



# Azure CSP & Managed Services

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Service Description

Version 3.0

Gold  
Microsoft  
Partner  
 Microsoft

Azure  
Expert  
MSP

Windows and SQL Server Migration Advanced Specialisation  
Teamwork Deployment Advanced Specialisation  
Calling for Microsoft Teams Advanced Specialisation  
Meeting and Meeting Rooms Advanced Specialisation  
Adoption and Change Management Advanced Specialisation  
Threat Protection Advanced Specialisation  
Identity and Access Management Advanced Specialisation  
Information Protection and Governance Advanced Specialisation  
Cloud Security Advanced Specialisation  
Azure Virtual Desktop Advanced Specialisation

transparency  
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# Azure Cloud Solutions Provider (CSP) & Managed Services

Our position as a Microsoft Azure Expert MSP allows for the provision of your Microsoft Azure environment in a flexible and cost-effective manner. This offering incorporates a range of value-added services as standard - such as inclusive support, licensing portal, billing portal, and Premier Support access through our service desk - known as our "Azure CSP Managed Service".

As a pureplay Microsoft Cloud partner, Transparency seek to be the leading provider of Microsoft Cloud services in the UK. We are developing rapidly through the supply of market-first value innovation; specifically, inclusive value-added services and a high-quality engagement as standard.

Key features provided as part of the standard CSP offering include:

- Flex your consumption to match your usage requirements;
  - No contractual tie in, except Reserved Instance (RI)
- Options for savings of up to 70% with Reserved Instances (RI)
  - Monthly payments, 1- or 3-year commitment needed
- High-quality Inclusive Support covering:
  - Virtual Machines and supporting Azure configuration
  - Microsoft Operating System and installed Microsoft Application support

For customers seeking a more proactive approach to the management of their Azure infrastructure, Transparency also provide "Advanced" and "Premium" services; incorporating additional functionality and recurring activities designed to further maximise investment and value. These services are available to all Azure customers with a preferential price for those customers also consuming Azure via a CSP subscription with Transparency.

## Service Highlights

Service	Standard	Advanced	Premium
Inclusive Support (24/7)	●	●	●
Access to Microsoft Premier Support	●	●	●
Access to Transparency Control Centre Billing Platform	●	●	●
Cloud Management Portal	●*	●	●
FinOps Cost Management Insights	●*	●	●
FinOps Cost Management Recommendations	●*	●	●
Security Insights	●*	●	●
Sustainability Insights	●*	●	●
Sustainability Recommendation	●*	●	●
Monitoring, Alerting, and Resolution (24/7)	-	●	●
Managed Server Patching	-	●	●
SSL Certificate Monitoring & Management	-	●	●
Service Delivery Escalation Contact	-	●	●
Automated Service Report	-	●	●
Assigned Service Delivery Manager	-	-	●
Disaster Recovery Availability & Testing	-	-	●
Backup Validation & Restore Testing	-	-	●
Technical Strategy & Consultancy Activity	-	-	●
Inclusive Change Request Allowance (per Month)	-	5	10
Optimisation Review	-	Quarterly	Monthly
Service Management Review	-	Quarterly	Monthly

The following pages outline the detail of the Transparency services referenced above.

\* Delivered by Transparency's Cloud Management Portal, deployed on request.

## Cloud Management Portal (CMP)

Obtaining, viewing and understanding cloud data is often a complex task requiring multiple tools and technical know-how. Transparency's Cloud Management Platform is a single tool aimed at simplifying the task and filtering out the noise to provide concise information in an intuitive way, enabling you to make decisions quickly. We want to provide you with a lens into key areas that matter to your business, enabling a 360 view of the status of your cloud environment.

Transparency's CMP is used for viewing, automating and managing Microsoft Cloud resources. We believe that clients having great insights into their environment is an essential part of cloud adoption and management, leading the way to best-of-breed cloud governance. Therefore, our aim is to provide data and controls for your Azure environment centrally through a single pane of glass, without the need for in-depth technical skills.

The CMP is web based and is authenticated with your Microsoft Azure sign-in credentials. We have designed the CMP with a security first approach and therefore access to the different features is based on roles we have defined in our portal, selected by you on implementation.

As part of service onboarding, a member of the Transparency team will perform the initial setup of the CMP, enabling you to utilise the features of the CMP, gaining the insights described below.

The services included within this portal are:

1. FinOps Insights
2. Security Insights
3. Sustainability Insights

## Paid Services (Timebank)

In addition to the extensive range of services offered within our Azure CSP Managed Service portfolio, we offer customers the ability to pay extra for over-and-above items. These are elements that not all customers desire, best served through additive services.

These services are supplied in a very simple way - via a pre-paid time arrangement known as a Timebank.

A Timebank is a block of days - purchased either in advance or through a regular monthly invoice - which can be used for any support service over and beyond that offered within any of our Managed Services.

Examples of where the Timebank may be used include:

- On-site infrastructure support requirements (albeit rare in the world of Azure and Cloud)
- Additional Change Requests to Azure environment
- Security "Get-to-Good" when onboarding existing Azure environments
- Support for on-premises or other third-party environment equipment on a "best endeavours" basis

Timebank can also be used for the delivery of a project, although customers should be aware that often a support Timebank will be lower priced than Project Consultancy, and therefore a pro-rata deduction will be required.

## Terms & Conditions

In addition to our General Terms available at [www.transparency.com/terms](http://www.transparency.com/terms), our Services Agreement (Managed Support Services) details the specific terms, conditions, and service levels that apply to this service.

A copy is available on request.