345 Technology

Service Definition Document: Cloud Adoption and Support Services

Microsoft
Solutions Partner

Digital & App Innovation
Azure

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TECHNOLOGY

About 345 Technology

345 Technology is the #1 Microsoft Solutions Partner focused on Integration in the Azure cloud.

Our mission is "to enable **every customer** to **achieve success** in a **connected world**".

What is Integration? Put simply, it's **the movement of data between two or more systems**. Or, the movement of data from where it's created to where it's needed.

How does this benefit your organisation?

- Get **more value from your legacy systems** by improving the way other systems connect to them, sharing data and reusing embedded business logic.

- **Innovate rapidly** with mobile apps, low-code apps, websites when you use APIs as a gateway to your business IT infrastructure.

- **Reduce costs and increase efficiency** by automating business processes.

- **Improve decision-making** through reports, dashboards and other analytics when you move data from point of origin to where it can be combined with your other data to create valuable insights.

- Harness the power of **Copilots and Generative AI** by automatically assembling reference and training data sets.

Integration is a hard Software Engineering discipline. It requires deep skill, knowledge, tools and technology to successfully master.

What do we offer? (contents)

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See some examples of our work here: https://345.technology/case-studies/

The #1 Integration Partner

Microsoft Azure Management

345 Technology is a Microsoft Solutions Partner and official CSP for Microsoft Azure. We can provide or advise in your organization's ability to provision, manage and configure all services and applications available in the Azure estate. This can include, but is not limited to:

Azure Integration Services: Highly specialised expertise in the implementation or optimisation of Integration solutions on Azure, using the latest technologies such as Azure Logic Apps, Function Apps, Service Buses and Event Hubs/Grids. We're experts in automating workflows and integrating apps, data, systems, and services and the needed messaging or routing services for these across different environments and event-based architectures.

Data platforms such as Azure SQL & NoSQL, Blob storage, Data lakes and analytic services such as Azure Synapse, Power BI or Databricks: we're able to offer advice in setting up best practices for scalable, durable, and highly available cloud storage solutions with great knowledge in managing storage accounts, configuring access controls, monitoring storage usage and performance.

Landing Zones: expert assistance in crafting well-architected and standardized environments that serve as the foundation for deploying workloads and applications in the cloud. We have an expert understanding of how to incorporate best practices, governance, security, and compliance requirements according to your organizations needs and relevant legislation.

High Availability/Disaster Recovery: Our team specializes in safeguarding against disruptions, risk mitigation, and maintaining organizational continuity with expert knowledge of best practice in architectural designs that maintain service availability and plan to ensure rapid recovery from catastrophic events, leveraging Azure's replication and failover capabilities.

Features:

- Managed by 345, a Microsoft Solutions Partner

- Choice of two UK datacenters

- Choice of multiple offerings tailored to your requirements

- Industry leading High Availability and Disaster Recovery designs

Benefits:

- Expert guidance/consulting to assist you on your Azure/Cloud Journey

- Cost Control and Customizable alerts available to proactively manage your budget

- Geographical redundancy available

- Automatic software updates

345 AIR
AZURE INTEGRATION READY

345 AIR is our SAAS product aimed at delivering value faster with our standard integration footprint. A typical project to implement a fully secure, hardened landing zone for AIS will cost > £100K and take 3-6 months. **345 AIR is a one-off deployment and configuration taking 2-3 weeks at a fraction of the cost.**

It's a secure application landing zone for Azure Integration Services, providing you with all the cloud infrastructure to build integration applications in Azure. Once configured, the 345 AIR DevOps pipelines will build out your dev, test, staging and production environments – or however many environments you need.

It includes the tools to help you support and govern your application. We implement security monitoring, platform instrumentation, alerting and operational dashboards. In addition to this, we have configurations that give you multi-region disaster recovery (active/passive) and even multi-region high availability (active/active).

It's also an SDK with development and test tools. This includes a developer workstation build, test framework, API mocking, DevOps templates, worked integration examples and additional connectors not supplied by AIS.

There are 3 Different Platform Variants:

Standard Edition - optimised for cost, running in a single Azure region.

Premium Edition - installs with isolated networks already configured. These can be connected to your internal corporate network so that you have a 100% isolated solution where no traffic is exposed to the Internet.

Enterprise Edition - When availability is most important to you, we have an edition of 345 AIR that will run active-active in 2 or more Azure regions.

Product Features:

- APIs
- Workflow / orchestration
- Messages
- Event handling
- Custom code
- Streaming data
- Logging and diagnostics
- Operational dashboards
- Monitoring and alerting

Product Benefits:

- 100% cloud native
- Evergreen platform
- Security
- Speed to deploy
- Supportable
- Faster project delivery
- Future roadmap

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Azure Integration Services

We are a leading voice in the Integration space and are focused on connecting systems together, moving data around and automating processes that use that data. We can help you adopt the essential Azure integration technologies to help you succeed with integration.

If your organization is on, or are considering other platforms, such Biztalk or MuleSoft that are best run on-premises, we also help you modernise those applications for the Cloud. Integration tools look very different in the Cloud, and we are experts in building integration solutions on cloud-native Integration Platform-as-a-Service (iPaaS) technology.

Some of the technologies you will be adopting in your integration solution include:

• Service Bus

• Event Grid

• Event Hub

• Logic Apps

• Azure Functions

• API Management

• Azure Data Factory

Features:

• Assessment and planning

• Technology Selection and planning

• DevOps and deployment assistance

• Create core integration cloud services

• Modernise your current Integration Apps

• Testing and acceptance

Benefits:

• Lower running costs

• Easily scale up and down

• Improved resilience and disaster recovery

• Better range of connections

• Faster Delivery times

• Low capital costs

Azure Data Services

Azure offers you a wide choice of data platforms to take advantage of: these store your data, keep it safe and allow you to retrieve it and use it when you need it. Your data platform will depend on your own needs, and we are confident that we will find the best technology for your scenario.

We also help you clean, simplify or migrate your data and data streams into the appropriate platform so you can scale and better control your hosting costs.

Azure also offers great opportunities to transform the way you use data, with great capabilities for visualization through Technology such as Azure Synapse, Power BI, and Databricks. We're experts in empowering your organisation to derive actionable insights from your data, unveiling hidden patterns and trends that drive informed decision-making. Whether it's crafting interactive dashboards or conducting ad-hoc analysis, our expertise enable you to extract maximum value from your data assets.

If your organisation is considering new AI technology, the model needed is only as good as the data it uses: we also have significant expertise in quality assurance, ensuring that your data platforms are meticulously prepared for AI learning models.

Some of the technologies you will be adopting in your data platform and analysis solution:

• Hosted SQL and relational databases such as Azure SQL

• Hosted NoSQL document and graph databases such as CosmosDB

• Data Lakes and Blob Storage

• Azure Synapse

• PowerBI

• DataBricks

Features:

• Assessment and planning

• Technology selection and implementation

• DevOps and deployment support

• Testing and acceptance

• Data migration

• Scalable NoSQL and graph databases

• Data Lakes and Blob Stores

• Relational, SQL and structured data

• Data analysis

Benefits:

• Lower running costs

• Easily scale up and down

• Fast delivery time

• Simpler hosting model

• Better resilience and availability

• Richer choices of technology
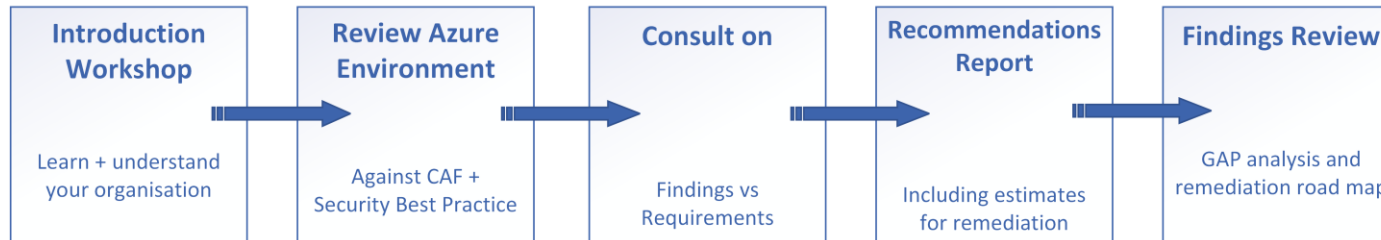
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Azure Landing Zones Well-Architected Review

345 Technology offers a comprehensive service to evaluate and enhance existing Azure Infrastructure Landing Zones. Conducted by experienced and certified Azure platform engineers, our review ensures a tailored approach to meet your organization's specific needs. Consultants require access to Azure root tenant management group and Azure AD for optimal results; however, partial access limits the depth of analysis.

Our process begins with an introductory workshop, aligning with the Cloud Adoption Framework's (CAF) Azure Landing Zone best practices. We prioritize understanding your organizational priorities before delving into platform reviews, built-in reports, and recommendations. The final tailored report encompasses critical areas like Identity and Access, Network Topology, Resource Organization, Governance, Management, Security, and workload optimization for cost, performance, and reliability.

Structured to integrate Microsoft recommendations with your unique requirements, our report highlights high and long-term priorities with estimated remediation efforts and timelines. With a delivery timeline of 7-14 business days post-access granting, we ensure swift yet comprehensive insights to optimize your Azure Infrastructure Landing Zone effectively.

Azure Environment Review – tailored to your organisation, against Microsoft best practice

Introduction Workshop	Review Azure Environment	Consult on	Recommendations Report	Findings Review
Learn + understand your organisation	Against CAF + Security Best Practice	Findings vs Requirements	Including estimates for remediation	GAP analysis and remediation road map

Features:

- Expert Evaluation
- Tailored to your organization
- Comprehensive Review
- Integration with Best Practices
- Actionable insights

Benefits:

- Cost Optimisation
- Performance Optimization
- Enhanced Security
- Strategic Alignment
- Efficiency and compliance

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BizTalk and Legacy Integration Platform Migration Assessments

Do you know what it will cost to move your BizTalk applications into Azure?

Legacy integration platforms such as BizTalk are coming to the end of their product life. For BizTalk, Azure is the natural platform to land your applications as it is the only option available to reuse your existing assets such as schemas, maps and rules. You may already be coming to the end of mainstream support on your existing platform, or you're in need of a hardware refresh, and this is the right time to understand the impact of upgrade vs migration.

We can help you end this uncertainty by analysing your BizTalk applications and giving you an actionable report that gives you the scale, complexity, risk and magnitude of your migration journey.

Microsoft® BizTalk® Server 2020

Features:

- A comprehensive report on the scale of your legacy integration Azure platform usage

- A breakdown of your applications in terms of scale, complexity and migratability

- Identify the parts of your application that have reusable assets for migration to AIS

- Identify parts of your application that cannot be migrated easily

Benefits:

- Clarity and certainty on legacy transformation

- Cost reduction and optimization

- Future proof your integration platform and workload

- Minimise risks in migration

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Azure Cloud Cost Analysis

According to recent estimates, the average organisation can save up to 25% on their cloud costs by optimising correctly and 53% of organisations are overspending on cloud.

Optimising cloud costs is a concern for most organisations. What you started with doesn't necessarily align with what you need now. That doesn't mean anyone has made a mistake – it's just that your cloud usage needs to evolve and optimise just like the rest of your business.

We can help you take the first step to optimise your cloud spend by conducting a thorough Azure cloud cost optimisation review. This can be scoped just to one application area, such as Integration, or can be across your entire estate.

In this review we will analyse your spend and workloads, understand the capacity and loading on the various services. We run through our optimisation checklist to identify where you can make savings and then present this back to you for next actions

Features:

- A comprehensive analysis of your Azure spend

- A full report with recommendations on where savings can be made

- A recommendation for your top quick wins to make maximum savings in the shortest possible timeframe

Benefits:

- Quickly understand where you can make savings

- Actionable results

- Tailored to your priorities

DevOps and Cloud Infrastructure Configuration

Azure offers multiple methods and technologies that help both optimize your work processes for efficiency and optimize new and existing resources in the cloud.

345 Technology have a rich history in providing DevOps support and training, with expert assistance in all your DevOps and setup needs: we provide specialised services in knowledge transfer of best practices in leveraging services like Azure DevOps, Azure Pipelines, Azure Monitor, and Azure Resource Manager. This can help your teams automate processes for development, testing, deployment, and monitoring and will foster collaboration and continuous delivery. These tools and practices will enable seamless integration of development and operations, ensuring agility, reliability, and scalability throughout the software development lifecycle, from code commit to production deployment.

Azure also allows you to use Infrastructure-as-Code (IaC) techniques to quickly deploy infrastructure and cloud services to support your applications and hosting needs. Through expert assistance in Azure Resource Manager Templates, Terraform and Bicep, we can efficiently advise or set up virtual networks, storage accounts, and compute resources like virtual machines and containers, all in one deployment.

Some of the technologies you will be adopting in new DevOps practices and Infrastructure:

- Azure Dev Ops
- Azure Pipelines
- ARM Monitor
- Azure Resource Manager
- ARM Templates
- Terraform/Bicep

Features:

- Assessment and planning
- Technology selection and implementation
- DevOps and deployment support
- Testing and acceptance
- Data migration
- Source code management and repositories
- Release pipelines and automated quality control
- Test environments and staging

Benefits:

- Lower running costs
- Easily scale up and down
- Fast delivery time
- Simpler hosting model
- Better resilience and availability
- Richer choices of technology

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Application Modernisation

Azure offers your organization an opportunity to modernize legacy systems and embrace cloud-native architecture, meaning a strategic move towards optimizing your operations and ability to leverage the full potential of Platform-as-a-Service (PaaS) offerings. 345 Technology has years of experience in App Modernisation and are excellently placed to guide you through the process of restructuring your applications to align with the hosting model provided by Azure.

We do this by guiding your organization through the journey of embracing cloud-native principles and expert guidance of how to securely allow your applications undergo a transformative shift, empowering them to effortlessly scale with the demands of your business. This scalability not only ensures that your applications can handle varying workloads efficiently but also paves the way for future growth opportunities.

One of the most compelling benefits of this modernization journey is the substantial reduction in hosting costs. By leveraging PaaS offerings, you can bid farewell to the burdensome overheads associated with traditional hosting infrastructures. Instead, you transition to a more cost-effective model where you only pay for the resources you consume, allowing you to optimize your budget allocation effectively.

Furthermore, the inherent agility and flexibility of cloud-native architectures empower your organization to innovate at an accelerated pace. With streamlined operational processes and enhanced resource utilization, your teams can focus their efforts on driving innovation and delivering value to your customers.

In essence, App Modernisation is not just about adapting your applications to a new hosting environment; it's about future-proofing your digital infrastructure and unlocking a realm of possibilities for your business growth.

Features:

- Assessment and planning

- Modernise your apps

- DevOps and deployment support

- Testing and acceptance

Benefits:

- Lower application running costs

- Lower operational costs

- Easily scale up and down

- Fast delivery time

- Simpler hosting model

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Application Migration

When you need to adopt the cloud and there's little value in making changes to your applications, we help you utilise Infrastructure-as-a-Service (IaaS) to move your applications with minimal change. This lets you take advantage of cloud economies to run your existing workloads. We help you create the DevOps processes to deliver the underlying cloud infrastructure and help you deliver and deploy your applications onto this platform.

Features:

- Assessment and planning
- Move your existing applications to the cloud
- DevOps and deployment support
- Testing and acceptance

Benefits:

- More efficient hosting costs
- Pay only for what you use
- Minimal change to your existing apps

Azure Specialised Support Agreements

If your organization relies on Azure for critical workloads but lacks in-depth expertise or faces challenges with specific technologies like messaging, APIs, or data management, our tailored solutions are here to support you.

Our support packages offer a dedicated Technical Account Manager, providing personalized assistance and ensuring timely resolution of issues. With 10 hours of support per month and weekly proactive health checks, we proactively identify and address potential issues, keeping your Azure environment running smoothly.

Transparency is key. Each month, receive detailed reports on incidents and issues, and engage in support status calls to discuss concerns or strategic initiatives with your Technical Account Manager. Our services cover bug fixing, configuration changes, security checks, and more, all tailored to your unique needs.

Stay agile and focused on your core business while we handle your Azure support needs. Partner with 345 Technology to benefit from expertise, flexibility, and peace of mind on your Azure journey.

Features:

- Your own Technical Account Manager

- 10 hours' support per month

- Weekly proactive health checks

- Monthly support status call with your Technical Account Manager

- Monthly report on incidents and issues

Benefits:

- Unlimited number of support tickets

- Covers multiple applications within the same Azure tenant

- Bug fixing and minor configuration changes

- Security and compliance checks

- Additional hours in a month can be purchased in blocks - if you need them

- Standard UK office hours

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How to Buy Our Services

If you are interested in buying our services, please contact us using any of the following options:

- Telephone: 01962 657696

- Email: sales@345.technology

- Using our website: https://345.technology/contact/

- Via the Microsoft Partner Network: 345 Microsoft Partner Profile

- Some of our services are listed on the Azure Marketplace: Azure Marketplace

To find the relevant service offered by us, search for 345 Technology in Consulting Services and use the Contact Me button

Orders

All orders can be placed directly with our sales team following initial contact via any one of the options above. Once we have engaged and started the call-off contract and ordering process, we will schedule the delivery of the Service to meet the Buyer requirements as soon as is reasonably practicable to both parties.

Invoicing

Invoicing details specific to the service will be provided in the call-off contract and negotiated with the Buyer. However, for reference, our general invoicing terms are:

- Invoice on completion of Service, where the Service provision is less than a month, or at the end of each month, as appropriate.

- Payment terms are 30 days.

- Payment to be made by bank transfer.

- Payment is in GBP.

Terminating Service

The Buyer can terminate the provision of the Service by providing notice. The terms associated with termination, including the notice period, are detailed in the call-off contract.

Rate Card

Level of Responsibility	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
Follow	£675	£675	£675	£675	£675	£675
Assist	£675	£675	£675	£675	£675	£675
Apply	£865	£925	£865	£865	£865	£865
Enable	£1,050	£1,075	£1,050	£1,050	£1,050	£1,050
Ensure / Advise	£1,250	£1,350	£1,250	£1,250	£1,250	£1,250
Initiate / Influence	£1,595	£1,595	£1,595	£1,595	£1,595	£1,595
Set Strategy / Inspire	£1,595	£1,595	£1,595	£1,595	£1,595	£1,595

All our rates are exclusive of VAT at 20%

Volume Discounts:

- Discounts are applied based on the expected spend per engagement.

- There is also the option of committing to a minimum annual spend to achieve a greater volume discount.

- Our discount levels are banded, with higher commitments attracting a larger discount.

- For more information, please get in contact and we'd be happy to discuss further.

How Our Rates Are Charged

- Charges are based on a Working Day and are charged daily per person. Where charges are for part of a day, charges are hourly per person.

- A chargeable Working Day is 8 hours, with core business hours supported between 9am and 5pm, Monday to Friday excluding UK Bank and Public Holidays.

- Travel exceeding 1 hour each way is charged at the hourly rate of the charge per person.

- This is subject to any specific amendment for an engagement as detailed in the Statement of Work.

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