Service
Definition
Document

Cloud Migration and Integration for Microsoft Azure & Microsoft 365.

METEORIC

Get to know us.

Established for over 20 years, with leadership experienced back to the birth of the commercial Internet in the United Kingdom, Meteoric is a highly regarded technical consultancy and managed service provider.

- **Specialist technology consultancy and solution provider**
- **Established in 2003**
- **Based in the United Kingdom**

Working under the G-Cloud Cloud Support framework, we focus on providing consultancy and strategic leadership helping your organisation plan, manage, and deliver complex technical solutions. We support your business where you may not have such skills readily available in-house or through your incumbent managed service provider, and act as a trusted adviser on your technology projects.

Our strength is our problem solving and the application of a wide breadth of technical knowledge to help you meet your outcomes. We have extensive, long term experience working with organisations of all sizes, including those in the marketing, arts, retail, education, and financial services sectors.

Service Summary.

This service provides architecture and design consultancy led by cloud-first principles utilising Microsoft Azure and Microsoft 365. This service helps customers accelerate their migration and integration of on-premise and legacy environments to the cloud.

As subject matter experts, we will carry out a thorough evaluation of your existing infrastructure and application estate, provide technical guidance, and work in collaboration with your stakeholders and vendors to architect best in class cloud-centric solutions whether you wish to achieve integration or full migration. Through your adoption of cloud technologies, we can help meet budgetary challenges, improve service availability, and increase collaboration and productivity within your business.

We can help you integrate on-premise and mobile elements, such as networks and access solutions, with your cloud infrastructure, and provide the technical know-how and direction to on-board both services and users, allowing you to transition away from your legacy environment at a pace you are comfortable with.

We have significant hands-on experience with both Azure public and private cloud environments and Microsoft 365, and are a Microsoft Partner member.

Having managed production networks for customers since our inception we have long held experience of complex technical architectures built around both Windows and UNIX, together with supporting telecommunication, switching, routing and security technologies, and provide significant insight to how such environments may be expediently and cost effectively integrated or migrated to the cloud.

Important Information.

Data backup, restore, and disaster recovery

As part of our work, Meteoric can audit and challenge your external suppliers to ensure you have robust disaster recovery and backup plans in place. As a technical consultancy service, data backup and disaster recovery are not applicable to the service itself.

On-boarding and Off-boarding

Meteoric works with customers to define and validate their requirements to determine the parameters of the project. The on-boarding and off-boarding process is dependent on the specific requirements of the proposed solution, and the delivery methodology agreed upon. On-boarding typically includes knowledge transfer from existing stakeholders, and a project commencement statement. Off-boarding typically includes full project life cycle documentation and knowledge transfer to internal teams or suppliers.

Pricing Overview

A detailed rate card is published separately on the Digital Marketplace for each of our G-Cloud services, which includes both hourly and daily rates for the resources which may be involved in delivering your project, and any disbursements you may be expected to pay.

Service Constraints

Consultancy and project services are delivered during our core business hours of 09:00 to 18:00 Monday to Friday (excluding bank holidays) as standard. We understand there are often occasions where change can only be delivered outside of normal working hours. In these circumstances Meteoric will endeavour to provide customers with access to our consultants, technical and project management services outside of hours subject to prior arrangement.

Where our services involve technical work directly to customer systems, we adhere to the following maintenance window definitions:

"Planned Maintenance" means any pre-planned maintenance of infrastructure relating to the services we provide. Meteoric shall provide the customer with a minimum of twenty-four hours' notice of any such work, the details of which shall be agreed in advance with the customer.

"Emergency Maintenance" means any unplanned emergency maintenance of infrastructure relating to the service we provide. Where possible Meteoric shall provide the customer with at least four hours' notice of any such work, but this shall be on a best effort basis only. The details of such work shall be agreed in advance with the customer where it is practical to do so.

Service Levels

Meteoric agree service levels and performance indicators with customers to allow all parties to focus on delivering the right outcomes according to each project's priorities and drivers.

Service levels and the quantity of support hours a customer may drawn down upon are agreed at project initiation but may be reviewed over time. Each support arrangement is customised to the complexity and criticality of the project being delivered, and may on occasion be subject to the underlying SLA's of any third-party platform we rely upon as part of delivering the services to you.

Our standard service, support and project delivery hours are Monday to Friday, 09:00 to 17:00, excluding public holidays.

Making Things Right

If for any reason we fail to meet our contracted service levels, the customer may rely on the agreed compensation model and the provisions of the G-Cloud framework to address the situation.

✓ Ordering and Invoicing

We accept notification of intent to order by both written and electronic means. Where the customer wishes to proceed to order, Meteoric will provide a completed service order form detailing the particulars of the service. The customer should verify, sign and return this on behalf of their organisation together with their purchase order. For G-Cloud contracts, customers will also be required to complete the Call-Off contract.

Your sales contact will provide further guidance to the customer on the ordering and contracting process should you have any questions.

We will agree the invoicing frequency and payment mechanism as part of the contracting process. Invoicing is provided electronically by email to the customers' accounting contact, however hard copy invoices are available upon request.

We typically offer 30-day payment terms on invoices to registered businesses or charities, subject to status, credit checking, and your account being in good standing.

✓ Contract Termination

Termination terms are as defined in the G-Cloud framework agreements.

✓ Technical Requirements

Dependent on the service being provided, there may be a number of technical dependencies to be met by the customer, such as Internet access or other suitable connectivity, and providing access to the customers infrastructure and computing equipment. In all circumstances we strongly recommend access to systems is provided using least privileged and "just in time" methods of access. Where required, we will comply with the customers' governance and security policies, which shall be notified and agreed in advance.

Work with us.

Please get in touch. We'd be delighted to discuss your requirement in detail and without obligation.

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This document is available in large print and audio upon request.

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