



Remote & Desk-side User Support & Management

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 services for clients across both Public and Private sectors.

Facts and Figures



96%

Customer
Satisfaction
Scores



Microsoft
Partner

Azure
Expert
MSP



8

Office
Locations



8 MVPs

(Microsoft Most
Valuable Professionals)



 **Microsoft**
Solutions Partner

Microsoft Cloud

12

Microsoft
Specialisations

cloud**tango**
ENTERPRISE
GLOBAL100
2023

SOC

Powered by
Azure Sentinel

1,000+

Employees



ISO
9001, 27001, 22301 and 45001



 **Microsoft**
2023 Partner of the Year

Winner
Education Award

The **Leading** Microsoft Partner in the UK

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



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



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

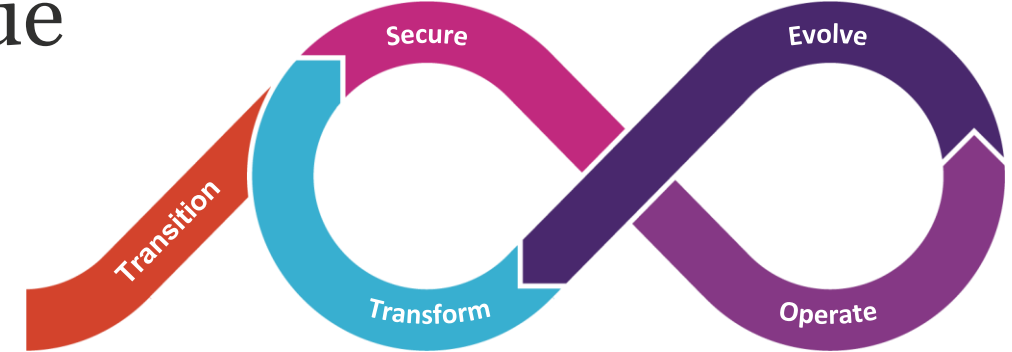
Microsoft 365 E5

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

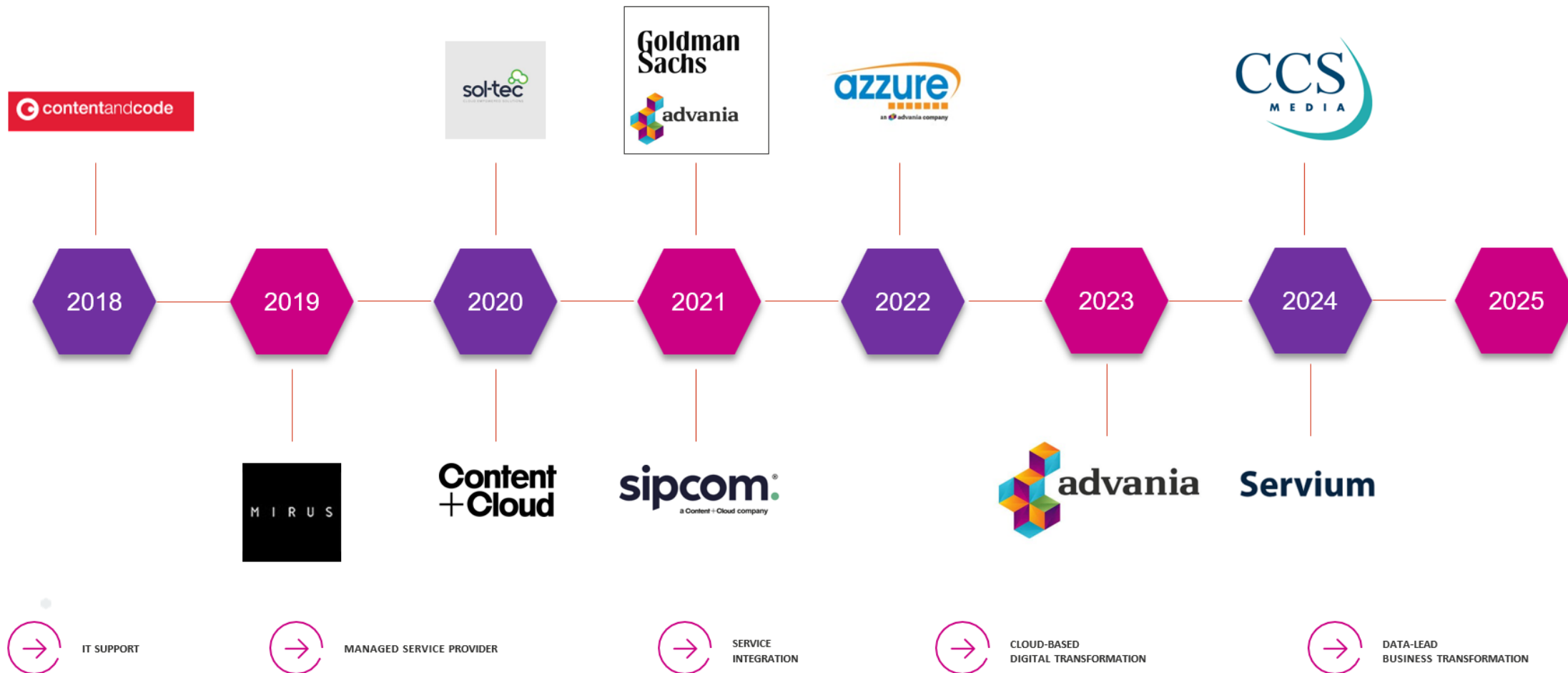


What

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

Public & 3rd sector



Professional services



Infrastructure & engineering



Financial services



Other





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 of 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



Information Security
Management



Quality Management



Business Continuity
Management



Health & Safety
Management



Security Cleared
Engineers





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.

Remote & Desk-side User Support & Management



Service Overview

Advania's Remote & Desk-side User Support Services provide a highly flexible blend of end user support services designed with a changing technology landscape in mind. The service can be used for short term, overflow, non-core working hours or as a standard BAU service. Further to the user support, Advania can also provide infrastructure support, monitoring and remote management of cloud (IaaS, PaaS and SaaS) as well as customers' own devices and environments.

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Features

This service can include and encompass one or many of the areas listed below:

- Flexible support and management giving 24/7 coverage.
- 1st, 2nd and 3rd line support available with highly capable staff, specialist engineering and account management support.
- Service Obsession, focussed on high quality support, high quality user interaction and fast resolution.
- Centralised engagement with 3rd parties and internal teams.
- Client specific dashboard and multi-supplier metrics.
- Dynamic ticket management and cross supplier liaison.
- Cross functional and cross supplier reporting and management information.
- Ability to extend support to cover management and monitoring of cloud services and infrastructure (servers/network devices).
- Assessment, recommendation and implementation of applications, technologies and services that can be delivered through discrete projects.

Benefits

- Centralised engagement with 3rd parties and internal teams
- Client specific dashboard and multi-supplier metrics
- UK based on-site teams available
- Burst into shared service desk at peak times
- Gain out of core hours support
- Provide service desk to a multi-sourced environment
- ServiceNow used for incident, problem, change and ITIL processes



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