



# Service Definition Document





## Table of Contents

<b>1</b>	<b>Service Overview .....</b>	<b>3</b>
<b>2</b>	<b>Service Descriptions .....</b>	<b>4</b>
2.1	Programme and Project Management Service .....	4
2.1.1	Service Overview .....	4
2.1.2	Service Benefits .....	4
2.2	Design and Implementation .....	5
2.2.1	Service Overview .....	5
2.2.2	Approach .....	5
2.2.3	Service Benefits .....	5
2.3	Migration Services .....	6
2.3.1	Service Overview .....	6
2.3.2	Service Benefits .....	7
2.4	Consultancy .....	7
2.4.1	Service Overview .....	7
2.4.2	Approach .....	7
2.4.3	Service Benefits .....	7
2.5	Cloud Optimisation .....	8
2.5.1	Service Overview .....	8
2.5.2	Approach .....	8
2.5.3	Service Benefits .....	9
2.6	Digital Transformation .....	9
2.6.1	Service Overview .....	9
2.6.2	Approach .....	9
2.6.3	Service Benefits .....	10
2.7	Additional Services .....	11





# 1 Service Overview

Asura are a Digital and IT service provider in the UK. We have been leading the way in sourcing unique technology talent, from executive search to contracting, from projects, services and outsourcing to innovative partnerships, we cover it all. With skills in various areas across the digital landscape Asura have developed a number of services in order to support customers in their digital, data and business transformations.

This Document provides overview service definition information for the Asura Public Cloud service offerings which will include the following areas:

- Project Management
  - Asura Project Management services
  - Asura Programme Services
- Design and Implementation
  - Asura Microsoft Office365 (M365) Design and Implementation Service
  - Asura Microsoft Azure Design and Implementation Service
  - Asura Microsoft Sentinel Design and Implementation Service
  - Asura On-premise Design and implementation Service
- Migration
  - Asura Microsoft Office365 (M365) Migration Service
  - Asura Microsoft Azure Migration Service
  - Asura Hybrid Migration Service
- Consultancy
  - Asura Microsoft Office365 (M365) Consultancy Services
  - Asura Microsoft Azure Consultancy Services
  - Asura On-Premise Data centers
- Cloud Optimisation
  - Public Cloud (GCP, AWS and Azure) Optimisation Service
- Digital Transformation
  - Asura Digital Transformation Consultancy Service

Asura support organisations throughout the entire cloud adoption process, from readiness and capabilities all the way through to continuous optimisation. Asura endeavour to build a partnership with customers to deliver a highly available, highly performant, secure IT environment that meets the needs of the business and is continually optimised in order to meet any business changes.





## 2 Service Descriptions

### 2.1 Programme and Project Management Service

In order to support organisations in project management in an optimal and secure way, Asura offer a service to organisation to support in the programme and project services.

#### 2.1.1 Service Overview

We manage all types of projects that are required by the client to deliver the technical solution and capability in line with PRINCEII, Agile and Waterfall methodologies. This includes creating detailed requirements of project, defining project scope, developing business case, mapping stakeholders, developing project plan, developing implementation strategy, planning implementation.

The delivery of the Asura Programme and Project Service, is achieved by following standard, tried-and-tested and clearly defined process, to support organisations of all sizes.

- Offer a series of best fit approaches based on experience
- Can develop design and support build of the technical solution
- Can easily determine what will work in certain environments/sectors
- Can manage from cradle-to-grave which de-risks project for client
- Ensure the resultant technical solution meets requirements in full
- Ensure project remains on critical path at all times
- Efficient use of resource management

The full engagement and timescales are defined during the onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project. This ensure that the organisation is aware of what is in scope and what is out scope for the project, including all associated costs, ultimately enabling budgets and resources to aligned accordingly.

#### 2.1.2 Service Benefits

Customers gain the following benefits from the service:

- Apply best practice PRINCE II, Agile methodologies
- Help client prepare for gateway reviews
- Provide ongoing quality assurance throughout programme
- Managed a variety of projects in different industries and sectors
- Follow a lean process and so minimises wastage
- Have a substantial lessons learnt log based on experience
- Deliver against project commitments of time, cost and quality
- Deliver a re-usable reporting toolset





## 2.2 Design and Implementation

In order to support organisations in designing and implementing cloud solution in an optimal and secure way, Asura offer a service to organisation to support in the design and implementation of cloud services.

### 2.2.1 Service Overview

The Asura Cloud Design and Implementation Service provides organisations access to highly skilled consultants to support through every stage of designing and implementing a highly available, highly performant, optimised and secure architecture suitable for the organisational demands of today and in the future. Projects may include full cloud architecture to a single business service.

The Asura Cloud design and implementation services covers all areas of Cloud design and implementation from full datacentre design in preparation for migrations. Through to the design and implementation of single business services. Asura can include both the technical design of service as well as identify the ongoing management requirements for a service – security, patching, testing, support, etc. to support you in building a full operational model to support business and IT projects.

### 2.2.2 Approach

The delivery of the Asura Design and Implementation Service, is achieved by following standard, tried-and-tested and clearly defined process, to support organisations of all sizes. While flexible, the process is based on the following stages:

- Architecture Vision
- Business Architecture
- Information System Architecture
- Technology Architecture
- Opportunities and Solutions
- Migration Planning
- Implementation and Governance
- Architecture Change Management

The full engagement and timescales are defined during the onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project. This ensure that the organisation is aware of what is in scope and what is out scope for the project, including all associated costs, ultimately enabling budgets and resources to aligned accordingly.

### 2.2.3 Service Benefits

Customers gain the following benefits from the service:

- Ensures seamless implementation of and integration with Cloud Services





- Reduces future technical and security risks
- Ensures best end user experience possible
- Rapid adoption of Cloud Services
- Cost effective and flexible
- Additional Resources when you need them
- Support and Training for staff members
- Technical Project Management for all Projects
- Implementation in line with best practices

## 2.3 Migration Services

Asura thinks it's important for organisations to quickly realise the advantages of cloud technologies upon making the decision to implement a cloud hosted environment. Asura can provide support in migrating workloads and data to the cloud in a securely, optimised method, while in line with best practices.

### 2.3.1 Service Overview

The Asura Cloud Migration Services provides organisations with the skills, knowledge and experience required to successfully migrate services from the current environment to the relevant cloud platform. This includes configuration of cloud, security, integration with current services, training and support of implementation and migration to the cloud.

Asura collaborated with organisations to achieved efficient, secure and low risk migrations through proven methodologies and with minimal impact up on end user and business continuity.

Asura cloud Migration Services follow a standard migration plan, which have been developed, and optimised over many years with both traditional and cloud infrastructure migrations. This is based on several stages as follows:

- Discovery – a minimal review of the current environment to group services and identify a migration strategy for each business service;
- Design, Implementation and testing – for the target environment to ensure it is robust and secure before the first service is migrated
- Cloud Operational Model – due to the intricacies consuming, supporting and managing Public Cloud resources, Maple can support you to update your Operational Model;
- Migration – Taking groups of related services and migrating them in
- Testing – bespoke testing is carried out. Built on a foundation testing plan but is customised to each organisation and system

The full engagement and timescales are defined during the onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project. This ensure that the organisation is aware of what is in scope and what is out scope for the project, including all associated costs, ultimately enabling budgets and resources to aligned accordingly.





### 2.3.2 Service Benefits

Customers gain the following benefits from the service:

- Ensures a seamless implementation of Cloud Services
- Rapid adoption of Cloud Services
- Cost effective implementation, and migration delivery
- Additional project, support and training resource when you need them
- Support and Training for staff members
- Project Management for Public Cloud Implementation Projects
- Design and Implementation of Automated Deployment Scripts
- Protection and security of cloud infrastructure

## 2.4 Consultancy

With all IT infrastructure's it is important that continuous improvement and enhancement Asura can support organisations to ensure that this is possible through the delivery of consultancy services that are bespoke to organisational and system requirements.

### 2.4.1 Service Overview

Asura Microsoft Cloud Consultancy services provides organisations the ability to call on skills, knowledge and experience of cloud consultancy to support in the architecture, implementation, migration or support, improvement and optimisation of services. For either an established project and implementation or a newly launched project for implementation/migration.

### 2.4.2 Approach

Asura Cloud Consultancy Services provide organisations with the support and knowledge to design and implement, support and optimise hybrid and/or multi cloud integrations enabling optimised and secure implementation of services hosted these environments. Asura can engage with organisations on a hybrid and flexible Time and Materials or Fixed Price basis and work on-site or remotely, depending on organisational requirements and preference.

The full engagement and timescales are defined during the onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project. This ensure that the organisation is aware of what is in scope and what is out scope for the project, including all associated costs, ultimately enabling budgets and resources to aligned accordingly.

### 2.4.3 Service Benefits

Customers gain the following benefits from the service:

- Ensures seamless implementation of and integration with cloud services





- Reduces future technical and security risks
- Ensures best end user experience possible
- Rapid adoption of Cloud Services
- Cost effective highly skilled resource
- Additional Resources when you need them
- Support and Training for staff members
- Solution Architecture and Technical Design of Business Services
- Service Design to identify support requirements
- Build of Public Cloud services

## 2.5 Cloud Optimisation

As organisations move towards a public, hybrid or multi cloud IT strategy it is important that as part of the cloud governance, optimisation are made on an ongoing and where possible continuous basis. Asura provide a cloud optimisation that cover costs, technical and security optimisations.

### 2.5.1 Service Overview

Asura Cloud Optimisation Services provides organisations with an opportunity to review the current Public Cloud utilisation. These services cover three key areas, including Cost, Technical and Security Optimisation, the service also enables organisations to take advantage of continuous optimisation beyond the initial service.

### 2.5.2 Approach

The Asura Cloud Optimisation Services are based on analysing organisations current environment and provides a documented analysis with recommendations. The analysis and recommendations can also be presented to teams from across the organisation in a remote or onsite workshop setting to provide the opportunity to discuss the results. Remediation tasks and continuous optimisation recommendation will also be provided and where possible drive through AI based technologies.

The Asura Cloud Optimisation Services include the following stages:

- Scoping and identification of business and technical requirements
- Installation of discovery tooling;
- Data Collection for a period, usually a minimum of 2 weeks and ideally over a month- or year end;
- Analysis of the data collected and manual review of some resources/services;
- Identification and recommendation of toolset for continuous cost, technical and security optimisation
- Documentation of the findings and recommendations;
- Interactive Workshop to discuss the finding, recommendations and next steps.

The full engagement and timescales are defined during the onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional







cost to the project. This ensure that the organisation is aware of what is in scope and what is out scope for the project, including all associated costs, ultimately enabling budgets and resources to aligned accordingly.

### 2.5.3 Service Benefits

Customers gain the following benefits from the service:

- Reduces cloud services costs up to 20+%
- Improve the service offered to end users
- Improves the security and helps mitigate some security risks
- Maintain continuous optimisations
- Automation of remediation where possible, in line with current processes.

## 2.6 Digital Transformation

For many organisations, a move to cloud services can involve a full organisational wide digital transformation. Asura can provide support to organisations of all sizes in delivering digital transformation, from strategic inception through to delivery and continuous optimisation.

### 2.6.1 Service Overview

Asura Digital Transformation Consultancy Service provides organisations with access to the skills, knowledge and expertise of a consultant who can support both from a technical a business perspective in the delivery of digital transformation within organisations of any size.

### 2.6.2 Approach

Asura Digital Transformation Consultancy is a bespoke service that is delivered following a standardised approach that has been proven and tested.

- Discovery and Roadmap – identify both the business requirements and the technical requirements including readiness assessments to understand what business changes needed to be made.
- Design, Testing, Migration Planning – Design, testing and migration planning of all organisational systems, services and data.
- Deployment – secure, efficient and optimised deployment of services to aligned platform that meets both the technical and business requirements of the organisation. All delivered in line with best practices
- Migration and integration – Migration of systems, services and data, in line with business requirements while ensuring business and end user continuity
- Optimisation – continuous optimisation.

Asura deliver this as a continuous service to ensure that the customer is achieving the most optimal digital transformation and ensure that all workloads are placed on the most appropriate cloud platform that meets the needs of the business both technically and financially.





The full engagement and timescales are defined during the onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project. This ensure that the organisation is aware of what is in scope and what is out scope for the project, including all associated costs, ultimately enabling budgets and resources to aligned accordingly.

### 2.6.3 Service Benefits

Customers gain the following benefits from the service:

- Impartial business and technical feasibility assessment
- Build a solid business case
- Identification of technology operating model
- Knowledge and exposure to service/application landscape and their placement
- Optimised and cost-effective IT infrastructure across all platforms
- Determine your dynamic and prioritised roadmap for IT infrastructure
- Methodology, governance and framework development for technology adoption



## 2.7 Additional Services

### Services include:

- Architecture-Service - Advisory and Consultancy, delivery of Enterprise, Solutions, Technical, Security, Information, Data and Infrastructure Architecture Services. Designing and transforming Target Operating Models and agile processes for effective architecture functions and methodologies (including agile architecture in SAFe, Togaf, SOA, Gartner).
- Business Change, Analysis and Alignment – Advisory, Consultancy and Delivery of full lifecycle business change and transformation projects across people, process and cloud systems to enable business and digital transformation.
- Cloud, Strategy, Deployment and Migration – Strategy and advisory, delivery and support across cloud migration, application transformation and adopting cloud first, or hybrid models. Enabling cloud services across IAAS, PAAS and SAAS for digital change.
- Project Delivery-Service – Consultancy and advisory, aligning project management methodologies and processes, full lifecycle project delivery capability, PMO and governance, accountability for delivery of critical projects and change initiatives.
- Security-Service – including security advisory, leadership and consultancy services, security architecture, cyber assurance, SIEM and SOC solutions, access management, GRC and data protection/GDPR
- Data Services – Design, delivery and execution of data information strategy including architecture, data, BI Insight strategies across projects and/or enterprise wide estates. Including Master Data Management, Enterprise Data Warehouse, BI Development and Reporting all aligned to enable digital transformation and deliver on business outcomes.
- Digital Outcomes-Service – We can provide access to product teams to build or deploy bespoke and off-the-shelf cloud-based software and applications across the full product Lifecycle to help tackle the challenges of operating and transforming organisations using the cloud. The expertise ranges from building mobile applications to data migration to testing. Covering all development languages (.Net, Java, C#, HTML5, React etc) and methodologies (agile, scrum, devops).

