



# Service Definition for G-Cloud 14

RM1557.14



# Accreditations

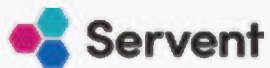
We work with all public sector organisations including local and regional government, higher education, public sector, and health organisations to provide exceptional services to our customers. We are proud to hold several accreditations that demonstrate our commitment to excellence. Additionally, we are a Scottish employer that is accredited as a Living Wage Employer and have signed the Scottish Business Pledge. These accreditations signify our dedication to our employees, sustainable business growth in Scotland, and beyond.



# Who We Work With

A selection of just some of the customers we have helped on their journey to a modern enterprise, from local government to global legal firms.

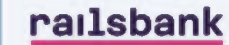
[Read our Case Studies](#)



Barnsley



The Body Shop



Railsbank



TransPennine Express



Wheatley Group



Allen & Overy



Aston Martin



Card Factory



Centrica



University of Glasgow



Paymentology



First Group



NHS Scotland



Peel Ports



Swissport



National Lottery  
Community Fund

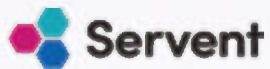
# Microsoft Strategic Partnership

**We are one of the few Microsoft priority Azure Partners in the UK and beyond with end-to-end solutions across Core, Data, Security and Digital & App Innovation. All under pinned by the Microsoft Azure platform.**

Working with Azure since 2009, our experience and expertise is unparalleled, having helped many early adopters of the Azure platform. Every one of our Azure solutions and services align to the Microsoft Cloud Adoption Framework, making us one of a select few CAF Ready partners (36 out of 30,000 partners).

We are one of the select few with multiple Solutions Partner designations, who are enrolled on the Azure Migration & Modernisation Program and Azure Networking MSP Program (1 of 37 partners Globally), as well as multiple Microsoft Advanced Specialisations.

We are 1 of 2 partners in the UK with the Azure VMware Solution Advanced Specialisation and 1 of 11 globally and are onboarded to the Azure Arc-enabled services program (1 of 5 in the UK).



Infrastructure  
Azure

#### Specialist

Azure VMware Solution  
Infra and Database Migration  
Azure Virtual Desktop



Data & AI  
Azure



Digital & App Innovation  
Azure



Security

# Why Servent

An agile partner who can mobilise in days and not months, with the skills and experience to deliver digital transformation for all businesses.



## 100% Azure Focused

As a leading UK Microsoft Partner and early adopter of Azure, we cover the full breadth of Azure services in depth, due to our 100% laser focus on the Azure platform.



## 15 Years' Experience

We've been with Azure since the beginning, with 15 years' experience we offer unparalleled expertise and help some of the biggest enterprises in their adoption of the Azure platform.



## Enterprise Scale

Our extensive experience with some of the largest enterprise customers enables us to bring enterprise scale thinking to businesses of any size through our Enterprise Cloud approach.



## Demystifying the cloud

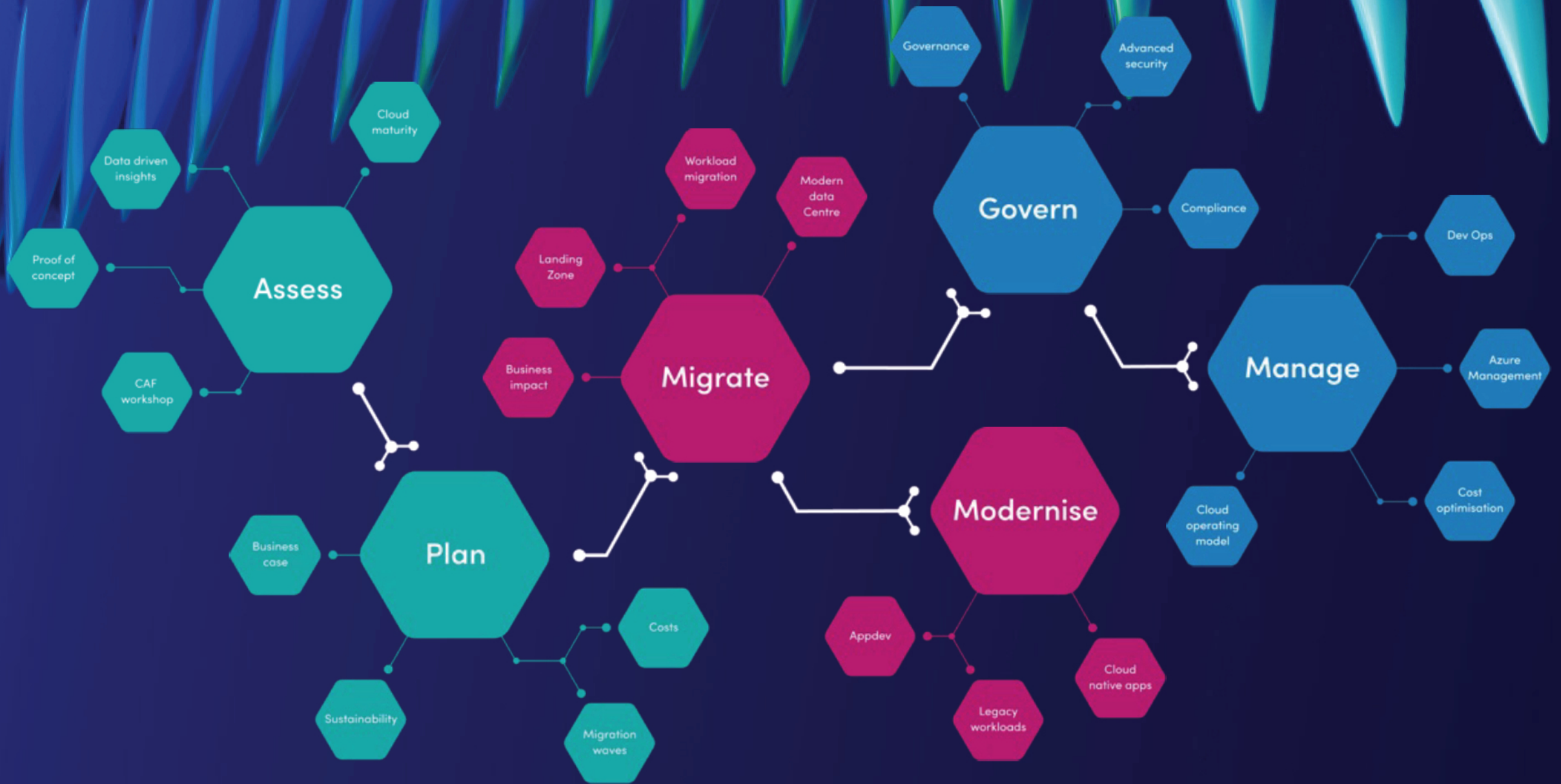
We work with customers of all shapes and sizes across many industry verticals and help them better understand the Azure platform and how it can transform their Business



# Enterprise Cloud

**Proven in delivering end-to-end cloud transformation.**

Based on years of experience in helping customers move to Azure at scale. Everything that we do in the process of taking our customers to Azure is underpinned by the prescriptive guidance and processes included in the Microsoft Cloud Adoption Framework.

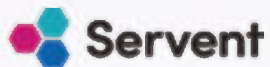


# Microsoft Cloud Adoption Framework

The Microsoft Cloud Adoption Framework (CAF) for Azure is a collection of documentation, technical guidance, best practices and tools that aligns strategies for business, organisational readiness, and technology to enable desired business outcomes faster and adopt the cloud with confidence

[Learn More](#)

Microsoft CAF  
Ready Partner



Achieve Balance. Deliver Modernisation



# Business Outcomes

Below are some of the business outcomes realised through our journey to a modern enterprise.



## Scalability

Automatic scaling is critical to resource management and integral in maintaining a cost-effective cloud environment.



## Global Reach

A global presence without the constraints of physical boundaries. Azure's expansive infrastructure is your gateway to the world.



## Sustainability

Embrace a green future with Azure's commitment to renewable energy and resource optimisation.



## Services

Intelligent data analytics, advanced AI, and seamless app development allow for transformative solutions on Azure.



## Security & Compliance

Boost your security posture with real-time threat monitoring and ensure compliance with built-in tools.

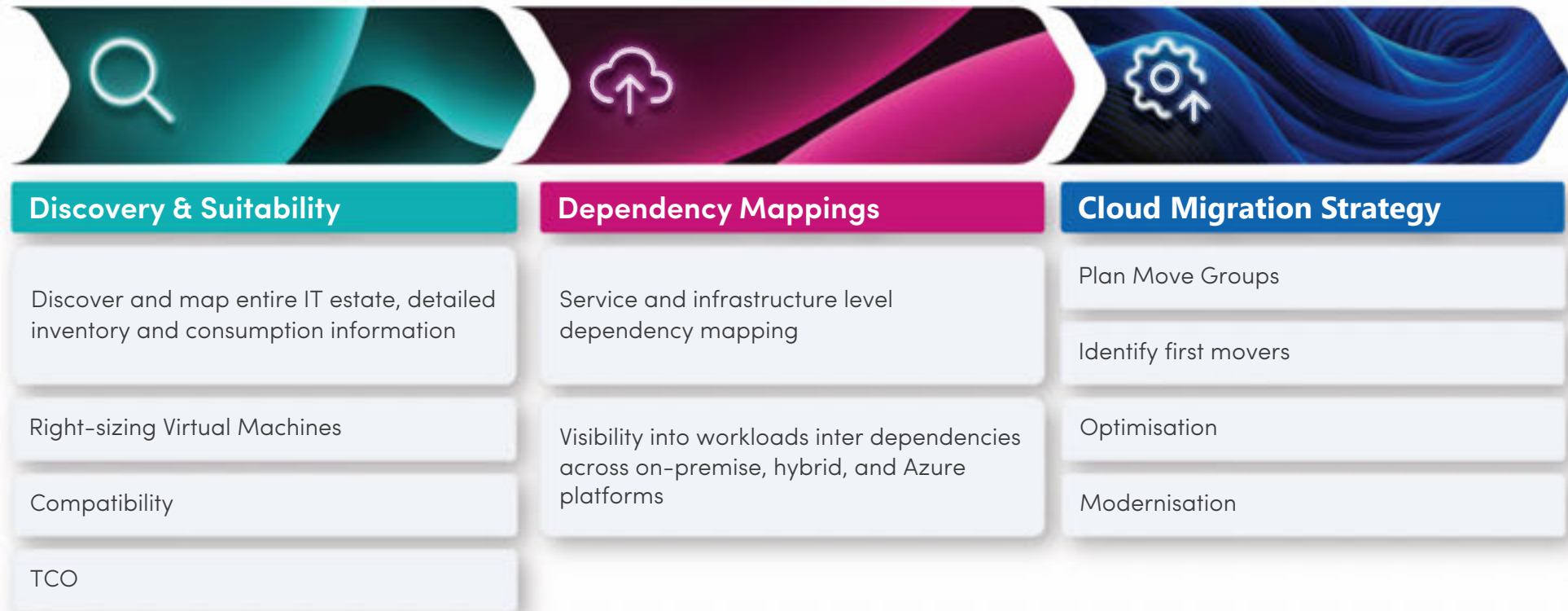


## Innovation

Microsoft constantly adds new tools and services to optimise workloads and enhance business operations in Azure.

# Cloud Assessment

Our Cloud Assessment gives full visibility into your IT estates by mapping infrastructure, service components, and dependencies, ensuring efficient workload identification and foundational insights for migration planning.



# Azure Foundation

Our Azure Foundation offers a robust suite of landing zone, security, governance, and cost management solutions, anchored by the Microsoft Cloud Adoption Framework for Azure, ensuring secure, well-governed, and cost-optimised Azure usage.



## Azure Security

Ensuring the security posture of your Azure presence, namely: identity management, infrastructure, connectivity, apps and data.



## Azure Governance

Managing, monitoring and auditing your usage of Azure resources to meet the goals of your organisation.

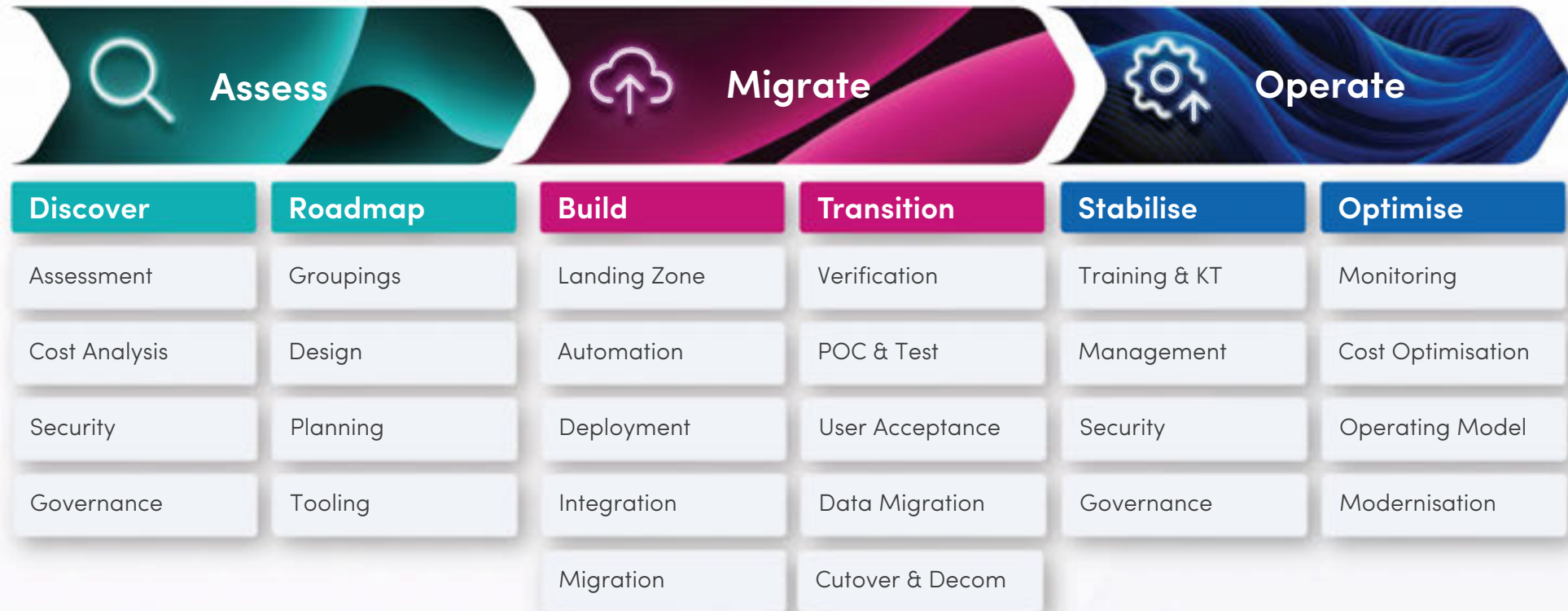


## Azure Cost Management

Providing mechanisms to analyse cost, create and manage budgets, and act on cost optimised recommendations.

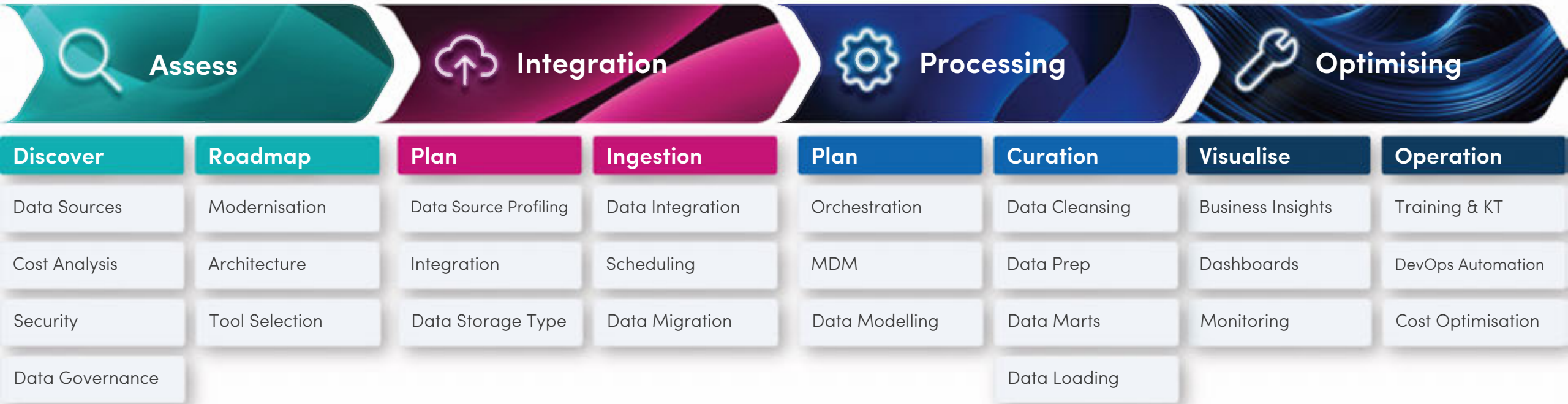
# Azure Pathway

Azure Pathway is a framework for migration to Azure built on the Microsoft Cloud Adoption Framework and aligned to the Azure Migration & Modernisation Programme.



# Azure Datapath

Azure Pathway is a framework for migration to Azure built on the Microsoft Cloud Adoption Framework and aligned to the Azure Migration & Modernisation Programme.





# SAP On Azure

Our SAP on Azure leverages the longstanding partnership between SAP and Microsoft, providing certified solutions to seamlessly transition SAP workloads to Azure, the preferred platform for SAP in the public cloud.



## SAP Certified for Azure

Meet compliance and security needs

Increase scale and performance with SAP-certified infrastructure

Flexibility of choice – for OS and database



## Provisioning

Deploy SAP infrastructure in Azure in minutes or hours

Simplified management with built-in DR & recovery

Certified SAP-HANA VMs.  
RAM sizes up to 11.4TB & 24TB for Azure Large instance VMs



## Cost Savings

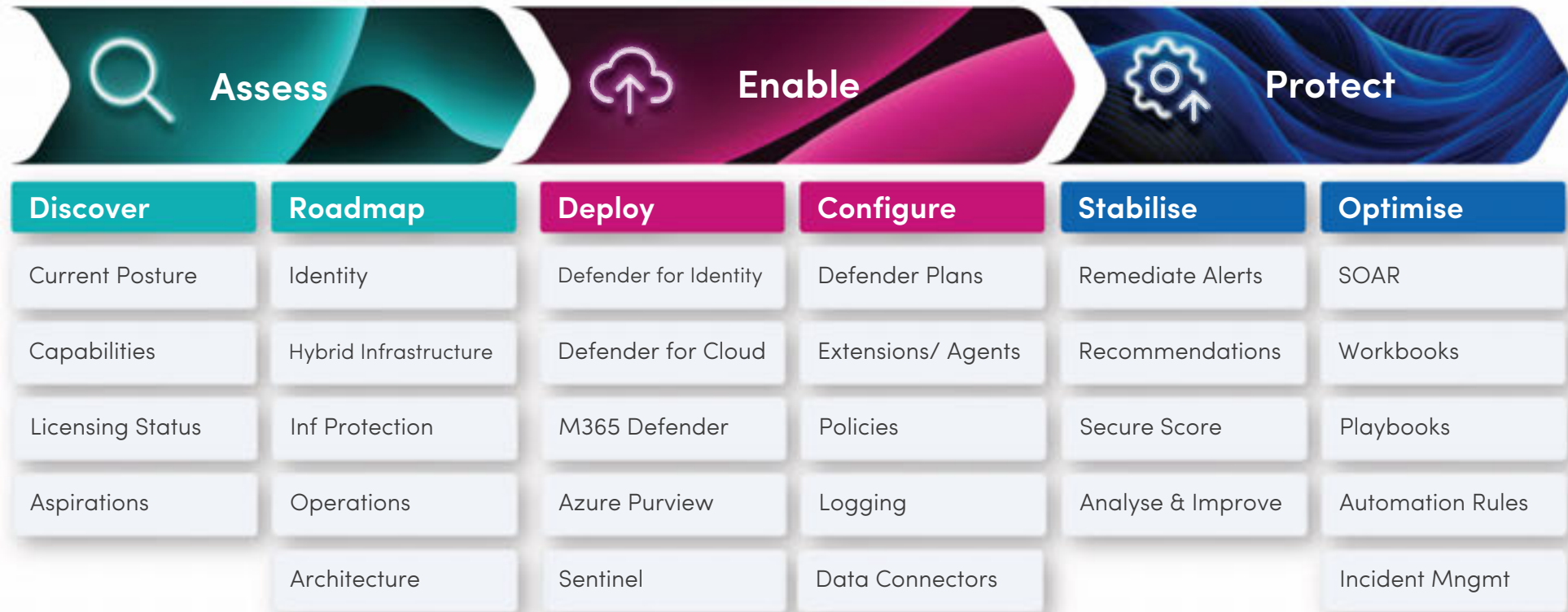
Save between 40-75% for dev/test workloads in Azure Dev/Test Labs

Bring your own SAP licenses to Azure

Spend only what you need

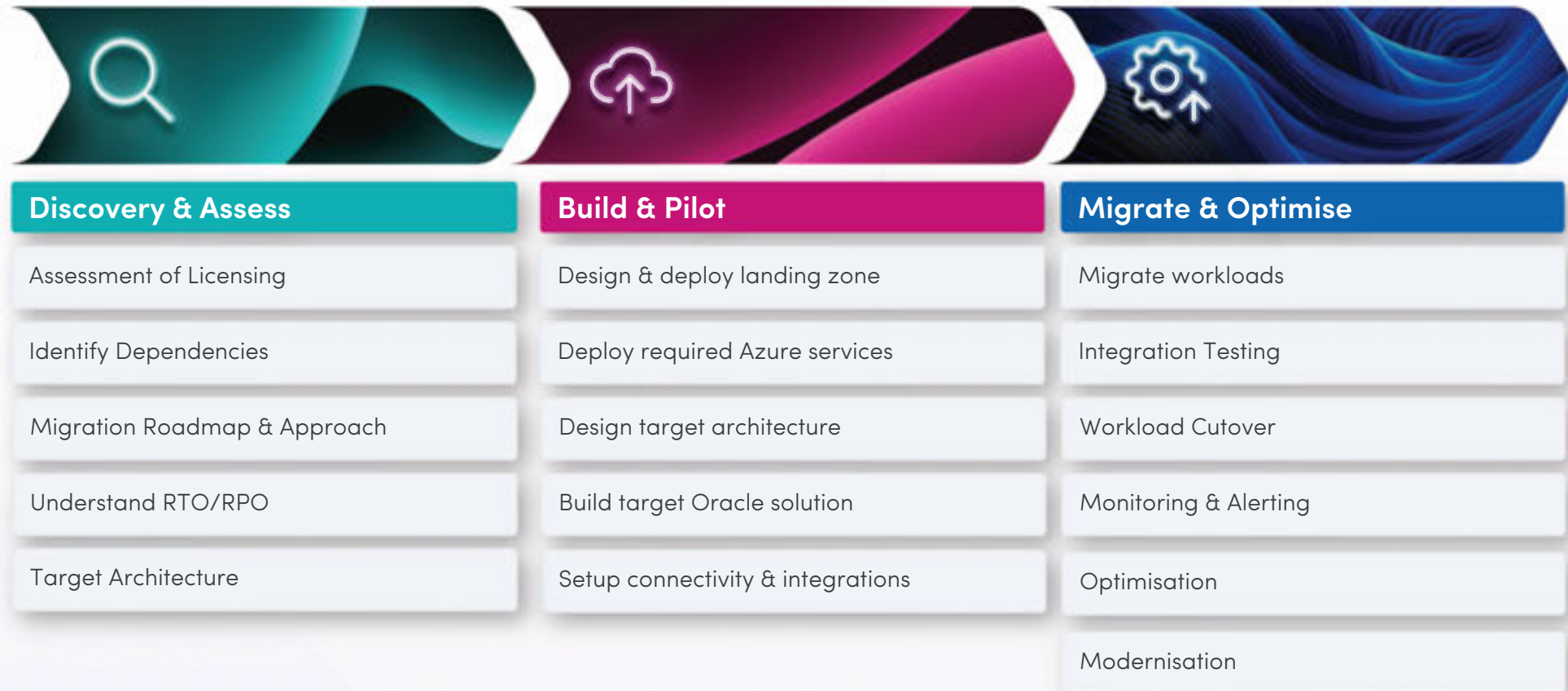
# Azure Advanced Security

Azure Advanced Security is a service that helps you better understand your current security posture then works to increase this security posture with native Microsoft capabilities running on Azure.



# Oracle on Azure

Oracle on Azure is a framework for the modernisation of Oracle based applications, and databases, and gives you access to cloud native technology to drive innovation.



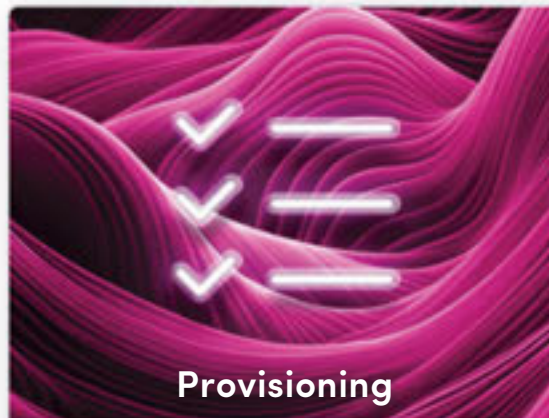
# VDI On Azure

VDI on Azure from Servent helps you build a VDI/DaaS landing zone to accelerate a migration to Windows Virtual Desktop (WVD). Enable your organisation with a fully cloud based VDI solution to support remote workforces and BYOD initiatives as well as Business Continuity Disaster Recovery strategies.



## Discovery & Assessment

- Understand business objectives
- Identify dependencies
- Migration roadmap
- Incorporate preferred management plane: Native, Citrix Cloud or VMware Horizon Cloud



## Provisioning

- Fully configured WVD Tenant
- Baseline Configuration with user profile redirection (FSLogix)
- Detailed Service Overview and Skills Transfer

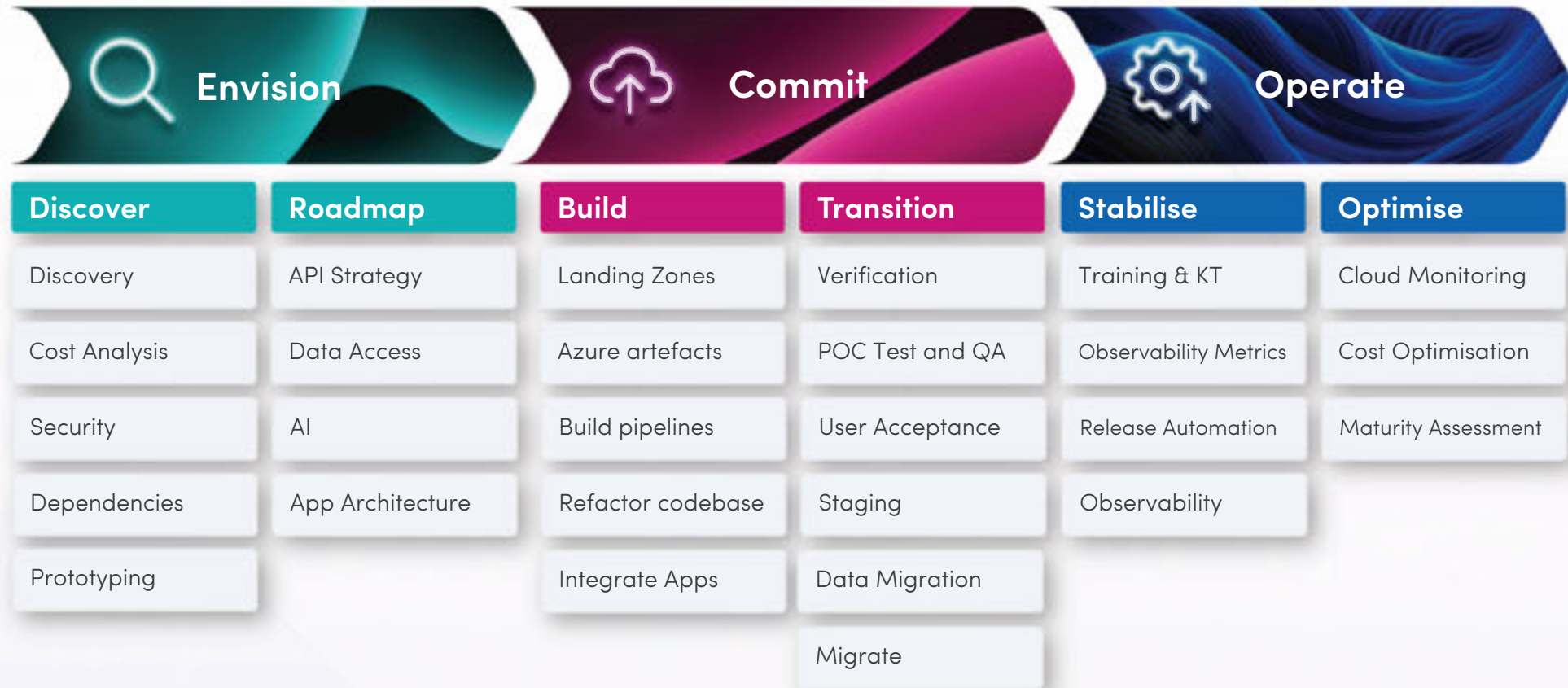


## Benefits

- Optimised user experience for Office365 applications including Microsoft Teams
- Simplified VDI Infrastructure with the built-in security of the Azure platform
- Pay only for what you need

# Azure Innovate

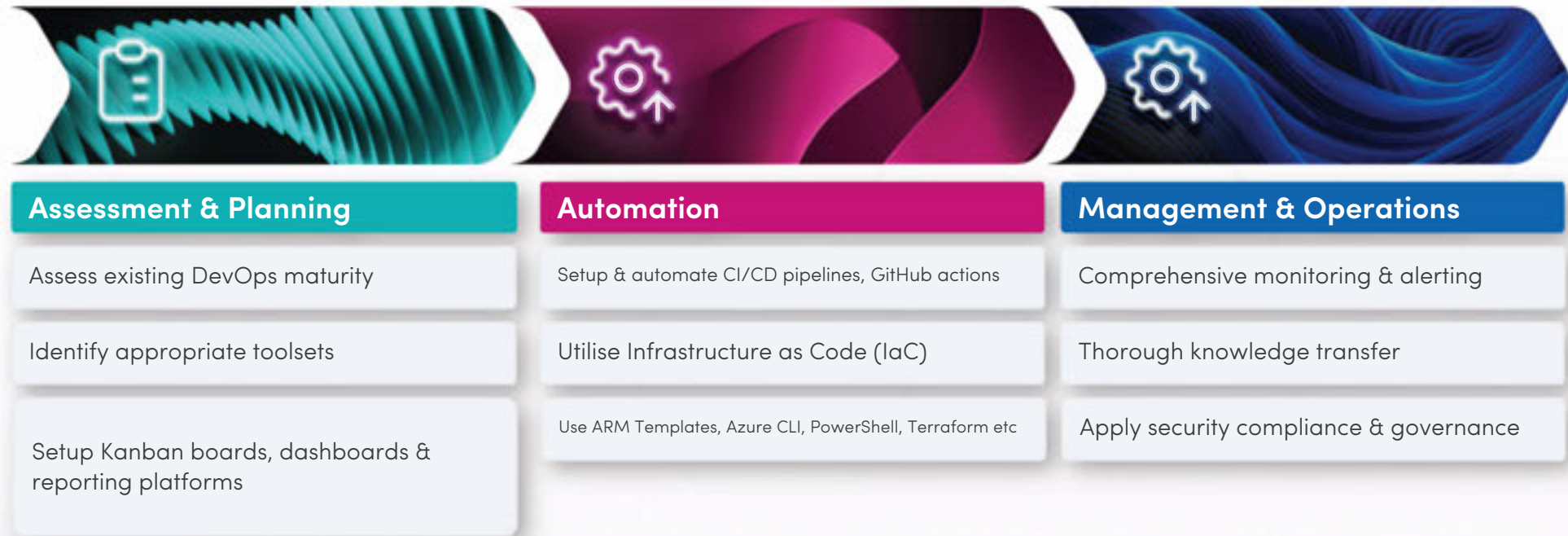
Azure Innovate is a framework for the modernisation of applications, databases, and processes, as well as the use of cloud native technology to drive innovation.





# Azure Platform Engineering

Leverage DevOps practices to manage Azure resources with end-to-end traceability of tasks and proactive operations with the "shifting left" principle. We ensure you are best placed to get the most out of the Azure DevOps platform and the DevOps toolchains.



# Azure Hours Bank

Sometimes our customers need an ongoing, helping hand with the Azure platform. This could range from support helping deploy solutions, to learning about new services on the platform, to general advice and guidance



## 24hr Monitoring

Benefit from 24/7 proactive monitoring of all in-scope Azure services, enhanced with robust security alerting and management. Ensure compliance and efficiency with our comprehensive governance management and reporting.



## Direct Access to our team

Access our certified Azure architects and engineers to ensure best practices and stay ahead of the latest updates in the Azure ecosystem.



## Full control of Azure Spend

Gain control of unnecessary Azure spending with optimised resource utilisation and proactive capacity planning, ensuring you maximise efficiency and cost-effectiveness across your Azure environment.



## Accelerate Cloud Delivery

Accelerate your cloud delivery and significantly reduce downtime, enhancing your operational efficiency and ensuring unparalleled reliability within the Azure ecosystem. Trust us to optimise your cloud operations, enabling faster deployment and continuous uptime to meet your business needs.

# Azure Zero Touch

Rooted in direct collaboration with Azure's product and engineering teams, delivers cutting-edge insights and solutions tailored to your Azure setup. With over ten years of expertise in transitioning customers to Azure, our team of expert engineers is dedicated to effectively managing your Azure environments.



## Streamlined Operations with Automation

We streamline cloud operations by using automation for patch management and routine checks, significantly reducing manual oversight and minimising human error. This ensures environments are always up-to-date and performing optimally, enhancing reliability and efficiency.



## Expert Guidance & Direct Insights

Direct access to Azure's product and engineering teams, facilitating informed decision-making and strategic planning. Our expert team delivers top-tier advice, ensuring customers receive expert guidance and stay current with the latest Azure developments to maximise your cloud investment.



## Cost Control & Financial Optimisation

Azure Zero Touch offers you detailed financial insights for clear spending visibility, essential for effective cost control and budgeting. Identifies and eliminates inefficiencies, enabling resource reallocation to crucial areas, thus maximising the value of your Azure investment.

# AVD Zero Touch

Benefit from 24/7 expert oversight, which includes proactive monitoring, robust security, and strategic guidance tailored to your needs. Our comprehensive support ensures your Azure environment operates optimally, providing you with peace of mind and freeing up your team to focus on core business tasks.



## Features

- Full Workspace Management including the creation & maintenance of the following:
  - WVD Workspaces
  - WVD HostPools
  - WVD Application Groups
  - Session Host OS & Application Patching
  - Robust autoscaling based on usage and individual customer requirements
- Proactive Monitoring and Troubleshooting across following areas
  - FSLogix User Profiles
  - Session connectivity
  - Session host health
  - Real-Time service dashboard including Cost Analytics and Usage Statistics



## Benefits

- Architecture Design and Validation guidance
- SLAs
- 24/7 Support
- Incident & Request Management
- Financial Insights
- Monthly report covering:
  - Incidents
  - Requests
  - Planned Changes
  - Service Improvements
  - Active Usage
  - Cost Optimisation

# Business Benefits

By adopting Azure, you can streamline operations, enhance agility, and reduce costly infrastructure expenses, positioning your organisation for success.



## Modern Enterprise Acceleration

Streamline operations, boosts efficiency, and accelerates digital transformation, ensuring you stay ahead in a rapidly evolving business landscape.



## Out of costly infrastructure

Eliminate expensive infrastructure or datacentres by adopting Azure, which reduces overhead and your capital expenses.



## Future Proof

Future-proof your enterprise with Azure, ensuring readiness for emerging technological advancements through scalable, cutting-edge cloud services.



## Scalability

Automatic scaling is critical to resource management and integral in maintaining a cost-effective cloud environment.



## Agility

Enhance your agility for rapid innovation, allowing for quicker adaptation to market dynamics and encouraging creative technological solutions.



## Capex to Opex Model

Microsoft constantly adds new tools and services to optimises workloads and enhance business operations in Azure.



**Find out more about  
how we can power  
your business.**

[curious@servent.co.uk](mailto:curious@servent.co.uk)

