

Service Description

Azure Managed Service – Advised

Managed Service

NAK CONSULTING SERVICES LTD

29/04/2024

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	19/01/2023	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

NAK are a Microsoft Azure Cloud Solution Provider (CSP), supporting your migration or deployment of Azure infrastructure into NAK CSP Azure subscriptions.

Placing your Azure infrastructure into NAK CSP Azure subscriptions gives you access to our expertise in governing and constraining cloud expenditure, while providing a relay interface to Microsoft Azure for a variety of requests.

Equally, NAK can also help you migrate or deploy Azure resources into other types of Azure subscriptions, such as Enterprise Agreement (EA).

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

- A monthly Azure FinOps Review to highlight potential savings that reduce your cloud costs.
- 12 Azure Consultancy Days per annum that can be flexibly used in a range of scenarios, including Azure resource support and for small projects.

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.

3. Service Definition

3.1 Service Overview

The NAK Azure Managed Advised Service is a solution that provides ad-hoc Azure support and advice for infrastructure across your Azure subscriptions.

Offering coverage for governing and constraining your Azure expenditure (FinOps), our service also provides expert Azure advice and guidance whether you need this for a support incident or small projects such as deploying a new virtual network.

For infrastructure hosted in a NAK CSP Azure subscription, we will also act as your first-line 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 Advised Service includes the following features as part of the standard service scope:

- Monthly FinOps Review: Studying your Azure consumption to identify any cost saving opportunities and presenting the findings to you.
- 12 Azure Consultancy Days per annum: Can be drawn down partially or wholly (on an ad-hoc basis) with requests for Azure expertise and assistance.

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 Advised Service is £1275 per annum (exclusive of VAT), invoiced in twelve equal instalments.

3.3.2 Excluded Services

For clarity, the NAK Azure Managed Advised 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.
- Non-Azure Infrastructure or services: Such as SaaS solutions or on-premises equipment.

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.

4. Service Delivery

Azure Consultancy Days Drawdown

Requests for Azure advice and guidance are logged through our UK based 24 x 7 x 365 service desk. Queued requests will be processed during normal working hours on the next business day.

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 Consultancy Days Drawdown :
 - Response SLA of 1 business day.
- 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
24x7 UK Based Helpdesk – client will have the ability to request Azure Consultancy Days drawdown and NAK CSP relay to Microsoft Azure.		X
(NAK CSP Only) Azure Reservations & Azure Savings Plans Creation – When requested, work with the client to create Azure Reservations and/or Azure Savings Plans according to requirements	X	
Service Level Adherence – Provide the service based on the documented service levels within this service description.	X	
Provision of Cost Management Access – When applicable, grant Cost Management access for your NAK CSP subscriptions to our FinOps Team		X

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.