vysiion™

AN EXPONENTIAL-E GROUP COMPANY

AZURE CLOUD MIGRATION – Service Definition

RM1557.15 G-Cloud 15: Lot 3 – Cloud Support

ISO 9001 QUALITY MANAGEMENT

ISO 27001 INFORMATION SECURITY MANAGEMENT

ISO 14001 ENVIRONMENTAL MANAGEMENT

ISO 45001 HEALTH & SAFETY MANAGEMENT

HM Government G-Cloud

Crown Commercial Service Supplier

Constructionline Gold Member Verified Member

CYBER ESSENTIALS CERTIFIED PLUS

SafeContractor APPROVED

Audited RISQS

Achilles UVDB VERIFIED

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Service

Service Type

Lot 3: Cloud Support

Service Name

Azure Cloud Migration

Service Description

Vysiion's Azure Cloud Migration service is a structured and comprehensive approach designed to assist organisations in transitioning their IT systems and workloads to Microsoft Azure. This process ensures a smooth transition while aligning with the client's operational and business needs.

Understanding the Current Landscape

The migration process begins with a thorough assessment of the customer's existing application and service landscape. Understanding the current landscape is a structured consulting engagement that maps Vysiion's applications, data, infrastructure, and operations to define what, why, and how to move to Microsoft Azure using the Microsoft Cloud Adoption Framework (CAF).

We profile workloads, dependencies, performance baselines, security posture, and operational processes to plan brownfield, greenfield, or mixed-mode migration paths.

Objectives

The assessment aims to create a comprehensive understanding of applications, data, infrastructure, integrations, and service operations to develop an evidence-based Azure migration strategy. Each workload is evaluated for its suitability to be rehosted, refactored, rearchitected, replaced, rebuilt, retired, or retained following the Cloud Adoption Framework (CAF) guidance. A landing zone is defined with governance, security, and service models to ensure safe and efficient hosting and operation of workloads in Azure.

Scope of the Assessment

The assessment covers the following areas:

- **Applications and Data**: Factors such as resource requirements, version compatibility, interdependencies, data flows, latency sensitivity, and user distribution are reviewed to ensure migration readiness
- **Performance and Capacity**: CPU, memory, storage IOPS, network throughput, peak patterns, and transactional benchmarks are analysed to recommend right-sizing in Azure
- **Availability and Resilience**: SLA, RPO, RTO needs, HA patterns, and disaster recovery objectives are mapped to Azure reliability features
- **Security, Sovereignty, and Compliance**: Data classification, encryption, access controls, retention needs, and region selection are evaluated for regulatory compliance, including UK GDPR
- **Networking and Identity**: Integration of LAN/WAN, remote access, ExpressRoute, VPN connectivity, Active Directory, and Group Policy dependencies are assessed
- **Operations and Tooling**: Processes for patching, monitoring, service desk, and ITIL workflows are aligned to a SIAM-ready operating model
- **Third Parties and Lifecycle Management**: Vendor integrations, end-of-life risks, archiving, and retention policies are considered for long-term data protection.

Methods and Tools

- **Discovery and Dependency Mapping**: Azure Migrate is used for estate discovery and dependency mapping to group migration waves
- **Performance Baseline**: Utilisation metrics and configurations are collected to map current states to Azure VM sizes or PaaS services
- **Planning Migration Waves**: Workloads are sequenced based on downtime tolerance and business calendars, with migration methods and rollback strategies defined
- **Governance and Landing Zone Design**: CAF-aligned landing zones are structured using policy, RBAC, naming conventions, and templates
- **Well-Architected Review**: Azure reliability, security, cost, operational excellence, and performance are evaluated to inform designs
- **Change, incident, and problem management** are aligned with ITIL and ISO20000-1 standards. Governance structures such as policy and cost controls are embedded from the outset using CAF tools. Well-Architected principles are applied to optimise reliability, security, and cost efficiency.

Deliverables

- Inventory of applications, integrations, data stores, environments, and infrastructure
- Performance baseline and configuration catalogue
- Risk register for migration blockers, impacts, and mitigations
- Reference architecture options including IaaS, PaaS, and SaaS suitability
- CAF-aligned landing zone blueprint
- Migration plan detailing waves, cutover methods, rollback strategy, and testing criteria
- Cost optimisation matrix aligned to SLAs and performance needs
- Final report covering technical, service, contractual, and third-party aspects

This assessment ensures workloads are deployed to the most suitable Azure services with clear SLAs and cost-performance trade-offs. Operations are streamlined through structured sequencing, tested cutovers, and defined rollback plans

How this informs migration design

We group tightly linked components together to avoid broken dependencies and plan hybrid connectivity for staged migrations. Migration methods are chosen based on downtime tolerance and criticality, with replication and cutover validated in non-production environments first. Before moving production workloads, we codify guardrails and platform operations using Cloud Adoption Framework (CAF) landing zone assets. This ensures each workload is deployed to the most suitable Azure service with clear SLAs, cost, performance, and resilience trade-offs supported by baseline data.

Operations are streamlined by shifting standard tasks into managed runbooks, enhancing monitoring with defined Service Integration and Management (SIAM) demarcation. Risks are mitigated through structured sequencing, rigorously tested cutovers, and documented rollback procedures aligned with business events. We use the Microsoft Cloud Adoption Framework for Azure and the Azure Well-Architected Framework to evaluate and improve workload designs, with tools including CAF templates for landing zones, governance visualisation, and Infrastructure as Code (IaC) validation.

Optional accelerators, such as Azure Well-Architected Reviews and Landing Zone Review assessments, are available to quantify posture and prioritise actions. The Strategic Migration Assessment and Readiness Tools are used to confirm readiness across people, processes, and platforms. This comprehensive initial phase delivers an agreed baseline, target options, and a sequenced plan for low-risk migration to Azure, with governance and operational frameworks in place.

Transformation Options

Vysiion provides three distinct approaches to migration:

1. **Brownfield Migration**: Gradually moves systems from legacy platforms to Azure, allowing some systems to remain operational on the existing platform during the transition
2. **Greenfield Deployment**: Establishes a new cloud environment built to best practices, with data migrated into this fresh environment
3. **Mixed Mode Migration**: Combines elements of both brownfield and greenfield migrations to utilise the best aspects of existing and new delivery models.

Key Considerations in Migration

The migration process addresses critical factors such as:

- Application performance and sensitivity to latency
- Data sovereignty, compliance, and long-term retention requirements
- Service workflows for ITIL-aligned Service Integration and Management (SIAM) models
- Security controls and service level agreements (SLAs) that match workload demands.

Microsoft Cloud Adoption Framework

- Vysiion employs Microsoft's Cloud Adoption Framework for Azure, which provides proven guidance, tools, and best practices to accelerate migration and ensure alignment with customer needs.

Migration Methodology

The migration methodology is divided into four key phases:

- **Discover**: Vysiion works with the organisation to establish baseline expectations and scope. Automated discovery tools and structured workshops are used to gather data on existing environments, applications, and dependencies
- **Analyse**: Data points are reviewed using sizing tools and workshops to align applications with business priorities, SLAs, and data protection requirements. This stage ensures customer feedback is integrated into the assessment
- **Plan**: Based on analysis, Vysiion develops a tailored migration plan, including a high-level timeline and resource allocations. Factors including freeze periods, holidays, and application rollouts are considered to avoid disruptions
- **Propose**: The readiness findings are presented alongside architectural recommendations that balance performance, cost, and management ease. Vysiion provides contractual and licensing advice as needed.

Migration Execution

Vysiion's Azure migration execution methodology ensures a seamless transition tailored to each customer's unique environment. This comprehensive approach involves several critical steps.

Testing and Validation: Vysiion conducts rigorous testing of migration processes to ensure high success rates and minimise user impact. This includes pre-migration readiness reviews with stakeholders to confirm all support teams understand their roles and are equipped with the necessary tools and access. The testing phase also includes performance and compatibility validation of the target Azure environment, ensuring it meets organisational requirements.

Deployment of Azure Services: Vysiion deploys new Azure services or migrates existing ones in alignment with a detailed migration plan. This involves leveraging tools such as Azure Migrate for assessment and execution, ensuring accurate sizing, cost estimation, and dependency analysis. Vysiion employs Azure-native tools including Azure Site Recovery, Azure Backup, and SQL Migration Assistant to migrate virtual machines, databases, and workloads to Azure with minimal downtime.

Near-zero Downtime Execution: For critical workloads, Vysiion implements near-zero downtime strategies, such as database replication and continuous monitoring, to ensure operational continuity during migration. This includes configuring replication features, monitoring replication lag, and validating data integrity and workload functionality before final cutover.

Data Integrity and Security: The migration process incorporates robust security measures, including encrypted communication pathways and real-time replication using secure network solutions including VPLS. This approach significantly reduces the risks of data loss and breaches during the migration.

Customised Migration Architecture: Vysiion tailors the migration architecture based on knowledge gathered through workshops and stakeholder consultations. This involves understanding the application estate, dependencies, hardware lifecycle, enterprise agreements, and budget constraints. This ensures the architecture aligns with the specific needs of the data being migrated.

Post-Migration Validation: After the migration, Vysiion performs comprehensive functional testing of all critical business processes. This validation ensures data accuracy, system performance, and user access, with ongoing monitoring to identify and resolve any issues promptly.

Handover and Support

Once the migration is complete, Vysiion ensures a seamless transition through a structured handover process. If the client opts for managed services, Vysiion provides ongoing support for the Azure estate, taking over management responsibilities immediately post-migration.

Deliverables

The deliverables for the migration process include:

- A comprehensive report covering risks, mitigation strategies, technical and service recommendations
- Target reference architecture options and cost analysis
- Updated requirements for IaaS, PaaS, and SaaS based on legal and operational needs
- This structured and consultative approach ensures organisations can confidently transition to Azure, optimising performance, ensuring compliance, and achieving scalability.

Service Features and Benefits

Key Features

Key features of Vysiion's Azure migration service include:

- Secure Migration Process
- Cloud Migration Planning and Execution
- 24/7 Managed Service Support
- Cost Optimisation
- Hybrid Cloud Integration
- Service Continuity During Relocation
- Security Integration
- Microsoft Azure Partner Expertise
- Specialised Tools.

Key Benefits

Key Benefits of Vysiion's Azure Migration Service include:

- **Security-Focused Migration**: Utilises tools including Zerto and a secure VPLS network to ensure real-time data replication and encrypted pathways, minimising risks of data breaches and loss during migration.
- **Minimised Downtime**: Services remain operational throughout the migration process by maintaining connection to both old and new sites, avoiding service disruption and ensuring smooth transitions.
- **Cost Optimisation**: Vysiion conducts regular assessments post-migration to align resources with customer needs, leveraging analytics to reduce unnecessary spending.
- **Continuous Improvement**: Employs ITIL-aligned Continual Service Improvement (CSI) processes, ensuring technology and processes remain updated and aligned with business requirements.
- **Comprehensive Support**: Provides ongoing 24/7 support for services post-migration, ensuring uninterrupted operations and efficient issue resolution.
- **Accreditations and Expertise**: Holds Cyber Essentials, Cyber Essentials Plus, and ISO 27001 certifications, ensuring high standards in security and compliance.
- **Experience in High-Security Environments**: Successfully executed Azure migrations for clients including Avon & Somerset Constabulary and defence-focused organisations, meeting stringent security requirements.
- **Modernisation Opportunities**: Migration includes enhancements such as transitioning to Microsoft 365 Modern Workplace, reducing hardware footprints, and simplifying remote working models.
- **Proven Track Record**: Supported organisations including Visit London with 24/7 Azure Managed Services, implementing governance policies and disaster recovery, and aligning with best practices including the Well Architected Framework.
- **Tailored Solutions**: Offers flexibility through processes including rehosting and replatforming, ensuring migrations align with unique customer requirements.

Service Constraints

Volume Limitations: Vysiion's Azure Migrate supports assessments of up to 35,000 VMware or Hyper-V virtual machines per project.

Data Type Restrictions: Azure Migrate does not currently offer app, role, or feature-based assessments; assessments are only performed at the server level.

Certain advanced workloads, such as machines with encrypted disks/volumes, shared disk clusters, and UEFI secure boot, are not supported for migration.

Migration Limits: For migrations utilising Azure Database Migration Service, each activity is limited to migrating four databases at a time. Larger migrations require provisioning additional service instances.

Technical Constraints: Physical server migrations require installing a Mobility service agent on each machine. Machines can only migrate to managed disks (standard HDD, SSD, or premium SSD), while ultra disks require post-migration adjustments.

Network and Storage Dependencies: Network Interface Cards (NIC) associated with Azure Database Migration Service cannot be deleted unless the service instance itself is deleted.

NFS volumes mounted as machine volumes and certain file systems including ZFS, UFS, and ReiserFS are unsupported.

Database Migration Limitations: Migration of databases running on Azure Database for PostgreSQL is constrained by limitations such as unsupported extensions, superuser permissions, and specific table-level restrictions.

Certain configurations, including Transparent Data Encryption (TDE) certificates, must be manually migrated before starting the database migration.

Resource Constraints: Azure Migrate requires Contributor or Owner permissions to create projects and register appliances. It also mandates the creation of key vaults for VMware agentless migrations.

Geographic Constraints: Project metadata is stored only in certain Azure geographies, and customer data cannot be moved outside the allocated region.

Downtime and Performance Issues: Some migration methods may involve planned downtime, especially for complex workloads or when offline migration is selected.

Compliance and Security Considerations: Migrating sensitive data requires reviewing security measures, including encryption, access controls, and data governance policies.

Supplier Type

Direct service, performed by in-house resources.

Service Levels

Vysiion shall use reasonable endeavours to manage and complete the Bespoke Professional Services, and to deliver the Deliverables to the Customer, in accordance in all material respects with the Statement of Work.

The Customer must notify Vysiion of any failure perform the Services in accordance with the Contract within five (5) days after the relevant performance. Vysiion’s entire liability and Customer’s sole remedy for Vysiion’s failure to so perform shall be for Vysiion to, at its option (acting reasonably), (i) use reasonable efforts to correct such failure, and/or (ii) refund that portion of any fees received that reasonably correspond to such failure to perform.

User Support

Vysiion understands the necessity of ensuring the uptime and availability of your cloud services. For complete peace of mind, Vysiion's Support Desk provides a fully managed 24/7/365 Cloud Connectivity Monitoring service for all your cloud services. We provide bespoke levels of support packages to suit your business needs.

Our Cloud Connectivity Monitoring Service enables you to extend your existing IT services without increasing your headcount, removing the significant expense of customers setting up their own internal Support Desk provision.

- **Alert**: our Support Desk utilises the most advanced event detection to proactively monitor our customers' infrastructures 24/7/365, raising alerts when pre-defined thresholds are met. The Support Desk's monitoring and alerting systems are configured to each customer's requirements. Alerts will either be passed directly to the customer's service team or integrated with our own service management tool, triggering the ITIL aligned Event and Incident Management processes as appropriate
- **Inform:** our Support Desk team provides customers with information on Capacity and Performance, as well as access to the Vysiion online portal. Here, customers can retrieve real time monitoring data, ticket status updates and allows them to track the progress of any Incidents online
- **Resolve:** when an Incident arises, the Support Desk team resolves or escalates to the relevant Vysiion/customer Resolver groups or third-party suppliers. In all cases, the Vysiion team will manage the Incident until it has been resolved to the customer's satisfaction, and the ticket closed.

The Vysiion Support Desk provides the focal point for proactive and reactive network activities 24/7/365 including monitoring, performance tuning, software distribution and updating, router and domain name management, and coordination with affiliated networks.

Connecting to your infrastructure securely and seamlessly, our Support Desk uses industry leading monitoring tools to provide detailed metrics and visibility.

Support Methods

Vysiion provides multiple contact methods from its 24/7/365 Service Desk, ensuring accessibility and efficient support for its customers. These methods include:

- **Email**: Customers can report incidents or raise support requests by emailing servicedesk@vysiion.co.uk. This ensures a clear and traceable communication route for managing support needs
- **Phone**: A dedicated support telephone line is available 24/7, allowing customers to speak directly with Vysiion experts. This ensures immediate response for critical issues
- **Support Portal (Ticketing System):** Vysiion utilises an ITIL-aligned Service Management Platform, ServiceNow, branded as the Service Centre, accessible through an online portal. Customers can log incidents, submit service requests, and monitor ticket progression. The Service Centre is configured to align with specific service levels and KPIs, ensuring efficient workflows and consistent communication
- **Onsite Support:** Vysiion provides robust onsite support through its Smart Hands solution, delivering 24/7/365 assistance via SC-cleared engineers. These engineers handle a range of activities such as remote IT infrastructure management, equipment troubleshooting, installation services, and maintenance tasks. With formal Service Level Agreements (SLAs) tailored to individual requirements, we ensure rapid response times, including the ability to be onsite within 15 minutes. This ensures efficient and secure operations for organisations across high-compliance sectors.

Support Levels

Vysiion provides multiple levels of support tailored to meet specific customer requirements. These levels include:

- **Standard Support**: Covers basic operational support such as incident management, proactive monitoring, and maintenance activities during defined working hours, typically 08:00–18:00 on weekdays
- **Enhanced Support**: Includes 24/7 support for incident resolution, proactive monitoring, and escalations to ensure critical systems remain operational
- **Customised Support**: Tailored packages designed in collaboration with customers to meet unique business needs, including managed services, system administration, and application support.

Cost of Support Levels

The cost of support services varies based on the level selected:

- **Standard Support**: Included in the base service agreement if within predefined thresholds. Any additional requests are charged per the agreed rate card
- **Enhanced Support**: Fees are typically based on 24/7 availability and include time-related charges for on-site support, along with travel and subsistence costs
- **Customised Support**: Bespoke pricing based on the scope of requirements, based on a per unit per day for consultancy and tailored support.

Technical Account Manager or Cloud Support Engineer

- Vysiion provides **dedicated Account Managers** such as a Service Delivery Manager (SDM) and Sales Account Manager. The SDM ensures service reviews, reporting, and escalations are handled effectively, while the Sales Account Manager oversees additional service discussions
- **Cloud Support Engineers** are available as part of enhanced operational support packages. Their responsibilities include managing Microsoft public cloud environments, monitoring, troubleshooting, and maintaining security configurations.

Security Clearance

Vysiion's employees are screened to the Baseline Personnel Security Standard (BPSS) as a minimum, with many holding Non-Police Personnel Vetting (NPPV) Level 3 or Security Check (SC), and a subset holding Developed Vetting (DV). Vetting is conducted by Warwickshire Police under NPPV procedures and includes identity verification, BPSS checks, internal records checks, security questionnaires, criminal record checks, credit reference checks, and security service checks.

Our pre-employment screening covers the core control areas specified in BS7858:2019 by performing identity verification, criminal record checks, credit checks, and security service checks through the NPPV process, and we retain auditable records of screening and approvals within our ISO 27001 Information Security Management System. All staff undergo BPSS/NSV screening prior to employment, with additional clearances granted based on role and access to customer data and assets. All operational staff are vetted and cleared to work in high-security environments, enabling on-site delivery for Defence, Blue Light, and CNI customers.

We operate at scale with an Operations team of around 80 people; 26 are responsible for Secure Operations and Support and all hold security clearances. This provides assured 24/7/365 service coverage in restricted environments and an auditable trail for starters, movers, and leavers to manage access across systems and locations.

Why Vysiion?

Vysiion provides integrated turnkey solutions, delivering critical infrastructure and comprehensive managed services into a broad range of sectors including central government, utilities, defence, and the emergency services.

Our customers have come to rely on us for the delivery of Critical National Infrastructure (CPNI) and business systems alike ranging from WAN and Operational Networks, Fibre and Cabling in the field and datacentre, to Cloud, Managed Services and consultancy for IT networks and Infrastructure for the delivery of key applications and compute environments.

Having built a reputation in delivering and supporting critical infrastructure (communications and IT), over the past 30 years, through a combination of organic and acquisitive growth, Vysiion has built on this foundation and undergone a period of accelerated growth. This culminated in Vysiion becoming an 'Exponential-e Group Company' following the acquisition of all Vysiion shareholding in February 2020.

Vysiion and the Exponential-e group have a combined annual turnover of c.£200m, employing 850+ staff, and are recognised as one of the fastest growing private companies in the UK. We are a Customer First organisation, committed to the delivery of customer service excellence, demonstrated by 99% of customers renewing annually and a sector leading NPS score of 88.

The Group provides customers with a variety of IT managed services, leveraging Exponential-e's core network infrastructure to provide a backbone of network connectivity services, with additional/standalone Cloud, Communications, Infrastructure, Security & Managed Services. By leveraging group resources and expertise, Vysiion ensures its clients receive best-in-class service.

Proven Expertise

Vysiion is a trusted provider of cloud solutions with proven expertise in delivering tailored, secure, and scalable cloud deployments across a wide range of sectors including central and local government, utilities, defence, and emergency services. Our solutions are designed to meet the unique requirements of enterprise-level organisations, providing the foundation for seamless digital transformation and operational efficiency.

Vysiion offers a full suite of cloud services, including Public Cloud, Private Cloud, and Hybrid Cloud solutions. These services are designed to optimise performance, scalability, and security, ensuring organisations can transition their workloads to the cloud with confidence. Our team works closely with clients to design bespoke solutions tailored to their goals, compliance requirements, and existing infrastructure.

Vysiion specialises in designing and managing cloud environments for sectors with complex requirements, including CNI, Defence, and Central Government. Our solutions provide isolated development environments optimised for testing, development, and production, ensuring security and compliance are always maintained.

Experience

Vysiion's combination of industry expertise, robust methodology, and strong vendor partnerships makes us the ideal choice for organisations seeking reliable and efficient cloud services. Our cloud solutions are designed to maximise cost savings and scalability. By utilising intelligent automation, we deliver faster deployments and ensure organisations can scale resources up or down based on changing demands, reducing operational overheads and improving efficiency.

A range of G-Cloud services and complementary capabilities are available from Vysiion. These can be procured alongside this service to support an organisation's transition towards more commodity-based ICT.

Partnerships with Leading Providers

We have established strategic partnerships with key vendors such as Microsoft Azure, AWS, VMware, Cisco, and Ark Data Centres. These partnerships allow us to leverage cutting-edge technologies to deliver robust cloud environments that meet the stringent compliance and security standards required for enterprise applications.

Robust Security and Accreditation

Vysiion demonstrates robust capabilities in delivering secure cloud solutions, ensuring compliance and accreditation with industry-recognised standards. Our cloud solutions are built on stringent security frameworks, including ISO 27001, Cyber Essentials, Cyber Essentials Plus, and ISA/IEC 62443 certifications. These certifications confirm Vysiion's commitment to maintaining high standards in information security management systems and mitigating vulnerabilities in critical infrastructure design and operation. Vysiion also adheres to the NCSC's Cyber Assessment Framework (CAF) and Secure by Design principles, ensuring the comprehensive protection of customer infrastructures from cyber threats and unauthorised access.

We integrate security as a fundamental aspect during the design phase of business applications. A 'Secure by Design' approach ensures infrastructure and assets are protected from initial concept through ongoing operations, validated against applicable regulatory frameworks. This includes proactive measures informed by the latest threat intelligence to mitigate risks across IT and OT environments. Access controls such as multi-factor authentication and role-based permissions further enhance the security of internal systems used in pre-sale, design, delivery, and support processes.

Vysiion employs security-cleared engineers and operates a UK-based Cyber Security Operations Centre (CSOC) that provides 24/7 real-time security monitoring and alerting services. This approach ensures organisational cyber resilience and minimises risks associated with cybercrime. Additionally, Vysiion engages CREST-approved third-party vendors for penetration testing to validate the security of IT infrastructures.

Hosting solutions are delivered through Tier 3+ Data Centres, offering high levels of physical and cyber security. These data centres are equipped with multi-layered security measures, biometric access controls, and environmental monitoring systems, ensuring compliance with Cabinet Office and NCSC standards.

Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. These include:

- ✓ **ISO9001 -** Quality Management
- ✓ **ISO2000 -** IT Service Management
- ✓ **ISO27001 -** Information Security
- ✓ **ISO14001 -** Environmental Management
- ✓ **ISO45001 -** Health & Safety Management
- ✓ **Cyber Essentials Plus**