PROACT

G-Cloud 14

Proact Microsoft Azure Cloud Migration Service Definition

Document control

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Proact Microsoft Azure Cloud Migration Service Definition

This Document provides overview service definition information for the Proact Public Cloud service offerings included within G-Cloud 14.

Customer should read this service definition document in conjunction with the pricing, terms and conditions and SLA for the specific service, or services required, where such may be applicable.

The Proact Public Cloud service offerings listed in this document align to the G-Cloud 14 services as follows:

- Cloud Discovery Workshops:
  - Microsoft Azure Cloud Discovery Workshop.
  - Microsoft Office M365 (O365) Cloud Discovery Workshop.
- Cloud Readiness Assessments:
  - Microsoft Azure Cloud Assessment Service.
  - Microsoft Office M365 (O365) Cloud Assessment Service.
- Cloud Consultancy:
  - Microsoft Azure Cloud Consultancy Service.
  - Microsoft Office M365 (O365) Cloud Consultancy Service.
- Cloud Architecture:
  - Microsoft Azure Cloud Architecture Service.
- Cloud Implementation:
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  - Microsoft Office M365 (O365) Cloud Implementation Service.
- Cloud Migration:
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- Cloud Optimisation:
  - Microsoft Azure Cloud Optimisation Service.
- Microsoft Office 365 (O365) Cloud Optimisation Service.
- Cloud Managed Services:
  - Microsoft Azure Cloud Managed Services.
  - Microsoft Office M365 (O365) Cloud Managed Services.
- Hybrid and Multi-Cloud Consultancy:
  - Microsoft Azure and Office M365 (O365)

Proact offer a range of other services that relate to supporting your infrastructure, including the design, supply, implementation, migration and support of traditional storage, compute and network components to compliment these cloud services and help you create a truly coherent hybrid or multi-cloud environment. Proact provide a range of Security and Business Cloud Alignment services to help you ensure you have a full end-to-end secured environment and we can support you develop your strategy and operational models. For more information, please search for Proact in G-Cloud 14, access our website at http://www.proact.co.uk or contact us using the contact details on our website.

Cloud Discovery Workshops

The Proact Cloud Discovery Workshops provide your organisation with an overview of the Public Cloud provider of your choice in a set of interactive workshops. Business focused, flexible, interactive workshops provides your organisation with an opportunity for various business owners and users to see and experience the capabilities of the Public Cloud provider of your choice, or help you differentiate between several providers.

The Proact Cloud Discovery Workshops are about supporting your organisation to gain an understanding of and building knowledge in the Public Cloud provider of your choice. The workshops help gather support from across your organisation and provides assistance to defining your routine to procure services.

G-Cloud 14 Associated Services

The following G-Cloud 14 services are covered by the Proact Cloud Discovery Workshop:
- Microsoft Azure Cloud Discovery Workshop.
- Microsoft Office M365 (O365) Cloud Discovery Workshop.

Approach

The Proact Cloud Discovery Workshops take place with various individuals from across your organisation. These flexible, business-lead workshops may cover some of the following items, based on your specific requirements and public cloud provider:

- **Administration** of services offered;
- **Implementation** of demo capabilities within the provider of choice;
- **End User Engagement** to ensure a successful cloud migration project;
- **Migration** of services from our current service/provider;
- **On-going Management** of the services and costs;
- **Optimisation** of the services to help keep costs and security risk low;
- **Security** monitoring and management of services;
- **Understand your Next Steps** to planning future IT service provision.

To support you further, upon completion of the workshops the discussion points and recommended next steps are documented and presented back to your key stakeholders.

Benefits

Key benefits of Proact Cloud Discovery Workshops come from our knowledgeable Architects and Consultants that can demonstrate the capabilities of the services offered. These benefits include:

- Generate an understanding of how your organisation can benefit from cloud services;
- Support the IT function by building enthusiasm for your Cloud service of preference;
- Provide a level of comfort to key stakeholders on the capabilities, particularly on the service and cost management as well as demonstrating security and monitoring capabilities;
- Increase your knowledge around organisation requirements when moving to a Cloud platform.

Cloud Readiness Assessments

The Proact Cloud Readiness Assessments provide your organisation with a clear understanding of your current capabilities with respect to leveraging Public Cloud capabilities. By covering both your current technical and operational capabilities and aligning them to your business requirements, Proact can support your organisation plan your roadmap to enable Public Cloud services.

The Proact cloud Readiness Assessments are about supporting your organisation to understand which services can be migrated to a Public Cloud platform as well as identify gaps and areas for improvement to ensure a successful engagement with Public Cloud.

G-Cloud 14 Associated Services

The following G-Cloud 14 services are covered by Proact Cloud Readiness Assessments:
- Microsoft Azure Cloud Readiness Assessment.
- Microsoft Office M365 (O365) Cloud Readiness Assessment.

Approach

The Proact Cloud Readiness Assessments take place with various members of your organisation to review several key areas key to the successful engagement with Public Cloud providers. The service is highly flexible to your specific requirements and may include workshops, on-site and remote working and documentation covering a review of some of the following areas:

- **Technical** service configuration to identify potential issues with integrating Cloud services;
- **Application** review, specifically identifies any issues with implementing or migrating a service;
- **Operational** review to support an understanding of how to successfully operate an environment that includes some services hosted in a Public Cloud;
- **Security and Compliance** requirements review ensures a clear understanding of the requirements that need to be included with any integration with or migration to Public Cloud capabilities.

The engagement is fully documented and provides a written report on your cloud readiness for the required service or capability. The final report includes gap analysis and recommendations on improvements and next steps, specific to your organisation.

Benefits

Key benefits of a Proact Cloud Readiness Workshop come from our knowledgeable Architects and Consultants that endeavour to understand both your current services and your business requirements. This provides the following benefits:

- Documentation clearly provides you with a customised strategy plan and risk analysis;
- Best practice recommendations to support a successful Public Cloud engagement;
- Clear requirements to assist with a business case plan future strategy;
- Flexible delivery approach to accommodate adjustments to the project.

Cloud Consultancy Service

The Proact Cloud Consultancy Service provide your organisation with a variety of Public Cloud related capability including the architecture design, technical design, development and implementation of services to support your service transformations to leverage Public Cloud. Our highly technical and business focused consultants can support you with both one-off and longer-term engagements for implementations and migrations of any size or scale.

The Proact Cloud Consultancy Service is about supporting your organisation to use Public Cloud environments for business services of any size – from the transformation of a single application to migrating a full datacentre.

G-Cloud 14 Associated Services

The following G-Cloud 14 services are covered by the Proact Cloud Consultancy Service:
- Microsoft Azure Cloud Consultancy Service;
- Microsoft Office M365 (O365) Cloud Consultancy Service;

Approach

Proact Cloud Consultancy Services provide additional support to your organisation when you need them – usually as part of a wider project to implement or migration business services to a Public Cloud environment. Proact can engage with you on Time and Materials or Fixed Price basis and on-site or remotely, depending on your requirements and preference. Some of the areas Proact Cloud Consultancy Services can help you include:
- **Roadmap and Strategy** creation and development;
- **Technical Planning** for a new service or the migration of an existing service;
- **Design** of a new service or migration of an existing service;
- **Proof of Concept** implementation and testing;
- **Project Planning** for the implementation or migration of services.

All engagement requirements and outcomes are defined ahead of any work commencing as a documented Statement of Work, which is usually created at no cost to you, so you know what you are getting and the associated costs.

Benefits

A key benefit of Proact Cloud Consultancy Services are our highly skilled and experienced Solution Architects and Consultants who have help you identify the most appropriate solution for your requirements and support all stages of the design, implementation, migration and service management planning. This service may be used to support all areas of Cloud consultancy including:

- **Additional Resource** when you need them;
- **Support and Training** for your current staff on public cloud technologies;
- **Solution Architecture** design to identify and design the most appropriate solution for you;
- **Technical Design** of a service to identify the specific configuration of each component;
- **Service Design** to help identify the support requirements and implement service management;
- **Build** public cloud services including Proof of Concepts, Pilot or full Implementation.

All engagements benefit from the experience and best practices introduced by the Proact team, with full documentation and support required by you and defined in the Statement of Work.

Cloud Architecture Services

The Proact Cloud Architecture Service provides your organisation with access to highly skilled Cloud Architects who can support you through every stage of designing a cloud architecture that is suitable for your organisation today and in the future. Business focused, flexible, interactive workshops kick off this service to help you understand your requirements, followed by the design and proposal of appropriate architectural designs, based on industry standard blueprints where appropriate.

The Proact Cloud Architecture services covers all areas of Cloud Architecture from full datacentre design in preparation for migrations to the design of single business services. We 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 your Cloud Architecture projects.

G-Cloud 14 Associated Services

The following G-Cloud 14 services are covered by the Proact Cloud Architecture Service:
- Microsoft Azure Cloud Architecture Service;

Approach

To provide the Proact Cloud Architecture Service, Proact have a standard, tried-and-tested and clearly defined architectural design process, based on the TOGAF architectural delivery model, to support our customers. 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 ahead of any work commencing as a documentation Statement of Work, which is usually created at no cost to you, so you know what you are getting and the associated costs.

Benefits

Key benefits of the Proact Cloud Architecture Service is out highly skilled and experienced Solution Architects and Project Managers who can help to guide you through the process of defining your service, identifying and designing the solution architecture and support the creation of work packages for full implementation and associated migration. This service may be used as a standalone service or to support you in-house Architecture team by providing:

- **Additional Resources** when you need them;
- **Support and Training** for your current staff on public cloud technologies;

- **Solution Architecture** design to identify the most appropriate implementation options;
- **Operational Design** to help define the ongoing support and management requirements;
- **Project Management** to support the project – during the architectural, design, implementation and migration phases.

All engagements benefit from the experience and best practices introduced by the Proact team, with full documentation and support required by you and as defined in a Statement of Work.

Cloud Implementation Services

The Proact Cloud Implementation Services provide your organisation with additional resources and capacity to build and implement services hosted in a Public Cloud environment. Our highly skilled Cloud Consultants work with you to define the specific requirements for your implementation and can work with your team to implement and/or generate automated scripts to ensure your deployments are repeatable.

The Proact Cloud Consultancy Service is about providing you the additional skills and resources to implement a Public Cloud based services, either independently or in conjunction with your own team.

G-Cloud 14 Associated Services

The following G-Cloud 14 services are covered by the Proact Cloud Implementation service:
- Microsoft Azure Cloud Implementation Service;
- Microsoft Office M365 (O365) Cloud Implementation Service;

Approach

The Proact Cloud Implementation Service can be used as a stand-alone service where a service design is reviewed, recommendations reviewed with you and then a Proact Cloud Consultant implement the services required. However, Proact recommend a collaborative approach for this service, with the Proact Cloud Consultant working along site your own team to provide advice on the implementation and support the creation of automation scripts and implement the services as this can provide your team with additional skills to understand and support the various technologies being deployed.

To support you further, all work is completely documented and presented back to your key stakeholders.

Benefits

Key benefits of Proact Cloud Implementation Services con from our highly skilled Cloud Consultants, who can ensure the technologies in scope are implemented in the most appropriate and cost-effective manner. If requested, the implementation can be fully scripted, with the automation script provided to you for re-use and/or adaption by your own team to deploy additional environments. The key benefits for this service are:

- **Quick implementation** of new technologies within your organisation;
- **On the job training** for your own team so they are better placed to support the service;
- **Automated Deployment** capability so you can re-deploy the service for Test or Development;
- **Fully Documented** implementation to help your operational team review the service.

Cloud Migration Services

The Proact Cloud Migration Services provide your organisation with additional resources and skills when you are required to migrate services to, from or between Public Cloud environments. Proact have many years of experience migrating services between environments and can support you with the design, project management and migration of business services to, from and between Public Cloud providers.

The Proact Cloud Migration Services are about supporting your organisation to move current services into new environments or hosting platforms while minimising risk.

G-Cloud 14 Associated Services

The following G-Cloud 14 services are covered in the Proact Cloud Migration Services:
- Microsoft Azure Cloud Migration Service;

Approach

Proact cloud Migration Services follow a standard migration plan, which we have developed over many years with traditional infrastructure migrations and have evolved to handle Cloud 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 and Implementation** – 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, Proact can support you to update your Operational Model;
- **Factory Migration** – Taking groups of related services and migrating them in short pre-defined sprints.

The Proact Cloud Migration Services can be used to migrate individual servers, a business service, a group of related services or a full datacentre migration.

Benefits

Key benefits of the Proact Cloud Migration Services include our highly skilled and experience Solution Architects, Cloud Consultants and Business Cloud Alignment Specialists who support you across all areas of the migration. Areas where Proact can support you with your Cloud Migration include:

- **Implementation** of secure target environment;
- **Discovery** of your services to identify readiness for migration;
- **Business Engagement** to help identify an appropriate migration strategy for each service;
- **Phased Migration** to minimise the risk to systems;
- **Fixed-time sprints** to simplify the planning of downtime and reduce business impact;
- **Operational Model** development to ensure you have the ability to support and manage the service post-migration.

Microsoft Office M365 (O365) Cloud Migration Service

The Proact Microsoft Office M365 (O365) Cloud Migration Services provides your organisation with the skills and experience required to successfully migrate end user services to Office M365. This includes the configuration of Microsoft Office M365, integration with current services and training to migrate email to Exchange Online, personal documents to OneDrive, shared documents to SharePoint Online and Teams, collaboration to Skype for Business Online, Teams, SharePoint Online and Yammer and a clear understanding of the other services included in the Microsoft Office M365 bundle.

The Proact Microsoft Office M365 (O365) Cloud Migration Services is about supporting your organisation to gain additional value from Microsoft Office M365 services – from the migration of core capabilities to the implementation of advanced functionality to help improve the efficiency of your user base, including improved collaboration, integration and automation of business processes.

G-Cloud 14 Associated Services

The following G-Cloud 14 services are covered by the Proact Cloud Consultancy Service:
- Microsoft Office M365 (O365) Cloud Migration Service.

Approach

Proact Microsoft Office M365 (O365) Cloud Migration Service follows a standard migration plan, based on several stages as follows:

- **Introduction** to Office 365 business engagement to help your organisation understand the capabilities and benefits of the platform. This helps prepare the organisation for the migration and ensures the migration team have the support they require;
- **Infrastructure** review and update to support Office 365 services. This covers the integration of services, network requirements, authentication and security requirements of Office 365 to ensure a successful migration project;
- **Email** integration of your current environment to Microsoft Office 365 to support the migration of email, calendar and contacts;
- **Document** migration for personal and shared documents. Including support to create a SharePoint Online Site hierarchy and taxonomy structure as well as identify the Office 365 services for various document and data types, supporting your information management strategy;
- **Advanced Service** review and support to help you leverage the additional capabilities available to you as part of the Office 365 platform. This includes helping you understand how to support your end users collaborate, integrate and automate business processes.

The Proact Microsoft Office 365 (O365) Cloud Migration Service can be used to get services setup and enable you to migrate services yourself or as a fully packaged service to complete the full migration on your behalf.

Benefits

Key benefits of the Proact Microsoft Office M365 (O365) Cloud Migration Service include our highly skilled and experienced Solution Architects, Cloud Consultants and Business Cloud Alignment Specialists who support you across all areas of the migration and cover all features of Microsoft Office 365. Other benefits include:

- **Flexibility** to choose which business services are in scope;
- **Partnership** to choose to complete the migrations yourself, once initial integrations are in place;
- **Value for money** by gaining an understanding of the advanced services available to you;
- **Security** built into the implementation process to ensure your information is safe;
- **Training** included by encouraging your team to work with Proact throughout the migration process.

Cloud Optimisation Services

The Proact Cloud Optimisation Services provide your organisation with an opportunity to review your current Public Cloud utilisation. These services cover your environment from three key areas:

- **Cost Optimisation** – identify over-provisioned services and opportunities to reduce your operational costs to run services in the Public Cloud;
- **Technical Optimisation** – identify single point of failures and other opportunities to improve the end user experience;
- **Security Optimisation** – identify security risks within your environment configuration and provide recommendations on how to reduce the level of risk.

The Proact Cloud Optimisation Service is about supporting you to manage and improve the services you have already moved to a Public Cloud.

G-Cloud 14 Associated Services

The following G-Cloud 14 services are covered by the Proact Cloud Optimisation Service:
- Microsoft Azure Cloud Optimisation Service;
- Microsoft Office M365 (O365) Cloud Optimisation Service;

Approach

The Proact Cloud Optimisation Services are based on analysing your current environment and providing a documented analysis with recommendations. The analysis and recommendations can also be presented to you in a workshop setting to provide the opportunity to discuss the results. The Proact Cloud Optimisation Services include the following stages:

- **Installation** of discovery tooling;
- **Data Collection** for a period of time, usually a minimum of 2 weeks ad ideally over a month- or year-end;
- **Analysis** of the data collected and manual review of some resources/services;
- **Documentation** of the findings and recommendations;
- **Interactive Workshop** to discuss the finding, recommendations and next steps.

Benefits

Each Cloud Optimisation engagement is custom to your environment and can look at Cost Optimisation, Technical Optimisation and/or Security Optimisation. The analysis and recommendations can provide you with:
- **Cost Savings** of up to 30+% by identifying unused or under-utilised resources;
- **Improved User Experience** by identifying scalability options and single point of failures;
- **Security Improvement** by identifying potential security issues and providing recommendations to increase the security of your environment.

Cloud Managed Services

Proact Cloud Managed Services provide your organisation with additional monitoring, support and management or your Public Cloud environments. As a flexible service, Proact can provide you with any or all of the following capabilities:

- **Service Monitoring** – Monitoring of both the Public Cloud environment and your hosted services to identify issues and provide you with an alerting capability;
- **Service Management** – Full ITIL-based Service Management for your Public Cloud environment including core services such as Compute, Storage and Networking components;
- **Application Service Management** – Full ITIL-based Service Management for core applications running in Public Cloud environments including Servers, Databases, Microsoft services (e.g. AD, Exchange, etc.);
- **Application Performance Management** – Comprehensive performance and monitoring platform to enable your IT team to rapidly diagnose issues and bottlenecks, significantly reducing resolutions time and cost.

The Proact Cloud Manages Services capabilities are about active as virtual members of your team to provide you the monitoring, management and incident resolution capabilities for Public Cloud environments and for services hosted in Public Cloud environments.

G-Cloud 14 Associated Services

The following G-Cloud 14 services are covered by the Proact Cloud Managed Service:
- Microsoft Azure Cloud Managed Services;
- Microsoft Office M365 (O365) Cloud Managed Services;

Approach

A standardized Service Transition model is used for all Cloud Managed Services, including planning, design, implementation, testing and go-live stages. Once services are in full operation, Proact will employ Continuous Service Improvement methodologies to drive value and quality, and provide service review reports on a regular basis, covering the following areas:

- Incident and Change Statistics
- SLA reports
- Identified Service Improvement initiatives
- Capacity reports
- Technical observations and recommendations

Benefits

Proact's Cloud monitoring and management services deliver the following benefits:

- **24x365 support** from our Service Desk
- **24x365 monitoring** of your Cloud services
- **Self-service portals** for support and reporting
- **A named Service delivery manager** to co-ordinate delivery and provide regular customer reports
- **Event Management** through continuous monitoring
- **Incident Management** and resolution
- **Problem Management** through trend analysis and proactive environment management
- **Request Fulfilment and Change Management** to maintain the service in line with business need

- **Capacity Management** for predictive growth
- **Response-time SLAs** for incidents and changes

Hybrid- and Multi-Cloud Consultancy

The Proact Hybrid- and Multi-Cloud Consultancy Service provides your organisation with support to review your Public Cloud requirements and help to design, implement and support a Hybrid-Cloud or Multi-Cloud environment. Related services include helping you define your requirements, design and implement architecture to support your requirements and help to design support services to enable the integration between your current environment and one or more Public Cloud provider.

The Proact Hybrid- and Multi-cloud Consultancy Services are about supporting your organisation integrate and leverage Public Cloud providers for various services and capabilities.

G-Cloud 14 Associated Services

The following G-Cloud 14 services are covered by the Proact Hybrid- and Multi-cloud Consultancy Services:
- Microsoft Azure and Office M365 (O365)

Approach

Proact Hybrid- and Multi-Cloud Consultancy Services provide you with the support and knowledge to design and implement your integration with Public Cloud providers and enable you to securely leverage services hosted these environments. Proact can engage with you on Time and Materials or Fixed Price basis and work on-site or remotely, depending on your requirements and preference.

All engagement requirements and outcomes are defined ahead of any work commencing as a documented Statement of Work, which is usually created at no cost to you, so you know what you are getting and the associated costs.

Benefits

A key benefit of the Proact Hybrid- and Multi-Cloud Consultancy are our highly skilled and experienced Solution Architects and Consultants as well as our close relationships with various network providers that enable connectivity to Public Cloud environments. Proact can support you to identify, design and implement a solution to support your Public Cloud connectivity needs.