

# Azure Hosting

## SERVICE DEFINITION

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# Azure Hosting Overview

## Unlocking the Power of Microsoft Azure: Your Secure, Managed Hosting Solution

At PDMS, we seamlessly blend the agility of Microsoft Azure services with our proven expertise in managed solutions. Our offering delivers a robust, secure hosted environment, all while simplifying your experience through a single point of contact.

### Our Comprehensive Service Portfolio Includes:

#### Advanced System Monitoring and Alerting

Proactive monitoring ensures early detection of issues, minimizing downtime and maximizing system reliability.

#### Security Information and Event Management (SIEM)

We safeguard your Azure environment by monitoring security events, detecting anomalies, and responding swiftly to threats.

#### Capacity Management

Our team fine-tunes resource allocation, ensuring optimal performance without unnecessary overhead.

#### Managed Disaster Recovery

Be prepared for the unexpected. We've got you covered with robust disaster recovery plans tailored to your Azure setup.

#### Regular Service Performance Reporting

Stay informed with detailed insights into your system's health and performance.



With PDMS, you gain more than just a service provider. You have a single, dedicated partner committed to ensuring the ongoing success of your software or website. Let us handle the complexities while you focus on what matters most—your business growth.

# Azure Hosting Services

## Supply of Azure Resources

PDMS will supply the required Azure resources through our Microsoft Cloud Solution Provider agreement. Our simplified approach allows for the customer to roll up all the costs relating to hosting of the application into a single managed service contract.

## Design Services

The architectural design and choice of Azure resources to provide the hosting for an application is a complex process. PDMS provide these services to simplify the process for our customers. Based on our experience we choose the most appropriate resources from the Azure catalogue and build an architecture that we know can support the hosting of the application to the required SLA.

## Cost Management

Part of the service PDMS provide is to monitor and optimise the cost of the Azure resources that are used to provide hosting of the application. Either by scaling existing resources to an appropriate level for the application requirements, utilising features such as the reserved instances to reduce long term costs or by switching the type of resource used to provide the application hosting to be more cost effective.

## Build and Automation

PDMS utilise a whole range of technologies to bring together the build, release and automation of the application hosting within Azure to provide integration and alignment with the software lifecycle used to develop the application. This close integration and automation means that as the application is developed and tested it is ensured to work as expected within the Azure hosting environment that has been designed for it.

## Service Monitoring

Utilising both inbuilt Microsoft technologies and third-party external monitors PDMS gain insight into the workings of the application and the hosting. Using this information with queries and notification we maintain the expected availability and performance of the application.

## Service Maintenance

Our service includes ongoing maintenance of the hosting environment, including the patching of any IaaS components and analysis and response to any notifications raised by the monitoring systems. Our business and technical processes are robust ensuring that maintenance is performed in a timely manner while minimising service impact. Routine maintenance is carried out such that the resilience in the hosting environment ensures that there is no impact to the service level.

## Experience

PDMS has a broad range of experience in provision Azure IaaS Resources, & Azure PaaS Resources and track record in provisioning and support Azure Architectures including Compute, Storage, Networking and Security.

Additionally, PDMS has also provided consultancy and delivery of projects making use of the Power Platform including Power Apps, Power BI, and the associated Office product suite.



# Key Benefits



## **24/7/365 availability**

Guaranteed 24/7/365 monitored data centres.



## **High resilience**

Hardware has no single points of failure.



## **99.95% + uptime**

Active-active systems allow exceedingly high uptime.



## **Security accredited**

Infrastructure accredited to internationally recognised standards.



## **Earliest patching**

Latest patches applied at earliest possible time.



## **Value for money**

Provides a comprehensive value offering.



## **Trusted partner**

Work with you in partnership to support your business systems.



## **Single point of contact**

We take care of Azure management on your behalf.



## **Expertise**

Skilled and experienced team looking after your hosting requirements.

# Why Choose PDMS for Your Azure Hosting?

## **1 Fully Managed Services**

We take care of every aspect, from setup to ongoing maintenance. Our team ensures your Azure environment aligns with your unique needs, whether it's security, compliance, or performance.

## **2 Tailored Recommendations**

Our experts assess your requirements—considering security protocols, control measures, latency thresholds, and compliance standards. We then recommend the ideal Azure solution that best meets your very specific requirements.

## **3 Collaboration at its Best**

Our technicians collaborate closely with our developers. Together, they design and implement environments that optimise performance and seamlessly scale alongside your business growth.







## Using the Service - Onboarding

### Ordering and Invoicing

Requests for more information or to place an order for our Azure Hosting service, contact PDMS on [saasenquiries@pdms.com](mailto:saasenquiries@pdms.com).

We would propose arranging a meeting to find out more about your precise requirements and answer any specific questions you may have. If required, we are also happy to provide an additional detailed proposal which will cover the specific deliverables, approach, timelines etc.

Should we then progress to the order stage, the GCloud call off contract would be signed by both parties. Depending on the solution or service we are delivering, we will also provide a Statement of Work(s) which clearly defines the project deliverables and ensures that we are both fully aligned in terms of the approach and the outcomes.

The minimum contract period is typically 1 year and invoicing for hosting fees will be agreed as part of the onboarding process. Supporting services can be provided on a Time and Materials basis which are invoiced monthly in arrears.

Use of the services will also be subject to Microsoft's standard terms and conditions and Microsoft Service Level Agreements.

### Pricing Overview

You can find pricing information in the Azure Hosting Service Pricing Document and the PDMS SFIA Rate Card.

### Offboarding

We will agree an offboarding process which will include details of the data that will be provided, the format, any relevant documentation and details of how knowledge and learning can be handed back over to the organisations. Depending on the specific tasks related to offboarding at the end of a contract, there may be additional costs.

### Termination Process

Our terms and conditions are tailored to meet the nature of the specific solution, project or service we are delivering to ensure that it best meets our client's objectives. The specific terms relating to contract termination would be agreed as part of the contract award and onboarding process and form part of our final contract. You will also be subject to Microsoft's standard terms and conditions.





## Data Security

PDMS is certified to ISO/IEC 27001, the internationally recognised standard for Information Security Management and are certified under the Cyber Essentials Plus scheme.

In the UK and the Isle of Man, each jurisdiction's Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals.

The Data Protection (Implementation of GDPR) Order 2018 gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation).



## Data Back Up & Restoration

PDMS uses Azure-provided backup services for services hosted in Azure.





## Business Continuity

PDMS has a robust set of policies and procedures, which form part of an overall Business Continuity and Disaster Recovery Framework to ensure that we are able to provide services to our customers during, and after, significant events that can occur from time-to-time. These policies and procedures form part of our ISO 27001 and ISO 9001 certified management systems, and as such are externally audited to validate their appropriateness and effectiveness.

Our general approach to business continuity is to ensure that there are no single points of failure within any part of the business.

This ethos means that we make use of multiple, geographical diverse, tier 3+ datacentres to house all of our business-critical data processing units. Our systems are setup in such a way that should a single datacentre fail then customers and our staff should see no loss of service. Should an incident occur then the system will automatically fail over to the other data centre for the provision of services.

PDMS can provide copies of the various policies and procedures that relate to Business Continuity on request.

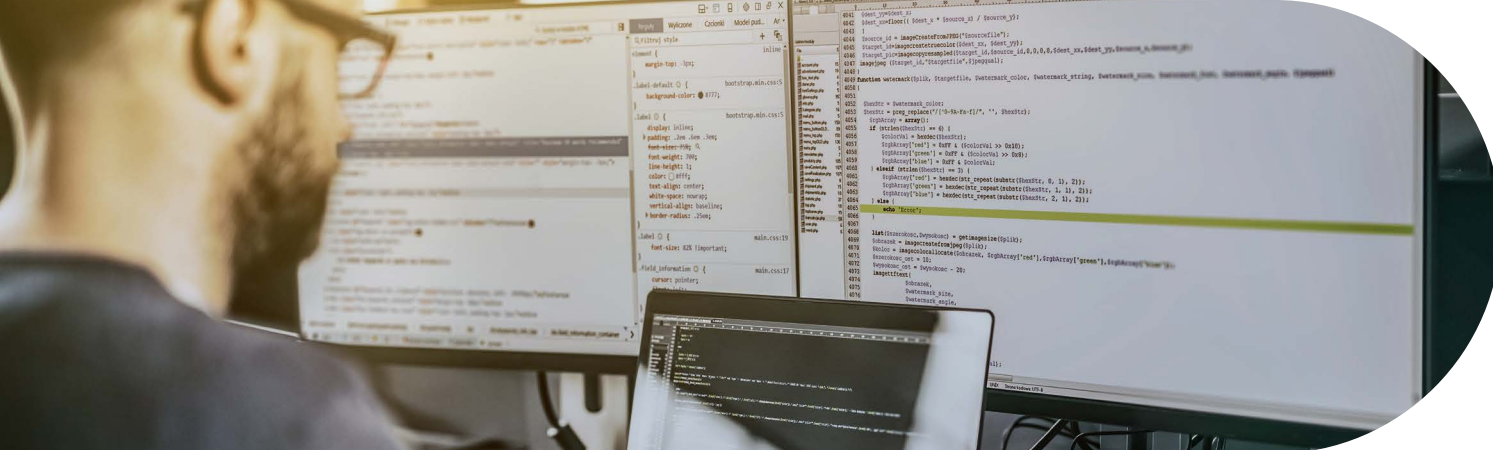
## Data Protection

PDMS has a dedicated, qualified Data Protection Officer who is responsible for overseeing data protection across the organisation. PDMS has a Data Protection Policy that details how PDMS and our staff will conform to the requirements of the applicable Data Protection Legislation. The Data Protection Officer provides support and advice to each department and ensures ongoing compliance with the legislative requirements through auditing each department. These audits cover all aspects of data protection from collection through to disposal, ensuring that we correctly follow the identified requirements.

PDMS will also, in conjunction with our customers as the Data Controller, provide assistance for any required Data Protection Impact Assessments as part of our services and solutions, which may identify any controls needed that are over and above the standard provision.







## Support

We have a dedicated support team providing support for the solutions we have developed. We will agree a support service that meets your specific needs as part of our implementation plan and we provide a support and management contract which outlines our support commitments.

Support is typically available during office hours but can be extended to provide 24/7 coverage if required.

We have a number of channels for reporting support cases including an online system to record, manage and monitor the progress of individual support cases.

PDMS will work with you to identify suitable KPIs for ongoing monitoring to demonstrate adherence to agreed service levels. These will be included within regular project service reports. An example of a typical response time KPI is as follows:

### Target achievement of SLA response times

**P1 (High):** Response within 1 working hour; resolution within 4 working hours.

**P2 (Medium):** Response within 4 working hours; resolution within 2 working days.

**P3 (Low):** Response within 2 working days; resolution within 5 working days.

>95%

## Account Management

We assign a dedicated Account Manager to all our customers. Our Account Managers, together with our Project Managers are a main point of contact for our customers. They are responsible for contract management and any account queries that you may have over the course of the contract. They will proactively support you to ensure that our services and solutions are delivering the best possible outcomes for your organisation.





## About PDMS

PDMS is a technology company specialising in software development and digital services. With a unique blend of software engineering excellence and creative digital design, we prioritise user-centric solutions. From analysis to ongoing support, we guide clients through every stage of their digital journey.

Our team consists entirely of full-time employees who are committed to continuous learning and skills development. Each member undergoes BPSS checks, with the majority holding SC security level clearance. Our diverse team brings expertise in project management, business analysis, UX design, software development, testing and infrastructure support.

We prioritise customer success, fostering long-term relationships - working with over half of our clients for a decade or more.

With three decades of industry experience, we've honed our understanding of the unique challenges, pressures, and opportunities encountered by the public sector in harnessing technology for maximum impact. Passionate about leveraging technology for tangible outcomes, our digital projects have saved millions, benefiting both public and private sectors while reducing environmental impact and enhancing productivity and customer service.

## Accreditations



## Memberships





## Social Value

PDMS has received Bronze accreditation from the Social Value Quality Mark (SVQM), demonstrating PDMS stands for the highest ethical, sustainable and community-focused standards. To achieve this accreditation, PDMS has made a series of commitments to create, measure and independently report on its social value. Through a series of pledges, we commit to focus on areas where both the company and our team can make the most impact. This includes a focus on supporting skills development and promoting awareness and understanding of career opportunities in the technology sector to help address the digital skills gap and we are committed to regularly taking on apprentices across different technical roles (to the extent that 17% of our development team started with us as apprentices).

Our Skills Pledges align with both the UK Government's Social Value Model Themes and the National TOMS Framework.

The SVQM also builds on our ISO 14001 Environmental Management System accreditation. PDMS has committed to achieving Net Zero and has pledged not only to take action to measure, reduce and offset its carbon footprint but to also champion environmental protection within all spheres of influence including biodiversity.

When awarded contracts we make sure our social value contribution maximises the impact it delivers by aligning with the buyer's own social value objectives and pro-actively seek to openly share our knowledge and expertise, for example, by providing online 'Lunch and Learn' training sessions for the buyer's project team on accessibility, agile delivery and UX design.

We can offer digital sector career talks, career mentoring, initiatives that support the development of digital skills, initiatives that support diversity & inclusion, work experience placements and work buddies. We also support charities that help women and young girls to progress a career in technology and STEM ambassadors.

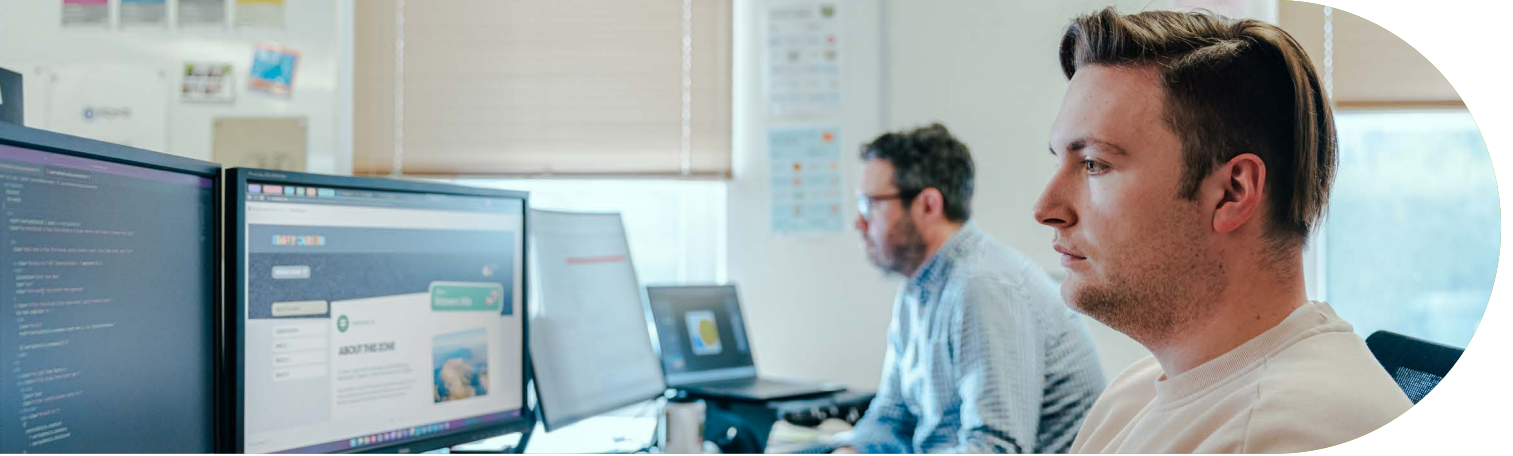


**Our areas of social value focus are:**



We will provide regular updates on how we are performing in relation to our social value commitments as part of our regular Account Management meetings and will provide an annual report detailing the activities undertaken which have been attributed to a buyer's specific contract and the impact delivered.





## Our clients







## Contact Details

 [pdms.com](https://pdms.com)  
 [twitter.com/pdms](https://twitter.com/pdms)  
 [facebook.com/pdmsgroup](https://facebook.com/pdmsgroup)  
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