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## Service Description

### Azure Managed Service - Onboard

Managed Service

NAK CONSULTING SERVICES LTD

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**NAK & CUSTOMER RESTRICTED**

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## 1. Document Control

### 1.1 Disclaimer

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### 1.2 Document History

Version	Date	Author	Revisions
0.1	22/01/2023	George Holmes	First draft
1.0	29/04/2024	George Holmes	Revised following internal review

### 1.3 Document Approval

Date	Approved By	Company/Position
29/04/2024	Jonathan Green	CEO/Managing Director

### 1.4 Document Assumption

This document is a technical document, where possible, non-technical terminology has been used but the author assumes that any recipient of this document is familiar with infrastructure technology and terms.

### 1.5 Glossary of Terms

Acronym	Term	Notes
NAK	NAK Consulting Services	Document owner/Author

## 2. Executive Summary

The NAK Azure Managed Onboard Service provides a fully managed wrapper for your Azure infrastructure.

Supporting Azure infrastructure for a wide variety of clients, NAK leverages our Managed Service Provider (MSP) heritage allowing you to free your team from time-consuming and repetitive management activities.

The NAK Azure Managed Onboard Service is available irrespective of Azure subscription type, and includes the following high-level features:

- Full management of your Azure resources, including Virtual Machines (up to OS level), Virtual Networks and Azure Firewalls.
- A monthly Azure FinOps Review to highlight potential savings that reduce your cloud costs.

Additionally, NAK will:

- Open Azure Support Requests with Microsoft on your behalf.
- Request any Azure subscription Quota Increases you require.
- Create Azure Reservations (including Virtual Machine Reserved Instances) and Azure Savings Plans that help you constrain your cloud spend.

for Azure infrastructure deployed into NAK CSP Azure subscriptions.

A wide range of Enhanced Services, including:

- Operating System Patching
- Backup Management
- Microsoft/Azure SQL Database Administration

are available as optional extras with the NAK Azure Managed Onboard Service.

## 3. Service Definition

### 3.1 Service Overview

The NAK Azure Managed Onboard Service provides a full management wrapper for infrastructure across your Azure subscriptions.

Including coverage for governing and constraining your Azure expenditure (FinOps), our service draws on NAK's long-standing MSP capability.

For infrastructure hosted in a NAK CSP Azure subscription, we will also act as your support interface for relaying tickets and requests to Microsoft Azure.

### 3.2 Service Architecture

Your entry point to the service is through our Service Desk, who will open a ticket to track your request.

Separately the NAK FinOps Team will work with you directly to schedule your monthly Azure FinOps Reviews.

### 3.3 Service Scope

The following sections list the inclusions/exclusions of our standard service offering.

#### 3.3.1 Included Services

The NAK Azure Managed Onboard Service includes the following features as part of the standard service scope:

- Azure Virtual Machines:
  - Monitoring: Up/Down, CPU, Memory, Disk Space and Network Utilisation.
  - Support and Troubleshooting: Up to the OS level.
  - Re-Configuration: Attach/detach disks, re-sizing VM.
- Azure Networking:
  - Virtual Network Subnets: re-configuration, addition of new subnets in existing virtual networks.
  - Network Security Groups (NSGs): addition/removal/update of security rules in existing NSGs.
  - Route Tables: addition/removal/update of routes in existing route tables.
  - Azure Firewalls: addition/removal/update of rules for existing firewalls.
  - Azure VPN Gateways: re-configuration, troubleshooting of existing Site-to-Site and ExpressRoute connections.
- Monthly FinOps Review: Studying your Azure consumption to identify any cost saving opportunities and presenting the findings to you.

For infrastructure deployed into NAK CSP Azure subscriptions, we also cover:

- Azure Support Requests: Raising Azure Support Requests with Microsoft on your behalf, concerning infrastructure deployed into NAK CSP Azure subscriptions.
- Quota Increase Requests: Raising Quota Increase Requests (for NAK CSP Azure subscriptions) with Microsoft.
- Azure Reservations: Creating Azure Reservations (including Virtual Machine Reserved Instances), in NAK CSP Azure subscriptions.
- Azure Savings Plans: Creating Azure Savings Plans for NAK CSP Azure subscriptions.

The Standard Service Fee for the NAK Azure Managed Onboard Service is calculated according to the number of Azure resources onboarded and is invoiced in twelve equal instalments.

### **3.3.2 Excluded Services**

For clarity, the NAK Azure Managed Onboard Service specifically excludes the following activities from the service scope:

- Non-NAK CSP or EA Azure subscriptions: Raising Azure Support Requests or Quota Increase Requests with Microsoft, Creating or managing Azure Reservations and Azure Savings Plans.
- Azure Virtual Machines: Guest OS - support, changes or troubleshooting.
- Azure Marketplace: Third-party solutions and services.
- Other Azure Resource Types: Support, changes or troubleshooting for any other Azure Resource Types not expressly covered by this Service Description or attached schedules.
- Non-Azure Infrastructure or services: Such as SaaS solutions or on-premises equipment.
- Third Parties: Collaboration or interaction with third parties (e.g. SOC's, auditors) not covered in attached schedules.

## 3.4 Service Onboarding

A NAK Service Manager will contact you upon contracting the service to arrange access to your Non-NAK CSP or EA Azure subscriptions through Azure Lighthouse.

NAK CSP Azure subscriptions are automatically onboarded to the service upon creation.

Your NAK Service Manager (in conjunction with our Service Desk) will also work with you to integrate monitoring for your Azure infrastructure with your in-house service desk, ticketing or monitoring platform.

If your Azure environment is not already monitored using Azure Monitor, a professional services charge will be applicable. The charge will vary dependent on the size of the environment and the level of alerting required.

## 4. Service Delivery

### Azure Fully Managed Service

Support requests for your Azure infrastructure managed by NAK are logged with our UK based 24 x 7 x 365 service desk.

Alerts for your monitored Azure infrastructure will be relayed to your service desk and/or monitoring solution.

### Azure FinOps Review

NAK will agree a suitable monthly rolling schedule for your Azure FinOps Reviews.

The NAK FinOps Team will conduct the review at the scheduled time and interactively present the written findings to you in a FinOps Review, arranged at your convenience.

### Relay Requests (NAK CSP Only)

Using our UK based 24 x 7 x 365 service desk, you can:

- Raise an Azure Support Request for relay to Microsoft.
- Request a Quota Increase for one of your NAK CSP Azure subscriptions

all year round, at any time of day or night for seamless routing to Microsoft.

### Azure Reservations and Azure Savings Plans (NAK CSP Only)

You can request the creation of Azure Reservations (including Virtual Machine Reserved Instances) on a 24 x 7 x 365 basis.

Requests for Azure Reservations and Azure Savings Plans logged outside normal business hours will be queued for processing until the next business day.

## 4.1 Service Levels

The following service levels are applicable to the Azure Managed Advised Service:

- Azure Fully Managed Service :
  - Response SLA according to Priority:
    - P1 (Critical Business Impact) – 15 minutes
    - P2 (Moderate Business Impact) – 1 hour
    - P3 (Minimum Business Impact) – 24 hours
  - Resolution SLA according to Priority:
    - P1 (Critical Business Impact) – 1 hour
    - P2 (Moderate Business Impact) – 4 hours
    - P3 (Minimum Business Impact) – 36 hours
  - PLEASE NOTE – Resolution SLAs are not applicable for Azure platform issues. Microsoft do not provide Resolution SLAs
- Relay Requests (NAK CSP Only) – Support :
  - Response SLA according to Priority:
    - P1 (Critical Business Impact) – 15 minutes
    - P2 (Moderate Business Impact) – 1 hour
    - P3 (Minimum Business Impact) – 24 hours
- Relay Requests (NAK CSP Only) – Quota Increase Requests :



- Response SLA of 8 hours.
- Azure Reservations and Azure Savings Plans (NAK CSP Only)
  - Response SLA of two business days.
  - Resolution SLA (applies from when all required information is available) of two business days.

## 4.2 Roles and Responsibilities

The responsibility for delivering the service will sit primarily with NAK as the service provider. The customer responsibilities are primarily to inform the NAK service desk of any request or issues for relay (for NAK CSP) to Microsoft.

Function	NAK	Customer
<b>24x7 UK Based Helpdesk</b> – client will have the ability to request Azure Support and NAK CSP relay to Microsoft Azure.		<b>X</b>
<b>Monitoring</b> – client will integrate managed service alerts proactively raised by NAK with their service desk and/or monitoring platform.		<b>X</b>
<b>(NAK CSP Only) Azure Reservations &amp; Azure Savings Plans Creation</b> – When requested, work with the client to create Azure Reservations and/or Azure Savings Plans according to requirements	<b>X</b>	
<b>Service Level Adherence</b> – Provide the service based on the documented service levels within this service description.	<b>X</b>	
<b>Provision of Cost Management Access</b> – When applicable, grant Cost Management access for your NAK CSP subscriptions to our FinOps Team		<b>X</b>

## 4.3 Service Revision

From time-to-time NAK may update or enhance this service under a minor service revision process. Such revisions could include changes to service delivery tooling or process and where such changes will have an impact on the customer experience, for example, a change to the reporting formats, this will be communicated to all affected customers at least 1 month in advance of implementation.

Major service revisions such as a complete change of product used to underpin the service, or the withdrawal of the service (service retirement) will be communicated to customers at least 6 months prior to the change being implemented. Where a service will be retired and no alternative is available, customers will be advised prior to the end of the applicable contract period that it will not be possible to renew.