

Microsoft Hybrid Cloud Platform and End-user Support Managed Services

Service description details



Microsoft Hybrid Cloud Platform and End-user Support Managed Services

Flexible managed service options for bespoke requirements including SLAs and hybrid cloud technologies. Service covers all or part of your Azure and M365 platform requirements including End-user support. The Service Design will complement your capabilities and operating model design, providing a range of commercial options for baseline and extended services.

What is the Service

Utilising the extensive experience of the previously CoreAzure team, Methods provide a managed service for Microsoft Hybrid Cloud Platform and End-user Support. CoreAzure merged into Methods Business and Digital Technology in December 2023.

The Managed Service for Microsoft Hybrid Cloud Platform and End-user Support Managed Services is a comprehensive and co-ordinated set of services designed to complement an organisation's own Managed Service Design / Operating model, particularly in the context of an evolving Cloud-based infrastructure hosting and delivery model. For many of our customers the transition to the cloud is an evolutionary process and we have delivered significant value in providing support throughout that journey.

Key to our success is technical and commercial flexibility and providing our customers with a delivery model for Managed Services that can flex over time in order to maintain the suitability of the services and value for money.

Our services focus on up to a 24*7 support capability and covers all requirement that are associated with the management of and maintaining the integrity of modern and in many cases complex Hybrid cloud platforms and environments. Our service exploits the very latest in hybrid cloud delivery, monitoring, reporting and remediation capabilities and our focus on 'shift-left' strategies drives down cost whilst driving up service standards.

What can it do for you

The aim of our Managed Services for Microsoft Hybrid Cloud Platform and End-user Support Managed Services is to establish continual service improvement for end-user experience and to drive down operational overheads. There are a number of benefits that we can offer our customers:

- An exemplary support model for hybrid cloud environments
- Improved first time fix and self service capabilities
- · Access to skilled ITIL and Microsoft professionals
- Proactive and reactive support capabilities
- A model that adapts to your Service Operating Model
- ITSM options including Zendesk and ServiceNow which consolidates teams, data and processes on a single platform, automating manual tasks, and ITSM integration

Service Features

- 1. Working towards Microsoft MSP specialism
- 2. Microsoft Hybrid Cloud Platform and Landing Zone support and development
- 3. End to end 1st, 2nd, 3rd line support
- 4. Support to high privileged account management and Zero Trust architecture
- 5. Help-desk, 24*7 incident support and ITIL based fully Managed Service
- 6. Multi-channel incident logging and tracking
- 7. Platform support based on Azure DevOps and CICD pipeline management
- 8. Bespoke SLA and performance targets
- 9. ISO27001 and CE+ accredited
- 10. ITSM provision (ServiceNow or ZenDesk) or ITSM integration

Service Benefits

- 1. Full commercial transparency and flexible pricing model
- 2. Flexible pricing model allows continual alignment to service priorities
- 3. Focus on shift left and continuous service improvement reduces service demand
- 4. Reduced operational and service delivery risks
- 5. Reduced operational costs and associated overheads
- 6. Guaranteed access to wide range of specialist skills and competencies
- 7. Extended support options available
- 8. We build on existing staff investment to develop the capability of your staff
- 9. Commitment to skills and knowledge transfer builds capability
- 10. Experience of regulated environments and staff are accredited to SC, DV and NPPV3

Contact details





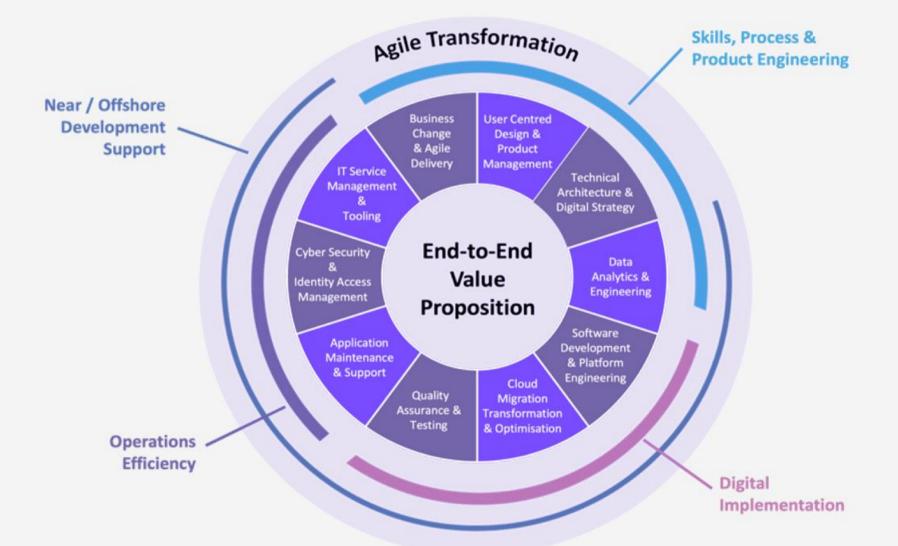
End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

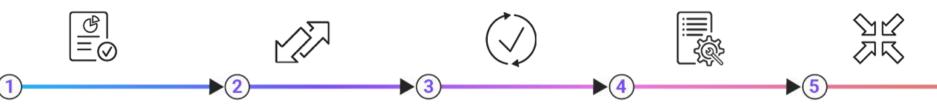
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Understand Requirements

It is essential that we work with you to understand the requirement so that we provide the right resources with directly relevant experience at an appropriate level of seniority

Protect Team Availability

Having the right team on board from the start and maintaining continuity throughout the project ensures timely delivery of desired outputs

Work Synergistically and Innovatively

Drawing from our past experiences, we can frequently recommend optimal delivery methods and/ or alternative solutions which will deliver benefits (or costsavings) over time

Service Scope

Ensuring that the scope of the service to be delivered is properly quantified involves agreeing on logistics (e.g., deliverables, timelines, quality criteria, etc.) and understanding your constraints, sensitivities, and key drivers to match your expectations accurately

Review/Agree Engagement

After initial discussions and planning, you'll review and amend a draft Statement of Work(s)/Services to ensure mutual agreement and alignment of objectives before starting the assignment. We may iterate the Statement of Work(s) with you to finalise the requirements



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.



Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.



Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.

Environment

We use the 'recycle, reuse, repair, refuse' approach to waste reduction to minimise landfill waste, support climate initiatives, and enhance biodiversity, creating a sustainable environment for our colleagues and community

Investment in Talent

We cultivate young talent through our GRAVITATE programme, championing vibrant apprenticeship and graduate schemes while aiding tech career exploration for individuals aged 14-24

Volunteering

We continue to support charitable causes that align with and support our values including our charity partner and VCSE initiatives

Diversifying our Supply Chains

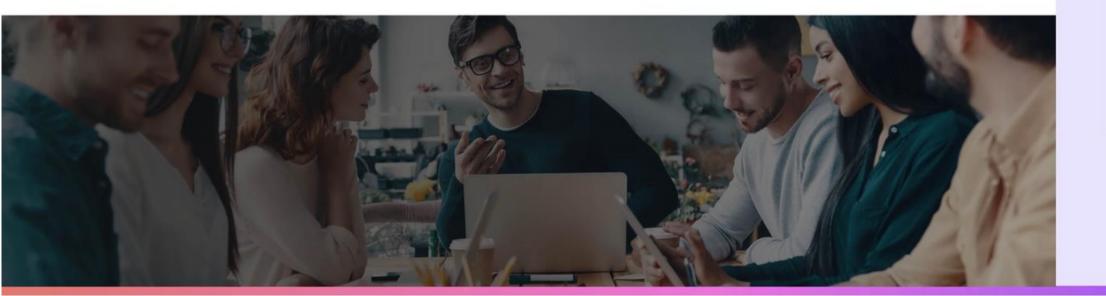
We diversify our local supply chains, promoting small business enterprise and engaging local people, SME, and micro-business suppliers

Staff Wellbeing

We offer career paths and continue to enhance our PDP processes, and maintain our commitment to the Armed Forces Covenant. Moreover, we continue to support our colleagues holistically, considering them as complete individuals at every career stage with Methods

Safeguarding Services

We continue to provide insightful thought leadership on leveraging modern technology to secure our public services for future generations. This involves speaking at industry events, educating youth on tech career paths, and offering pro-bono advice to senior policymakers



Customer stories



Stopped a Central Goverment high-severity Cyber threat in its tracks with a Threat Management solution that continuously monitors the security posture and responds to active cyber security incidents and vulnerabilities fast



Simplified 230+ service
offerings with no disruption
to live service to deliver
service management maturity
that was standardised to be
more efficient, and optimised
to reduce cost at a critical
time for HMCTS



Put nature at the heart of government decisionmaking using digital and Al innovation to explore 21 natural capital ecosystem assessments with Defra



Reduced service costs by 60% through the design and transition of Robotic Process Automation of 1.2M service billing transactions per month at NOS Telecoms Cabinet Office



Enabled the delivery of 4.7M care and food supplies to people who were at the highest risk from COVID-19 through the development, delivery, and maintenance of the Shielding Vulnerable People service at the Cabinet Office



Increased speed and traceability of annual education funding allocations by transforming the Funding Service at ESFA in the DFE

