advania

Discovery, Alpha, Beta, & Live Services

G-Cloud 15 - Lot 3: Cloud Support

About Advania UK

Advania UK – Overview

Advania UK is a leading cloud and digital transformation services provider helping ambitious organisations and their people to succeed.

We empower clients to transform the way they do business, optimise the way their people work, and provide them with flexible and secure platforms on which to operate. We are a prominent Microsoft partner, one of 25 elite partners around the world. We have offices located in London, Manchester, Milton Keynes, Reading, Cardiff and Sheffield.

Microsoft Expertise and Partnership: We are one of the UK's leading and most awarded Microsoft services, solutions, and support providers with:

- Global Education Partner of the Year 2023
- Global Customer Experience Partner of the Year 2022
- One of 4 UK providers with Azure Expert MSP status
- 12 x Advanced Microsoft Specialisations
- Complete range of Solutions Partner designations including Infrastructure (Azure), Digital & App Innovation (Azure), and Security
- Advania is one of only 4 providers in the UK (and one of 40 globally) to be recognised as (end-to-end) Solution Partner for Microsoft Cloud.

Specialist Knowledge: We have 8 x Microsoft MVP's as full-time permanent staff members who are directly involved in developing Microsoft's public offerings, including Microsoft Azure. This expertise in Microsoft technologies not only ensures our ability to deliver a successful outcome but also allows us to leverage our Microsoft relationship to support you in multiple ways.

Proven Track Record of Success: We have performed a range of digital transformation, cloud migration, data & AI, and Microsoft based servicesfor clients across both Public and Private sectors.

Facts and Figures

96%
Customer Satisfaction Scores

Microsoft Partner
Microsoft
Azure Expert MSP

8
Office Locations

8 MVPs
(Microsoft Most Valuable Professionals)

24x7x365 Global Support

Microsoft Solutions Partner
Microsoft Cloud

12
Microsoft Specialisations

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SOC
Powered by Azure Sentinel

1,000+
Employees

ISO
9001, 27001, 22301 and 45001

Information Security Management
Quality Management
Business Continuity Management
Health & Safety Management

Microsoft
2023 Partner of the Year
Winner
Education Award

The **Leading** Microsoft Partner in the UK

19 Awards **8** MVPs | Microsoft Most Valuable Professionals

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Private Cloud

Advania is a prominent Microsoft Solutions Partner for Microsoft Cloud & Private Cloud, with all six core solution designations

Microsoft Solutions Partner
Modern Work

Microsoft Solutions Partner
Data & AI
Azure

Microsoft Solutions Partner
Business Applications

Microsoft Solutions Partner
Infrastructure
Azure

Microsoft Solutions Partner
Security

Microsoft Solutions Partner
Digital & App Innovation
Azure

12 Specialisations

- Azure Virtual Desktop
- AI Platform on Azure
- Small and Midsize Business Management
- Identity and Access Management
- Information Protection and Governance
- Cloud Security
- Threat Protection
- Modernise Endpoints
- Adoption and Change Management
- Low Code App Development
- Microsoft Copilot
- Microsoft Azure Analytics

Other awards and acknowledgments

Microsoft Partner | Azure Expert MSP

Microsoft
Content AI Partner Program

Member of Microsoft Intelligent Security Association
Microsoft Security

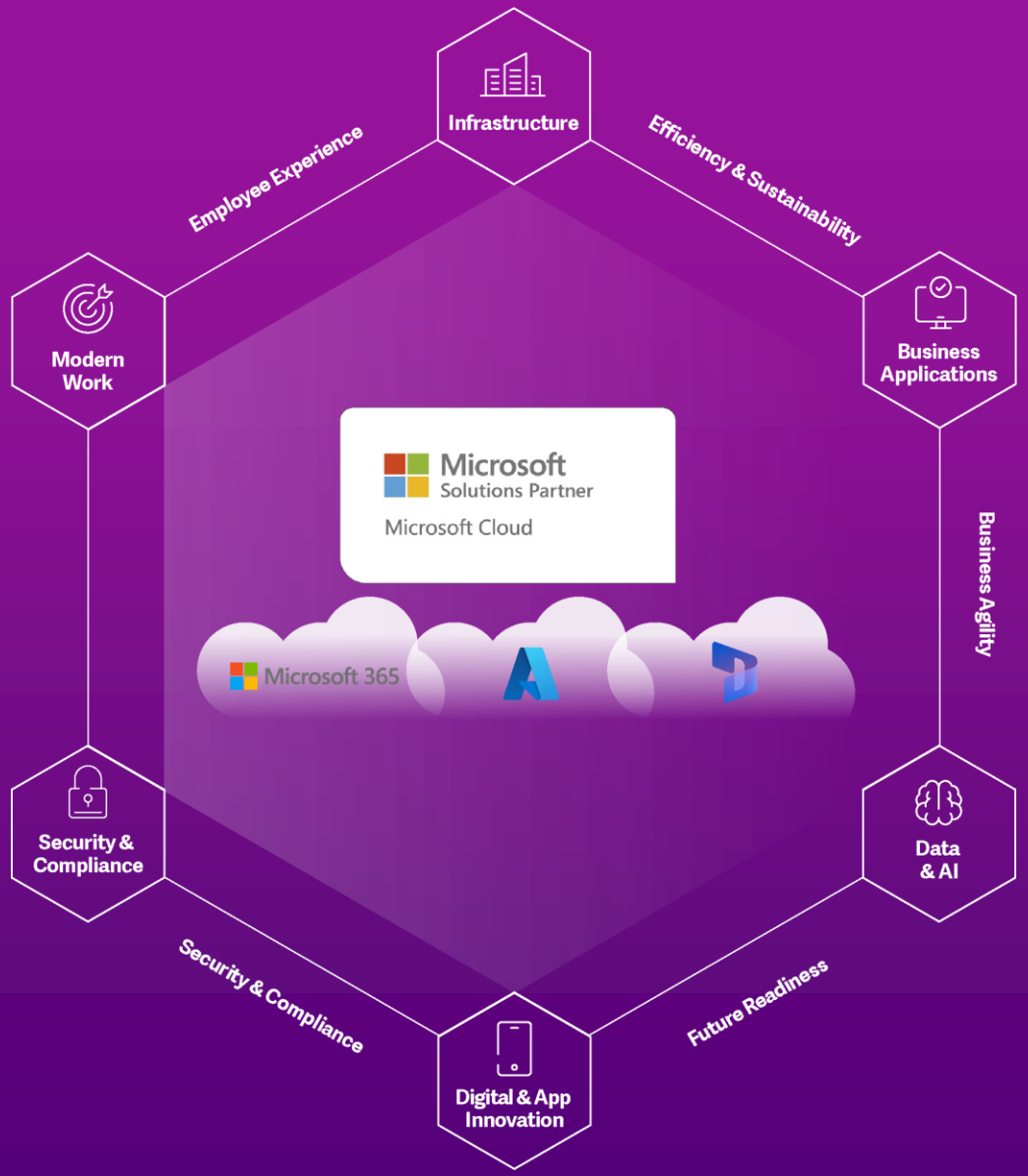
Microsoft Partner
Microsoft
2022 Partner of the Year Winner
Customer Experience Award

Microsoft
2023 Partner of the Year
Winner
Education Award

Microsoft Solutions Partner
Tier 1: Cloud Solutions Partner

Our **Overall Proposition**

1. Modern Work	Microsoft 365 | Copilot | Fresh Intranet | Viva | Converged Comms SharePoint Premium | Teams Rooms | Teams Voice | Surface Pro Frontline Workers | Endpoint and Device Management | Adoption and Change Management
2. Infrastructure	Azure Migration | AVD | Azure VMware Solution | Managed Azure | Licensing | Business Continuity and Disaster Recovery | DevSecOps Managed Services | 24/7 Service Desk | Global Support | Process Management
3. Business Applications	Dynamics 365 | Azure | Power Platform | Business Operations Low-code Apps and Automation
4. Data and AI	Data Governance | Fabric | Purview | Synapse | Power BI Private ChatGPT | AI Apps | Strategy and Advisory
5. Digital and Application Innovation	Strategy and Advisory | DevOps | Automation | App Development
6. Security	CSOC | Governance, Risk and Compliance | SIEM | Threat Detection | Threat Intelligence | Managed Detection and Response | Network Monitoring | Vulnerability Management | Assurance | Multi-cloud Security | IAM | Pen testing



Solutions **by Need**

Employee Experience

Create an employee experience that inspires and empowers your people.

Microsoft Viva

SharePoint

Fresh

Microsoft Teams

Devices and endpoints

Efficiency & Sustainability

Make operations more efficient and sustainable through technology.

Microsoft Azure

Dynamics 365

Power Platform

Microsoft Teams

Fresh

Business Agility

React and respond to change with scalable solutions that deliver optimal value.

Microsoft Azure

Unified communications

Cloud migration

Managed services

Cyber security

Future Readiness

Prepare your organisation to embrace tomorrow's way of working.

Microsoft 365

Microsoft Azure

Microsoft Syntex

Private ChatGPT

Power Platform

Security & Compliance

Secure your people and data from the evolving volume and complexity of cyber threats.

Cyber Security Operations Centre

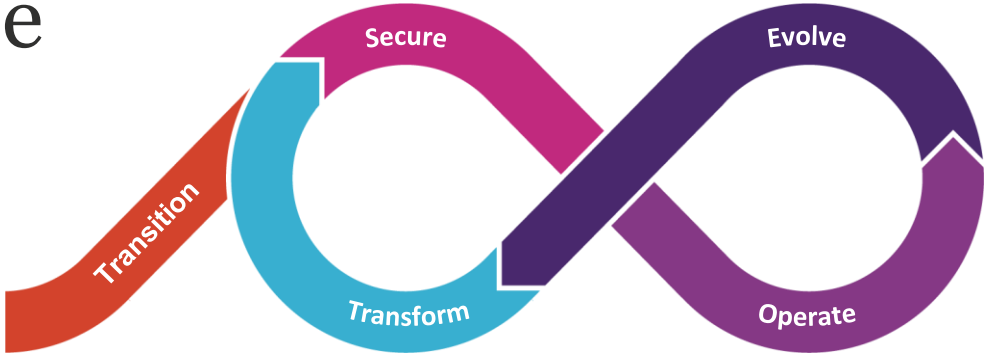
Managed Detection and Response

Microsoft 365 E5

Testing

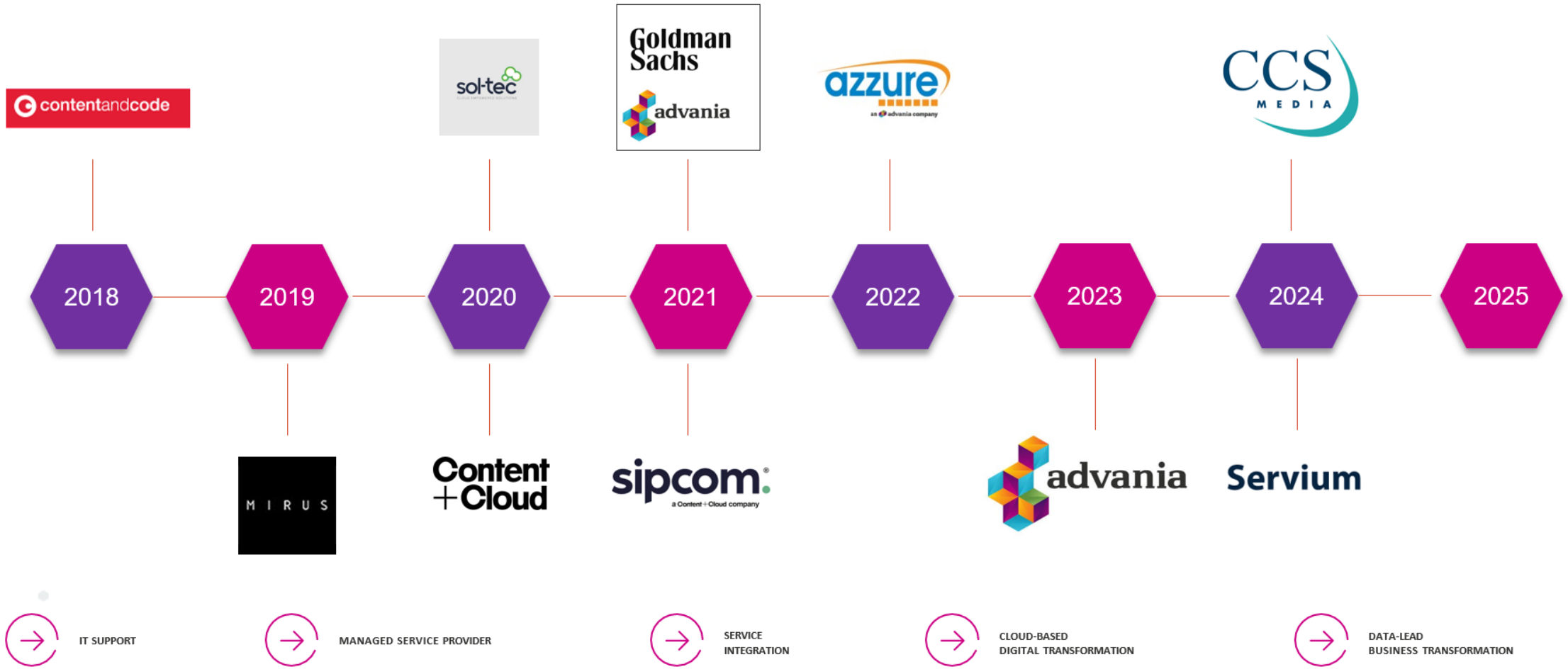
Commitment to continuous engagement driving client value

Advania enables its clients to continuously transform and evolve through an integrated and iterative client journey, underpinned by a secure and supported set of solutions, with specialist focus on the Microsoft 3 clouds

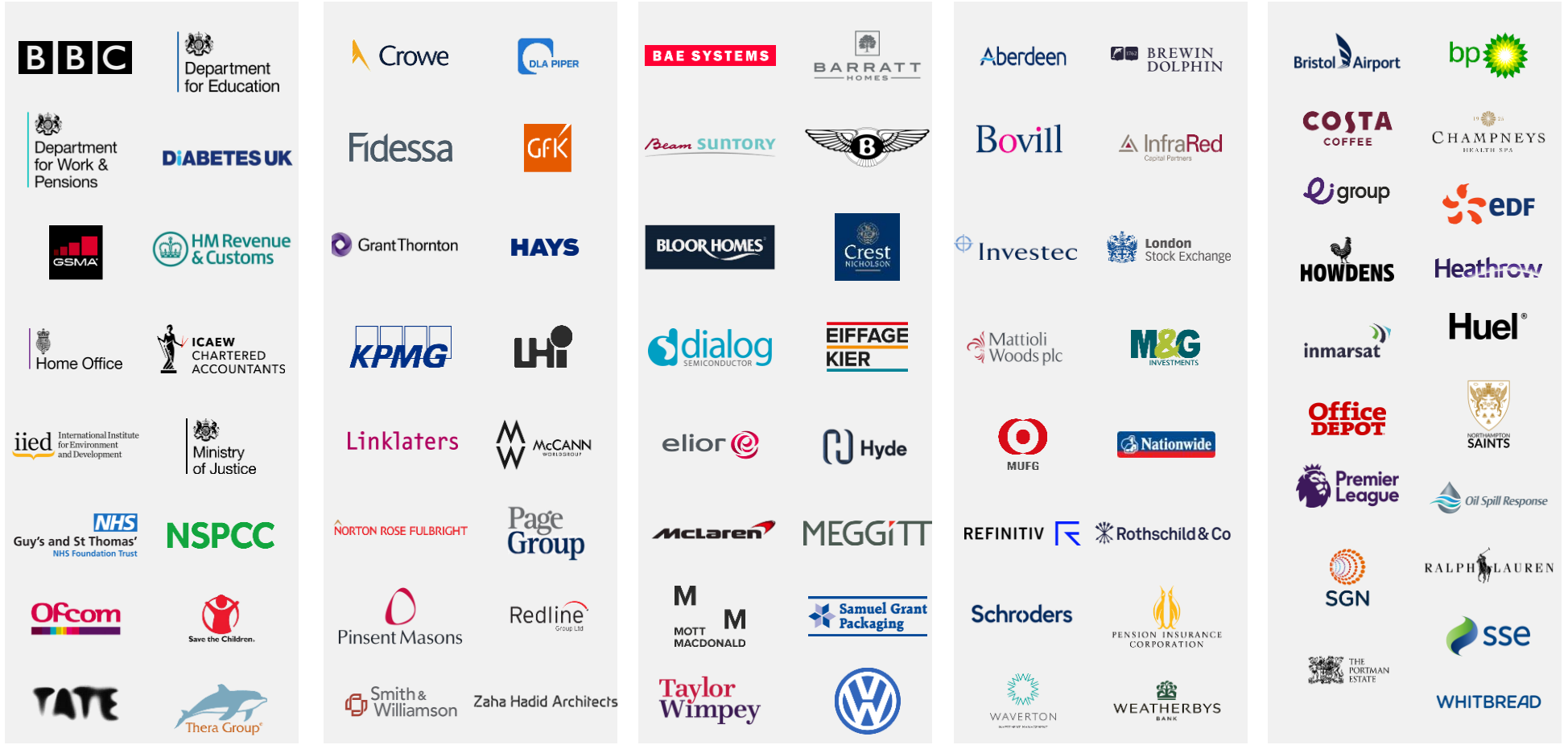


	What	How
Transform	Advania's delivers true digital transformation through a consultative and client centric approach, leveraging strategic and technical thought-leadership	Deliver transformed applications and business processes through low code/no code solutions such as Power Platform; Dynamics 365; Cognitive Services; Azure DevOps and data and application modernisation
Secure	Advania provides end-to-end security architecture design, implementation and management services to protect complex exponentially increasing risks	Cyber and compliance offering leverages M365; Azure Sentinel and core cyber expertise to deliver: Risk and Maturity Assessment; Governance; Assurance; and Detection and Response
Operate	Advania provides end to end support services and service management. Uniquely able to support clients adopting Microsoft's rapidly evolving solutions	Market leading ITSM tools and automated processes, helps clients to harness the value of public cloud and in complex technology landscapes
Evolve	Persistent transformational change and business improvement to meet evolving client and user needs and technology change	Strategic and technical advice and thought leadership through technical, management, digital insights and strategic roadmaps
Transition	Advania provides a dedicated Transition Management function to ensure successful new client onboarding and ongoing operational service model changes	Proven and effective transition project management methodology

Our **Journey So Far...**



Some of our clients



Business Standards & Accreditations

Advania has achieved accreditation or certification in the following business and security standards:

The ISO 9001 accreditation provides our clients with the confidence that Advania consistently meets our client's expectations and regulatory requirements around service quality.

The ISO 27001 accreditation provides our clients with the assurance that Advania continually adheres to best practice standards relating to data security.

The ISO 22301 accreditation provides our clients with the comfort that Advania continually validates the maintenance and improvement of our business continuity management system.

The ISO 45001 accreditation provides our clients with the knowledge that Advania provides a safe and healthy working environment to our employees.

The Financial Services Supplier Qualification System (FSQS) is a framework that ensures suppliers to the financial services industry pass the required high standards to meet the needs of the buyers in the scheme.

Advania is an accredited supplier on the G-Cloud framework, offering a range of services to the public sector, including Managed Azure and Office 365 services.

ITIL Version 4 is the standard that the service desk uses to provide a single point of contact to users.

PRINCE2 is the standard that ensures our projects are accurately planned in measurable stages. PRINCE2 demands consistent project delivery and is flexible enough to scale to any size of project.

The Cyber Essentials certification provides our clients with the reassurance that Advania deploys controls to ensure we can defend against the most common forms cyber attacks.

Advania adheres to the UK Data Protection Act 1998 and the EU Data Protection Directive (95/46/EC). Advania is registered with the Information Commissioner's Office (Registration No. ZA127305).

Recognition and Accreditations

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Channel Futures. Leading Channel Partners Forward MSP 501

CRN CHANNEL AWARDS 2020 FINALIST

MSP INNOVATION AWARDS EUROPE 2020 WINNER CYBERSECURITY AWARD

CHECK IT Health Check Service

Information Security Management

Quality Management

Business Continuity Management

Health & Safety Management

Security Cleared Engineers

CREST SOC

CREST

IASME CONSORTIUM

Assured Service Provider in association with National Cyber Security Centre

AI acquisition international Cyber Security awards

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G-Cloud 15
Service Definitions

Our G-Cloud 15 Services: Overview

Whether you require support in designing your future technology roadmap, need support mid-project to drive forward your new services, technologies and processes or require help with encouraging users to work and behave differently, Advania have the knowledge, skills, expertise and scale to be able to offer high-quality, reasonably priced consulting services.

See the following pages for an overview of each service offered.

Our Team
Our team has deep knowledge and understanding of Public Sector and a track record of challenging legacy technologies, supporting new ways of working and new service models to enable users to work most effectively.

Ordering Process
Advania provides the services on a project or ad-hoc basis. We work with clients during a pre-sales stage to understand their requirements, outcomes and business benefit sought. We then design and agree the specific services which are captured in a Statement of Work (SoW). The client is required to accept and sign the SoW, with a defined invoice schedule and then raise an associated Purchase Order for the service. Once received, we promptly mobilise resources for the engagement.

On-boarding
Advania have a standard on-boarding and mobilisation approach for all our engagements. We typically run a kick-off meeting with the project sponsor and other relevant stakeholders to confirm the scope of the engagement, the key activities and outcomes, high-level timescales and the resources/inputs required from client's team(s) to ensure success. Agreed follow-on activities are then planned/executed.

Security and Information Assurance
Our engagements can cater for services of any classification. Our staff hold a range of NSV levels of vetting and can operate with information at all levels of the Government Security Classification (GSC) scheme.

Skills and Knowledge Transfer
We recognise that transfer of skills and knowledge to the client's team is a critical element of the G-Cloud services provided to any Public Sector clients. Our consultants and engineers are experienced in delivering skills and knowledge transfer using an approach, tailored to skills gap and individual(s), ensuring effectiveness and consistency.

Service Management
Advania has a wealth of experience in Service Management and toolsets across a broad range of platforms. We work with each client to implement the best-suited toolset(s) including Service Now, Azure and Microsoft 365 native monitoring, and 3rd Party Service Management toolsets.

Off-boarding
During project closure, we will ensure all agreed deliverables have been provided and accepted by the client, completing skills transfer where appropriate. Any client data obtained through the course of the engagement is removed from our systems in strict accordance with the data deletion policy relevant to the information classification level.

Discovery, Alpha, Beta, & Live Services

Service Overview

Advania offer comprehensive Discovery, Alpha and Beta services in line with Service Design Manual and DDaT guidelines. Our end-to-end service follows the Technology Code of Practice (TCoP), utilises agile methodologies for flexibility/pace and includes Discovery, testing prototypes in Alpha, iterative builds in Beta, supporting GDS assessments, and providing ongoing support.

Features

- Facilitate Discovery, Alpha, Beta and Live stages.
- Conduct Team Inception for project kick-off.
- Manage delivery and sprint plans.
- Produce key phase outputs.
- Design services based on user research.
- Upskill team in digital work methods.
- Define KPIs and metrics with stakeholders.
- Adopt a research-backed, user-centred approach.
- Provide ongoing support for live services.

Benefits

- Align approach with GDS service standard.
- Apply the agile approach for iterative improvement.
- Incorporate user research into design.
- Adopt a collaborative, blended team approach.
- Engage stakeholders via regular show-and-tells.
- Communicate through scrum ceremonies.
- Understand users to meet service needs.
- Reduce time to value with Agile delivery, MVP approach.
- Prepare teams for GDS service standards.
- Ensure live service meets ongoing needs through enhancements.

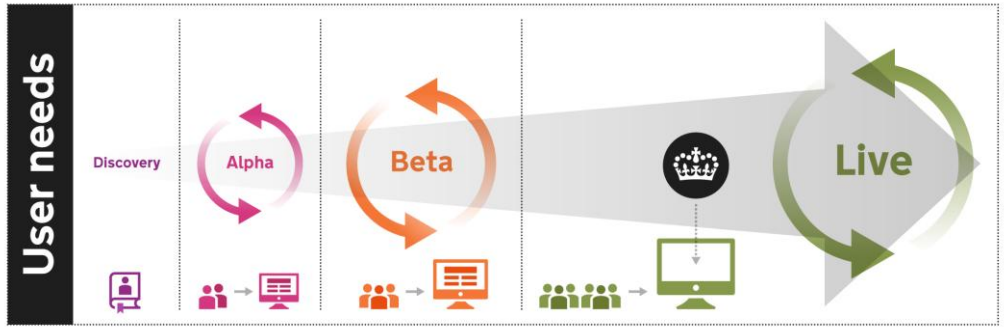

Image source: GDS Blog

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