

G-Cloud 10 Service definition for:

Azure Support

Silversands 20
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About Silversands

Silversands is a Microsoft Gold Partner specialising in Microsoft 365 and cloud & hybrid infrastructure.

Through professional services and support, we provide vital expertise to guide organisations on a successful journey towards a “Modern Workplace” where users enjoy the full productivity benefits of technology, in a secure and compliant environment.

Public sector customers

We have a wealth of experience providing cloud solutions to public sector customers as part of the drive towards digital transformation. Here are some of our customers below:

Government	Emergency Services	Healthcare	Education	Third Sector	Housing Association
Westminster City Council	London Fire Brigade	Health Education England	University of Roehampton	Action Aid	Moat Homes
Bournemouth Borough Council	Merseyside Fire & Rescue	Gloucestershire Hospitals NHS Trust	Manchester University	Plan International	Network Homes
Royal Borough of Kensington & Chelsea	South East Coast Ambulance Service NHS Trust	University Hospital Birmingham	University of Surrey	British Red Cross	Genesis Housing Group
Forestry Commission		Solent NHS Trust	Kingston University	Kings Fund	London & Quadrant Housing Trust

Azure support

Silversands offers various support options for Azure customers. Our services can be tailored to your business requirements and range from a simple 'call-off' agreement to a fully-managed service. Our technical resources are highly skilled and experienced in Azure and can provide solus support or be supplemental to your in-house resources.

Service Features

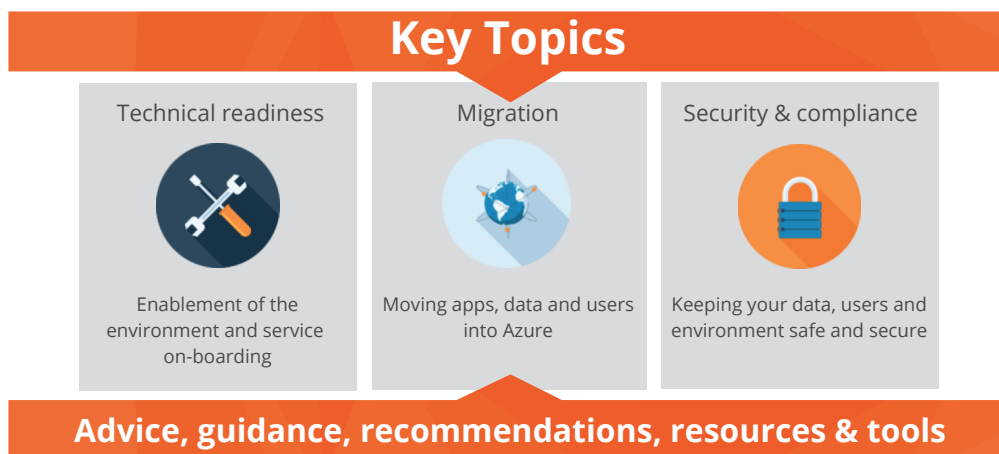
- ✓ Flexible support options from basic call-off to fully-managed support
- ✓ Managed patching service
- ✓ Managed backup service
- ✓ Azure change review and notification service
- ✓ Various SLA options to meet business requirements
- ✓ Telephone, email, remote and on-site support options
- ✓ Expert support resources with infrastructure, platform and development capabilities
- ✓ Microsoft focused consultancy
- ✓ Microsoft Gold Partner Cloud Platform
- ✓ Microsoft Cloud Solution Partner (CSP)

Service Benefits

- ✓ Flexible support services tailored to business requirements
- ✓ Provide support where there are no in-house skills
- ✓ Supplement in-house resources with skills deficits
- ✓ Removes time-consuming jobs, so staff concentrate on business delivery
- ✓ Enable transition support whilst in-house team skills up
- ✓ Provides peace-of-mind for new technology implementation
- ✓ Expert consultants delivering Microsoft Solutions

Our approach

The success of an cloud is in maximising cost reduction and productivity benefits that this powerful platform offers. In order to optimise success there are 3 key areas to be considered. Each of these areas are areas of expertise within Silversands so we can support you across the whole project lifecycle.



Ordering process

These services can be discussed by contacting Peter Mercieca at peter.mercieca@silversands.co.uk or on 01202 360000. The full scope and timings are agreed with the customer and a work order is then released to the customer for approval.

Why Silversands?

- ✓ Focus on successful outcomes
- ✓ Specialists in Office 365 and Azure
- ✓ On premises skills support Hybrid cloud model
- ✓ Consultants highly regarded for deep expertise in their specialist areas
- ✓ Experienced project management team
- ✓ In-house software development capability
- ✓ In-house support
- ✓ 30 years proven success

Our services

Microsoft 365:

- ✓ Device and application management
- ✓ Enterprise Mobility & Security (EMS)
- ✓ Office 365
 - Strategy and planning
 - Implementation and migration
 - Security and compliance
- ✓ Identity and Access Management (IAM)
 - User adoption
 - Teams implementation
 - SharePoint Online Implementation & migration
 - Exchange Online Implementation & migration

Hosting:

- ✓ Microsoft Cloud Solution Provider (CSP)

In-house software development

- ✓ Azure Internet of Things (IoT) development
- ✓ Azure cloud development

Support

- ✓ Azure support
- ✓ Call-off support

Azure cloud / hybrid infrastructure:

- ✓ Azure cloud / hybrid consultancy
- ✓ Azure cloud / hybrid migration
- ✓ Azure governance, design and implementation
- ✓ Azure application transformation
- ✓ Azure cloud disaster recovery
- ✓ Azure project management