For simpler requirements, we are happy to help with validation. For more complex needs, planning consultancy is available through Lot 3 of the GCloud 10 Framework.

5.1 Management Service

Our management options provide the same service across all underlying infrastructure choices regardless of whether server hosting is on Public Cloud, Agilisys IaaS or colocation.

Each layer builds on the service provided by the layer below to provide service support options from basic incident management with working hours' support, to proactive management with 24x7 support with enhanced service levels and a named technical lead for your service.

These management options apply on a server by server basis but should be selected grouping resources supporting a business service, to ensure that your solution exactly meets your requirements.

	Service Desk Subscription management & Reporting	Incident management Account management 24x7 Service Desk No limits on support time	Managed AV, Sec & Critical Patches Capacity & Proactive Service management 24x7 Response	Enhanced Service Levels Named technical lead Architectural guidance
Gold	✓	✓	✓	✓
Silver	✓	✓	✓	
Bronze	✓	✓		

Figure 2 - Management Services

5.2 Azure Services

Agilisys' Managed Azure service provides Azure services are predominantly provided in the UK West and UK South Azure regions, however, services can be provided from any other Azure region as detailed at the following location <https://azure.microsoft.com/en-gb/services/> and includes:

- Archiving, Backup and Disaster Recovery
- Compute and application hosting
- Object storage
- Block storage
- Load balancing
- Infrastructure and platform security
- Intrusion detection
- Logging and analysis
- Networking
- Protective monitoring

5.3 Assurance

The Managed Azure service can support the secure hosting of OFFICIAL information assets.

- Standard architecture for OFFICIAL based on Microsoft Azure
 - <https://github.com/Azure/uk-official-three-tier-webapp>

6 Pricing

Service pricing is defined in two stages: specify the infrastructure then add the management service to groups of associated resources (those that together deliver a business service).

6.1 Management Services

Servers plus management are charged on a monthly basis.

Our management options provide the same service across all underlying infrastructure choices regardless of whether server hosting is on Public Cloud, Agilisys IaaS or colocation.

Each layer builds on the service provided by the layer below to provide service support options from basic incident management with working hours' support, to proactive management with 24x7 support with enhanced service levels and a named technical lead for your service.

Anti-virus licensing is included within both Gold and Silver management options.

These management options apply on a server by server basis but should be selected grouping resources supporting a business service, to ensure that your solution exactly meets your requirements.

	Service Desk Subscription management & Reporting	Incident management Account management 24x7 Service Desk No limits on support time	Managed AV, Sec & Critical Patches Capacity & Proactive Service management 24x7 Response	Enhanced Service Levels Named technical lead Architectural guidance
Gold	✓	✓	✓	✓
Silver	✓	✓	✓	
Bronze	✓	✓		

Figure 3 - Management Services

6.2 Azure Services

Azure services and pricing are updated by Microsoft on a regular basis. Agilisys is a Cloud Solutions Provider (CSP) and offers Azure services through the Microsoft CSP programme. In order to ensure best value, and that price changes, including reductions are available to clients procuring through G-Cloud, we charge the Microsoft GBP list price, with no additional mark-up for Azure services as detailed at:

<https://azure.microsoft.com/en-gb/pricing/calculator/>

7 Service Management

Agilisys operates a multi-channel Service Desk function to provide a single contact point for all service related Incidents, Requests and Changes. Our service desk agents are on hand as detailed within the Management Service option selected.

Agilisys' centralised service management centre also monitors, measures, analyses, reviews and reports on service and component availability. The tooling enables availability alerts to be raised automatically and directed to the relevant service management teams.

Operating across our client base, the Agilisys service desk is at the centre of all operational delivery.

Our Service Management has a foundation of 16 core processes that combine to deliver an integrated Service Management framework.

- Our approach to Service Management is aligned to ITIL 2013 best practice.
- Calls can be logged by telephone during the hours applicable to your Management Service choice and 24/7 by portal and email (for action in the next working period).
- A Self-Service Portal accessible 24x365

8 Service constraints

- The Agilisys IaaS service requires a Bronze, Silver or Gold Service option to be selected with each server.
- The same service management option must be selected for all servers that form any particular system.
- Maintenance windows are 22:00 to 06:00 daily - users will be informed of any planned downtime within that timeframe.
- Microsoft Licenses are provided as a pass through under SPLA agreements and prices will be subject to change from the vendor.
- Only Microsoft Windows Server OS, Redhat Linux, OracleVM, VMware Hypervisor and ESET Anti-Virus licenses are included within the Managed Service, any other software used within the environment must conform to the vendor's terms, the client remains responsible and liable for licensing installed on servers within their environment.
- Any Operating System deployed under Agilisys' management must be within support, and capable of receiving Critical and Security updates,
- Proof of Entitlement is required if the client is using their own licensing.

9 Service Levels

Priority	Service Desk	Incident Resolution	Service Requests
Gold	24x365	24x365	08:00-18:00 M-F excluding holidays
Silver	24x365	08:00-18:00 M-F excluding holidays	08:00-18:00 M-F excluding holidays
Bronze	08:00-18:00 M-F excluding holidays	08:00-18:00 M-F excluding holidays	08:00-18:00 M-F excluding holidays

Calls will be logged and allocated a severity based on the following criteria:

Priority	Criteria	Target Response	Target Resolution
1	Loss of critical VM or storage services	15 minutes	1 hour
2	Partial failure of a support service Recurring problems Problems affecting multiple users	30 minutes	4 hours

Priority	Criteria	Target Response	Target Resolution
3	Non-critical system failure Non-critical application failure	2 hours	24 hours
4	Known faults for which there is a workaround Information requirement	4 hours	5 days

10 Service Level Guarantee

Service level agreements and Service Credits are as detailed at <https://azure.microsoft.com/en-gb/support/legal/sla/>

11 Training

Training in the use of our services is available on request and is available at the rates detailed within the accompanying SFIA rate card and available through our Lot 3 'Cloud Transformation and Consulting' entry.

12 Ordering and Invoicing

All services are invoiced monthly in arrears. Payment terms are 30 days from invoice.

- All pricing is based on allocated units.
- Orders can be placed by contacting the Agilisys ICT Service Desk
- On-boarding and off-boarding charges are billed as part of the invoice from Agilisys.

For additional queries, please contact info@agilisys.co.uk indicating your area of interest and a member of the Agilisys team will contact you to discuss how we can meet your requirements.

13 Termination Costs and Terms

The Customer should contact their Business Relationship Manager to cancel the service.

Cessation of service is within 30 working days from a request by the Customer after the minimum period.

Our process extracts customer virtual machines and data from our service, transferred securely via network connectivity or portable media, allowing you to import services on to another infrastructure.

Preparing and extracting images and data into a staging area at termination is included within the managed service price. The cost of media and shipment of media to transfer data will be charged in addition to the managed service.

Where services are provisioned through a CSP agreement, the entire subscription may be migrated administratively to an approved Microsoft CSP partner in accordance with the requirements and terms of the Microsoft CSP terms and conditions.

Further services are available to support offboarding of your service from the service and are accessible at the rates detailed within the accompanying SFIA rate card.

14 Data Restoration / Service Migration

14.1 Service Migration

We differ from other providers by our proven ability to support you to migrate all your existing systems into the Cloud. Our unique approach enables us to rationalise and transform your systems,

migrating them appropriately into both global scale IaaS and PaaS or our own UK-based Cloud services.

We start the process with your ICT estate, working with your existing builds and technology choices, rather than imposing predefined templates.

Typically, we can accommodate all legacy systems within our hybrid approach², removing the need for dedicated local data centres and releasing significant savings.

We offer a range of options as part of this service, including:

- Cloud Readiness, Cloud Due Diligence and Cloud Design
- Transformation, consolidation and optimisation
- Operating System upgrade
- Cloud migration tooling
- Legacy system remediation

14.2 Data Restoration

Agilisys uses tooling and offsite storage services to protect client data. Regardless of which system your solution uses, these are managed by our SC cleared team, to your specification. Individual files can be restored directly onto protected servers as required by your local team. Complete system restorations will typically be managed by the Agilisys Operations team.

15 Customer responsibilities

- Agreement to, and compliance with Microsoft Azure Customer Agreement at <https://azure.microsoft.com/en-gb/support/legal/subscription-agreement/>
- Acceptance and agreement to procure Azure services through Agilisys using the Microsoft Azure Cloud Solutions Provider programme.
- The customer is responsible for all client user actions.
- The customer is responsible for authorising/implementing reasonable requests for change if Agilisys identifies that an element of the solution does not meet good practice guidelines.
- The customer is responsible for all software supplied by them, used within the environment and must ensure it conforms to the vendor's terms and conditions.
- Customers should access this service by using their own PSN, Internet, or WAN link. If the customer intends to use an Internet connection, they should ensure they have a local CESG approved firewall in place which is capable of IPSEC VPN tunnel to the service.

16 Technical requirements

Agilisys will work with you to address concerns and issues that you have concerning migration to Cloud services. Our 'Leave Nothing Behind' philosophy requires that we minimise the technical requirements that our customers should have in place. You should ensure that:

- Server operating systems are currently supported and receiving critical and security updates
- Customers should access this service by using their own Internet, Express Route or WAN link. If the Customer intends to use an Internet connection, they should ensure they have a local CESG approved firewall in place which is capable of IPSEC VPN tunnel to our data centre.
- The Customer is responsible for all software supplied by them, used within the environment and must ensure it conforms to the vendor's terms and conditions. In particular, please verify your entitlements when using a shared virtual environment. (We offer a Software Asset Management Service to determine entitlement and recommend opportunities to optimise licensing if required).

² Or, occasionally, through co-location of physical devices with Agilisys IaaS in our UK Tier 3 compliant data centres.

17 Trial Option

Trial options are available, and these may be available at no cost. Please contact us to discuss your requirements



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