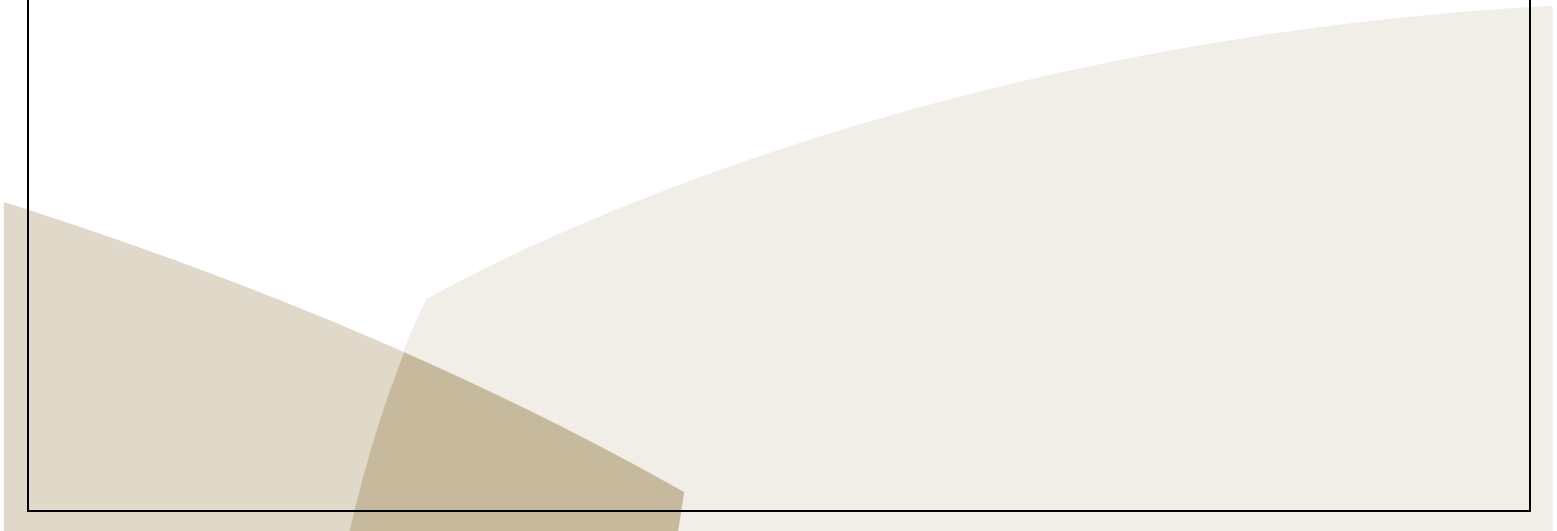
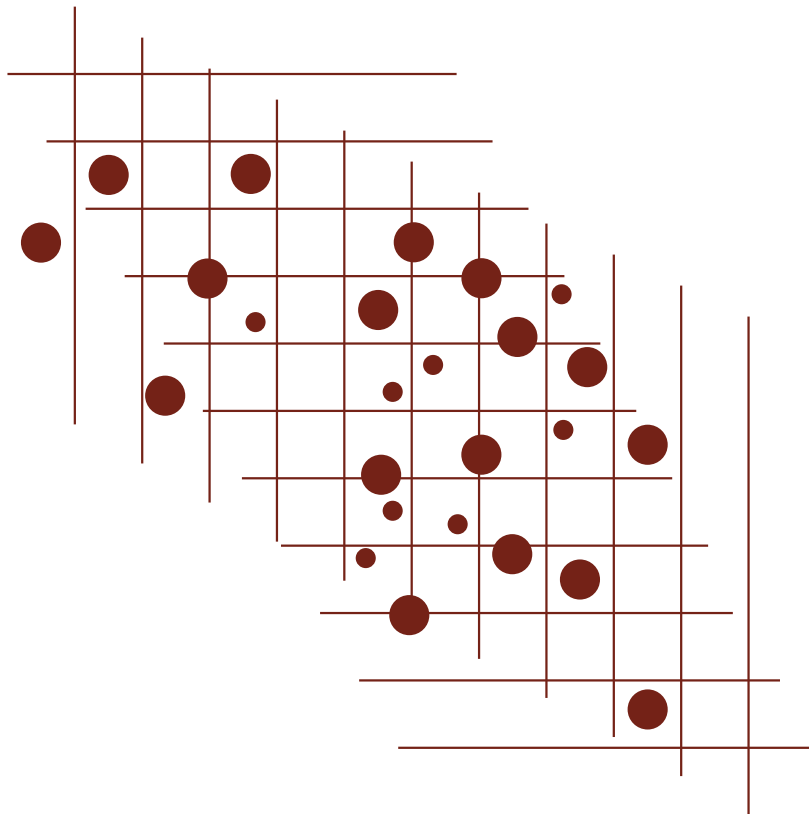




VAAMG Consulting

G-Cloud 14 - Service Definition Document

Azure Cloud Support Service



Contents

Section 1: Service Overview	3
Section 2: Onboarding and Offboarding	5
Section 2.1 – key tasks for Onboarding of services	5
Section 2.2 – key tasks for Off-boarding of services	5
Section 3: Pricing.....	6
Section 4: About VAAMG Consulting	6
Section 5: Contact Us	7

Section 1: Service Overview

Service Name	Azure Cloud Support Service
Service Objectives	We help manage and support Azure infrastructure for businesses whose success is directly linked with the performance of workloads and applications, benefiting from high-touch proactive/preventive services on business/mission critical workloads. We can take care of your day to day need to manage and enhance the application for better user experience and also make sure a smooth operation before and after the upgrade with our extending testing.
Service Description	<p>We provide Azure Cloud Support Service and offer expert assistance to our customers in managing their Azure Cloud environment. We provide support for various aspects such as architecture guidance, best practices, operational issues, and service-related inquiries. The service aims to ensure that customers can effectively utilize Azure Cloud services to meet their business needs.</p> <p>With our Cloud Support Services, organisations can fully realise the potential of cloud technologies, optimise their cloud infrastructure, and confidently meet their business objectives.</p>
Tech Stack and intended customers	<p>Microsoft Azure</p> <p>All Enterprise users</p>
Service Offerings	<p>We offer following services to our Azure Cloud Customers</p> <ul style="list-style-type: none"> ❖ Cloud Architecture Assessment and planning: Evaluating architecture for efficiency, scalability, and security enhancements. Support in optimizing cloud infrastructure, resource utilization and cost savings ❖ Migration Assistance: Seamlessly transitioning data and applications to Azure cloud environment. ❖ Cloud Deployment and Configuration: Setting up and configuring Azure infrastructure tailored to client needs. ❖ Performance Optimization: Enhancing system performance for optimal efficiency and responsiveness. ❖ Cost Optimization: Identifying cost-saving opportunities and optimizing Azure resource utilization.

	<ul style="list-style-type: none"> ❖ 24/7 Support and Incident Response: Continuous support and rapid incident resolution around the clock. ❖ Disaster Recovery and Business Continuity: Ensuring data integrity and continuity in the event of disasters. ❖ Training and Knowledge Transfer: Empowering clients with Azure expertise through comprehensive training programs.
Service Benefits	<p>The following benefits can be realised from the service.</p> <ul style="list-style-type: none"> ❖ Cost Savings: Optimize expenses with flexible pay-as-you-go pricing structure. ❖ Scalability: Easily adjust resources to meet evolving business demands. ❖ Global Infrastructure: Access Azure services from diverse global regions. ❖ Robust Security: Protect data with advanced security features and protocols. ❖ High Availability: Ensure uninterrupted service with redundant infrastructure and backups. ❖ Agility: Rapidly deploy and adapt to changing business requirements. ❖ Innovation: Harness cutting-edge technologies for seamless integration and innovation
Service Support	<p>We provide 2X7 technical support and consulting Services. Further details can be provided based upon request.</p>
Service levels	<ul style="list-style-type: none"> ❖ Basic: Entry-level support for customers who require general assistance with Azure cloud support services. ❖ Standard: Intermediate technical support with 24X7 access for support and troubleshooting. ❖ Premium: 24 X7 support designed for enterprises with mission-critical workloads on Oracle with dedicated Account manager and support teams.

Section 2: Onboarding and Offboarding

Section 2.1 – key tasks for Onboarding of services

- ❖ **Governance Model:** Collaborate with the client to determine the most suitable governance model for the engagement such as defining roles, responsibilities, decision-making processes, and communication channels.
- ❖ **Delivery Approach:** Our approach includes discussing and agreeing on the delivery approach for the project. This could involve adopting an agile, waterfall, or hybrid methodology based on project requirements and client preferences.
- ❖ **Engagement:** Engage with key stakeholders from the client's organization to capture functional and non-functional requirements. Conduct workshops, interviews, and requirements gathering sessions to ensure a thorough understanding of project objectives and scope.
- ❖ **Commercial Terms:** Finalize the commercial terms of the engagement with the client based on our pricing model. Agree on delivery milestones, project timelines, pricing structures, payment terms, and any other contractual agreements.
- ❖ **Resource Allocation:** Allocate resources and assemble the project team based on skillsets, availability, and project requirements including objectives, scope, and deliverables.
- ❖ **Infrastructure Setup:** Setting up the necessary infrastructure, tools, and environments required for project development, testing, and deployment.
- ❖ **Kick-off Meeting:** Conduct a kick-off meeting with the client and project team to formally launch the engagement. Review project objectives, scope, timelines, roles, responsibilities, and expectations and establishing open lines of communication.

Section 2.2 – key tasks for Off-boarding of services

- ❖ **Transition Planning:** Collaboration with the client to plan and execute a smooth transition of project deliverables, knowledge, and responsibilities. Define transition timelines, handover processes, and post-project support arrangements.
- ❖ **Knowledge Transfer:** Conduct knowledge transfer sessions to share insights, lessons learned, and best practices with the client's team. Provide documentation, training materials, and resources to facilitate ongoing support and maintenance.
- ❖ **Closure Activities:** Complete all outstanding deliverables, documentation, and administrative tasks related to the project.
- ❖ **Feedback and Evaluation:** Gather feedback from the client on their satisfaction with the engagement, including project outcomes, delivery quality, and customer experience.

- ❖ **Contract Closure:** Close out the engagement by finalizing any remaining contractual matters, such as invoicing, payments, and contract termination. Ensuring that all legal and financial obligations are met in accordance with the terms of the agreement

Section 3: Pricing

Service Pricing	We offer Time and Money (T&M), Fixed Price and Fixed capacity pricing models. Please refer to our Pricing document for details and we can provide a quotation for service upon request.
Discount	Discounts will be discussed on a project-by-project basis depending on key factors to the project lifecycle, financials and outputs.

Section 4: About VAAMG Consulting

About Us	<p>Established in 2016 VAAMG Consulting has been at the forefront of pioneering a future where innovation converges with excellence. We specialize in satiating the technological appetite by providing expert guidance and tailored solutions, with Oracle as our trusted technology. With a vision to redefine industry standards our team of dedicated professionals are committed to delivering cutting-edge solutions and unparalleled expertise in digital era. Our journey is fueled by a passion for innovation, collaboration, and customer satisfaction in the technology consulting landscape.</p> <p>At VAAMG Consulting our specialization lies in Business Intelligence (BI), Database Integration (ETL) & Migration, Data Analytics, Data Warehousing, Database Management, Enterprise Performance Management (EPM) and Governance, Risk and Compliance - GRC Analytics. Renowned for our proficiency in these areas, we cater to clients across various private and public sector clients in the UK, offering strategic guidance and analytical systems to address their most pressing business challenges.</p>
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Section 5: Contact Us

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