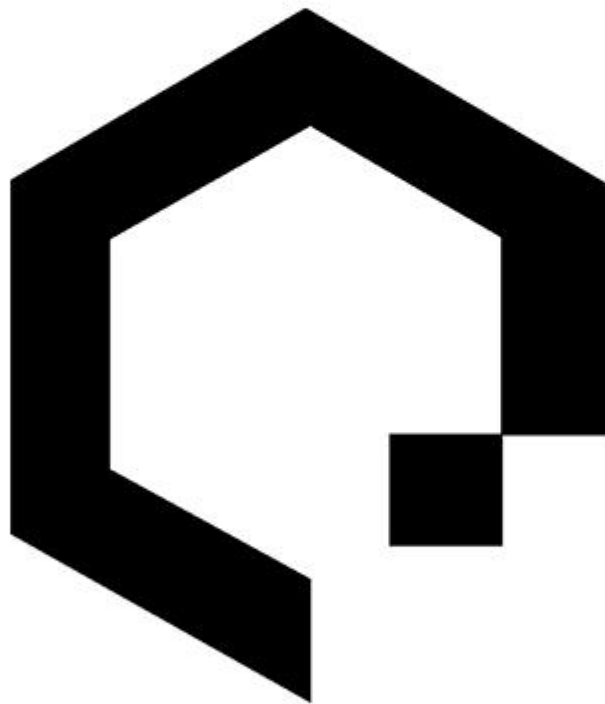DISCOVER
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JDS365 Service Definition Document

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1   Introduction

1.1   About JDS365

In the last 6 years we have accumulated significant technical and commercial experience. During this time we have developed long-term relationships with a wide range of clients. These include Central Government Departments, FTSE 100 companies, high performance enterprises and other progressive public sector organisations.
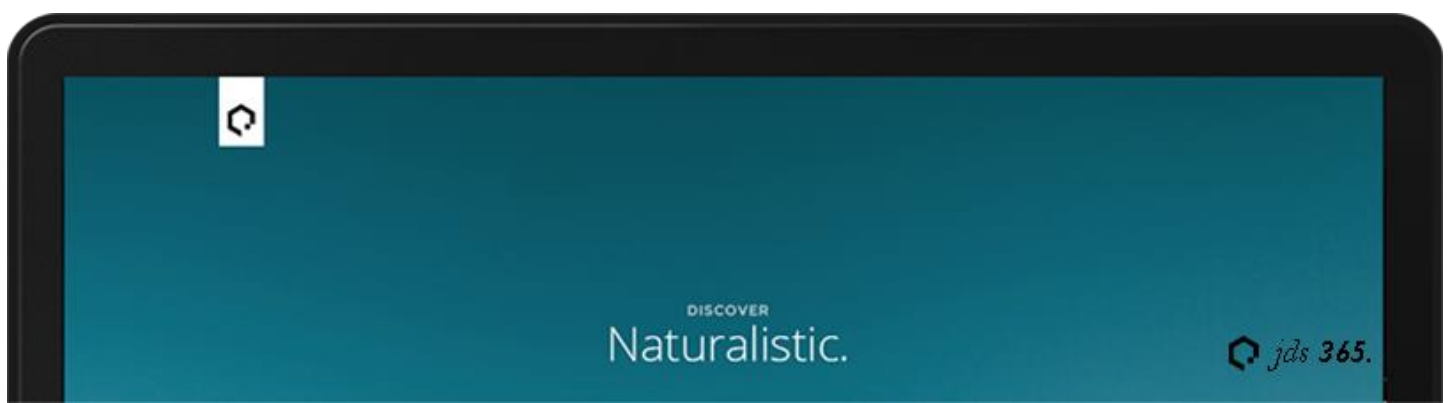
As a well-established information systems consultancy, JDS365 designs, builds and supports cloud based business-critical solutions, such as business process management, EDRMS, intranet/extranet and business intelligence solutions. By maintaining a Microsoft Partner status, we ensure that our teams have comprehensive knowledge of Microsoft's software tools and applications, and the expertise to deliver on public, private and hybrid clouds.

1.2   Our Specialist Cloud Services

JDS365 offers three main types of specialist cloud services:

- Consultancy – that enables you to ensure successful adoption of, and maximise business return from your investment in, cloud platforms.
- Implementation (which includes development, migration and integration) – that designs and develops innovative cloud solutions using best practice principles and practices.
- Support – that ensures the resilience, reliability, and robustness of deployed cloud systems, mainly as 3rd level assistance to your internal teams.

As a customer-focused professional services company we structure our delivery teams around your requirements, using an account management and project management approach. Ultimately, it is JDS365's people that set it apart. They combine business and IT knowledge, and actively seek to understand your total requirements. They aim to work in partnership with your staff over extended periods of time, and this focus on long-term success drives the ethos and guiding principles of JDS365's business.

2   Our Cloud Experience

JDS365 consultants have completed many cloud engagements. These have ranged from strategy formulation and definition of requirements in conjunction with our clients, through specification and selection of cloud services, to implementation and support, in public and private sectors. The following example projects are given in demonstration of our consultants' experience.

2.1   Cloud Strategy and Planning Services

Pensions Management Company

Consultancy on setting Azure based VMs and Active Directory integration to setup extranets, EDRMS and Finance systems.

2.2   Office 365 Cloud Services

Government Organisation

Project management and technical consultancy for implementation of Office 365 across multi-domain environment spanning 12 Sites and 2500 end users.

2.3   Hybrid Office 365 Portal

Government Organisation

Consulting in the adoption of SharePoint element of Office 365 to provide this organisation with an intranet and document management facility, using the on premise active directory (and DirSync) to control access to policy libraries.

Health Care Agency

Helping their the organisation adopt office 365 and using a collaboration portal based on Office365.

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2.4   Microsoft Azure Cloud Services

Government Organisation

Design, development, implementation, migration from legacy and support of a business critical applications

Global Healthcare Company

Consultancy, design and implementation of an internet facing portal using an off the shelf CMS (Umbraco) to provide a secure and scalable solution across load balanced multiple instances of VMs to cater for a private audience of 15,000 employees globally.

NHS Derby

Consulting, configuring and supporting the migration from SharePoint 2007 to SharePoint 2010. Creating a new information architecture to facilitate the user adoption and information governance

3   Cloud Strategy and Planning Services

3.1   About G Cloud Strategy and Planning

G Cloud is much more than a new way to deliver IT infrastructure. It is an alternative delivery model that makes increasing sense for a growing number of organisations in the public sector, and part of the way that you are now able to approach, plan for, and implement strategic IT initiatives. Cloud can help reduce cost and complexity, enhance agility, and enable rapid innovation. However, working out how to transform business using the cloud is a complex and challenging process. Assistance from specialist cloud services specialists helps to minimise the risks and enables the application of external knowledge and expertise.

3.2   Our Cloud Strategy and Planning Services

The cloud is just one of the latest methods of achieving business transformation, and as a long established systems integrator JDS365 has almost twenty years' experience of helping our clients   to transform their organisations through the application of modern IT systems. Our cloud strategy and planning services are comprehensive. We cover areas of applications and software architectures, software development lifecycles, development and testing methodologies, data management architectures, and security requirements. Our cloud strategy and planning services include:

Cloud Readiness Review and Strategy Formulation Services

Through the provision of this service JDS365 will review your IT landscape and identify cloud opportunities and options in order to assess the cloud readiness of your organisation, applications and infrastructure (including identification of high-value opportunities) so that you can develop an understanding of the suitability of cloud options and how they fit into your IT and overall business initiatives and strategies based on the benefits the cloud is able to deliver.

Cloud Architecture and Design Services

Through the provision of this service JDS365 will assist you to understand and balance cost, agility and risks to make and implement the right cloud choices for your organisation (e.g. public, private, hybrid), identify suitable software, platform, and infrastructure services as required, incorporate systems integration requirements, and plan for phased implementation as appropriate.

Cloud Specification and Selection Services

Through the provision of this service JDS365 will help you to define and document your cloud service requirements, investigate and determine suitable cloud service providers and manage the service selection process using value-adding methodologies and processes in order to deliver on your cloud strategy.

Application Migration Planning Services

Through the provision of this service JDS365 will help you to apply structured guidelines for classifying cloud readiness of applications, in order to successfully plan and manage the migration of business applications and services to the identified cloud services.

JDS365 consultants have undertaken many cloud engagements involving strategy and planning. While the cloud offers many benefits, not every application or service is suitable for cloud deployment. Our specialist cloud strategy and planning services are designed to help you identify opportunity areas, evaluate benefits, and integrate cloud with organisation strategies to facilitate adoption and success.

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4 Office 365 Cloud Services

4.1 Microsoft Office 365 for G Cloud

Microsoft Office 365 provides the following Microsoft Online Services – Exchange Online, SharePoint Online (aka "Sites"), Skype, OneDrive, Delve, Sway, and of course Office (Web Apps or Office Professional Plus). Microsoft Office 365 simplifies IT management, while raising the bar on enterprise productivity. Backed by powerful security features and performance reliability, Office 365 combines familiar Microsoft productivity, collaboration, and communication tools to support workers virtually wherever they are, on almost any device. G Cloud customers have a choice of deployment options, choosing to run some applications on-premises while moving others to the cloud, or migrating entirely to the cloud. A full service description for Microsoft Office 365 for G Cloud is available from Microsoft.

4.2 Our Office 365 Cloud Services

Working in conjunction with Microsoft, JDS365 has years of experience helping our customers to plan for and undertake the migration of their email, collaboration and communication environments to the cloud. Our Office 365 cloud services include the following:

Office 365 Business Consultancy Services

Through the provision of this service JDS365 will help you understand whether Office 365 is a good fit with your business needs, and to ensure that your requirements can be met through deployment of Office 365 and the associated eco-system of third party products (such as Nintex Workflow for Office 365).

Office 365 Setup and Migration Planning Services

Through the provision of this service JDS365 will help you to evaluate your existing email, collaboration and communication environments, plan for email, content migration, and deployment (cloud-only and hybrid designs) and prepare implementation plans and project estimates.

Office 365 Migration and Deployment Services

Through the provision of this service JDS365 will provide you with support for configuration, conversion and migration (e.g. prepare internal environments, configure services, set up user accounts, migrate user mailboxes, deploy and configure clients) as well as design and development of Intranet/Extranet, implementation of unified communications and project management.

Office 365 Support Services

Through the provision of this service JDS365 will provide you with on-going support and application training services, technical and end-user support services, services management and administration, training documentation and training delivery.

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SharePoint Consultancy Service

Through the provision of this service JDS365 will provide professional advice to enable you to plan, develop and deploy SharePoint hosted on the Microsoft Office 365 Cloud platform. We supply consultancy, configuration, implementation and training services that ensure you gain maximum benefit from your Office 365 SharePoint subscription. Our offer is to provide an initial free-of-charge scoping workshop to determine your readiness for SharePoint and the suitability of SharePoint to meet your needs. We can also provide on-going support for your SharePoint applications.

SharePoint Governance Service

Through the provision of this service JDS365 will provide professional advice to enable you to establish and maintain the policies, roles, responsibilities, and processes that control how your organisation's business teams and SharePoint team work together to meet organisational goals.   The resulting governance plan will streamline the deployment SharePoint, help keep it secure and compliant and help ensure it provides the best return on your investment.

We have a team of experienced consultants who are trained in Office 365 implementation and legacy migration. They are also highly capable in the configuration and customisation of the underpinning Microsoft servers (10 years' experience of Exchange, SharePoint and Skype for Business) and are well placed to help you to deliver the business benefits that are available from implementation of Office 365.

5   Microsoft Azure Cloud Services

5.1   About Microsoft Azure for G Cloud

Microsoft was the first and only major cloud provider to be assured against the G-Cloud's Pan Government Accreditation Scheme as part of the initial tranche of G-Cloud Suppliers. Microsoft Azure was awarded an accreditation to host and process first IL2 and then OFFICIAL data. This includes OFFICIAL SENSITIVE data, and Microsoft include several tools to help customers manage the additional handling requirements of such data.

Microsoft Azure continues to be available to UK Government customers under the latest version of the G-Cloud Framework. As such, UK Government customers can continue to utilize Microsoft Azure to store and process OFFICIAL data, which makes up the vast majority of UK Government data.

https://azure.microsoft.com/en-gb/support/trust-center/compliance/ukg-cloud/

5.2   Our Microsoft Azure Cloud Services

The Microsoft Azure platform is a flexible cloud-computing platform that will allow your IT teams to focus on solving business problems and addressing customer needs. With no need to invest upfront on expensive infrastructure, you pay only for what you use, scale up when you need capacity and pull it back when you do not. JDS365 delivers the following specialist services for Windows Azure:

Microsoft Azure Business Consultancy Services

Through the provision of this service JDS365 will help you understand whether Microsoft Azure is a good fit with your business needs, and to ensure that your requirements can be met through deployment of your applications to Windows Azure or steer you on which solutions might be applicable to your needs.

Microsoft Azure Architecture Consultancy Services

Through the provision of this service JDS365 will assist you with architecting Microsoft Azure applications or creating an architecture for migrating your applications to Microsoft Azure (including application management, application security, application compatibility and database compatibility).

Microsoft Azure Technical Consultancy Services

Through the provision of this service JDS365 will assist you to understand the capabilities of Microsoft Azure technologies and how these PaaS and IaaS offerings can quickly add benefit to both short and long term platform strategies. These capabilities include:
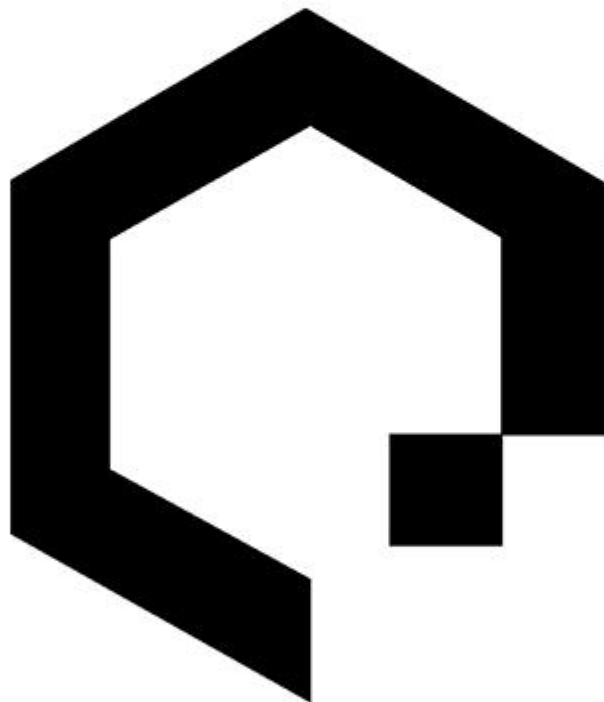
- Hosting of Web Apps and Cloud Services;
- Virtual infrastructure for compute and networking;
- Service Bus middleware integration;
- Batch Services for automation;
- SQL Azure as a data tier;
- Resilience for on-premises disaster recovery;
- Analytics, machine learning and data processing;
- Azure AD Identity and Access Management for on-premises and cloud-based services

Microsoft Azure provides developers with on-demand compute and storage to host, scale, and manage web applications. In many circumstances this will enable you to simplify IT management and minimise up-front and on-going expenses and to facilitate the management of scalable Web applications in the cloud. JDS365's technical specialists have successfully deployed a range of business applications to Microsoft Azure and are well placed to assist you to understand how this open platform, which supports Microsoft and non-Microsoft languages and environments, can be utilised in your overall G Cloud environment

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