

G-Cloud Service Definition

Kerv Transform

Cloud IT Migration for Microsoft Azure Services

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Contents:

Contents:	1
1.0 About Kerv Transform	2
2.0 Service Definition	2
2.1 Cloud IT Migration for Microsoft Azure Virtual Desktop Services	2
2.2 Service features	2
2.3 Service benefits	3
2.4 Service reviews and reporting	3
2.5 Continuous service improvement	3
3.0 Procurement Process	4
4.0 Further information	4

1.0 About Kerv Transform

Kerv Transform is a well-established and dynamic company privately **formed in 2010**. The leadership team are IT professionals who have years of experience in the design and delivery of IT services and projects in an **agile and flexible manner**, in many verticals both Public and Private.

Our focus is to bridge the gap between tier 1 premium service providers and the shortfalls that are often associated with the final solution delivery to the customer. Kerv Transform are committed to providing fixed price service offerings with **no hidden charges** that are highly **cost effective**, permitting effective budgeting and planning. Ultimately we aim to do whatever our customers need us to do, financially, technically and with service quality being the core focus.

The Kerv Transform Network Operations Centre **operates from London UK**. The business and associated services are independently accredited by a UKAS approved body to **ISO 27001** for information security, providing confidence to our customers that our IT practices are safe and secure.

Our overall business practice is governed by **ISO 9001** for Quality Management and is again independently accredited by a UKAS approved body to ensure our business practices and partners follow the coveted ISO standards. Ultimately we have invested in these accreditations to demonstrate our stability and effective business stature in order to protect and serve our customer business interests.

2.0 Service Definition

2.1 Cloud IT Migration for Microsoft Azure Services

A comprehensive professional service permitting the customer to evaluate their strategy for upgrading their estate to Microsoft Azure.

This includes current state analysis, business goals analysis, gap analysis and road map development with associated project professional services.

2.2 Service features

- UK based 24x365 service desk
- Varying levels of Service support hours (up to 24x365)
- ISO 9001 (quality) and ISO 27001 (security) for confidence
- Specialist technical team with industry leading expertise

- Microsoft Cloud Azure Infrastructure Partner
- Specialist Azure and Migration Consulting Services
- Microsoft Security Specialists
- Pay as you Grow Model – scale up and down with Azure
- Services spanning Plan / Design / Migrate and on going support and management available
- Enterprise Architecture, Project Management and Governance
- Service and Systems Integration

2.3 Service benefits

- Experienced and Qualified Consulting services to assist with your Azure adoption
- Microsoft Cloud Go to Partner
- Leverage Azure as your primary delivery or a secondary tactical solution
- Experience designing and implementing PSN accredited solutions
- Accredited to ISO 27001 - Information Security UKAS audited
- Accredited to ISO 9001 - Quality Management UKAS audited
- Accredited Cyber Essentials Plus for additional security
- Approach Enables Engagements to Start Quickly with Immediate Impact
- Utilises Best-Practice Methodologies to Deliver High-Quality Output
- Cost Benefits through Flexible Resourcing Model

2.4 Service reviews and reporting

A dedicated account manager shall be assigned to the customer and will be the single point of contact for any service related issues. As an ISO 9001 accredited 'Quality Management' business, service and quality are at the heart of our mission and our customers are our focus each and every day.

2.5 Continuous service improvement

Kerv Transform performs continual service improvement by leveraging the following data sources;

- Helpdesk SALs/OLAs
- Business intelligence statistics
- Customer satisfaction surveys
- Service review feedback
- Internal process reviews

- Daily handover reports

3.0 Procurement Process

Please email nicholas.cothill@kerv.com to gain assistance with regards to the procurement process. As a flexible business, we are happy to work within any constraints that may be presented and will naturally follow the G-Cloud call-off contract and associated order form.

Our general procurement process is built on the following basic blocks;



4.0 Further information

Please contact us for further information or to customise your service further

Email	nicholas.cothill@kerv.com
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