



Microsoft Azure Implementation Services

G-Cloud 15 — Lot 3 (Cloud Support)

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Supplier: Inetum Digital Services UK Ltd

1. Services Overview

Inetum provides end-to-end Microsoft Azure implementation services covering discovery and readiness, landing-zone design, migration and modernisation, security and governance (policy-as-code), DevOps automation (IaC/CI-CD), and FinOps cost optimisation. We deliver outcome-focused projects using Microsoft Cloud Adoption Framework and Well-Architected guidance, with onshore/nearshore/offshore options and knowledge transfer baked in.

2. Scope and activities

- Discovery & Readiness: assessments, compliance review, business case and roadmap.
- Landing Zones: identity, networking, management groups, RBAC, policies, monitoring.
- Migration & Modernisation: rehost/refactor/re-platform; data and app services; cutover.
- Security & Compliance: Zero-Trust controls, logging, vulnerability and backup/DR patterns.
- DevOps & Automation: Infrastructure as Code (Bicep/Terraform), CI/CD, environment automation.
- FinOps: tagging, budgets, rightsizing, reserved/savings plans and continuous governance.
- Knowledge Transfer & Enablement: documentation, training, operations handover, exit planning.

3. Data backup, restore and disaster recovery

Inetum designs and implements Azure-native backup and DR aligned to business objectives. Typical patterns include Azure Backup for IaaS/PaaS data protection, Recovery Services Vaults, zone- and region-redundant storage, and Azure Site Recovery (ASR) for workload failover. RPO/RTO targets are agreed per workload during design and verified in runbooks and testing. We document restore

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procedures, retention (including immutable backups where required), and schedule periodic DR exercises.

4. Onboarding and offboarding support

- Onboarding: joint kick-off; RACI; access and change controls; discovery workshops; plan and risk log.
- Handover/Offboarding: artefact and code handover (IaC, pipelines), as-built docs and runbooks, KT sessions, access revocation, and post-exit support as agreed.

5. Service constraints

- Changes in customer tenants follow agreed change windows and approvals.
- Customisation is implemented as configuration/policy or code, following Microsoft good practices and maintainability standards.
- Third-party licences and Azure consumption are outside scope unless otherwise stated.
- Customer SMEs, timely decisions, and environment access are required to meet dates.

6. Service levels (performance, availability, support hours)

For project delivery, milestones and quality gates are defined in the plan. For support/hypercare or managed services under this Lot, typical SLAs (tailored at Call-Off) are:

- P1 – response 30 minutes; engineering engagement within 2 hours (24×7 optional for P1/P2).
- P2 – response 30 minutes; engineering engagement within 4 hours.
- P3/P4 – triaged same business day.

7. After-sales support

Inetum provides hypercare after go-live, service reviews, and a named Platform Manager/Technical Account Manager (TAM) for governance, reporting, roadmap and risk/issue management. Optional L1/L2/L3 support is available on Business Hours with 24×7 add-ons for P1/P2.

8. Technical requirements

- Customer-owned Azure subscriptions/landing zone or approval to establish them.
- Identity provider (Microsoft Entra ID) and RBAC model.
- Preferred tooling: Azure DevOps or GitHub for repositories and pipelines; access to ticketing/CMDB for change and asset tracking.
- Connectivity prerequisites (ExpressRoute/VPN) and firewall rules for build agents as required.

9. Outage and maintenance management

Planned work follows change control with agreed maintenance windows and customer approvals. Where Microsoft service advisories affect the platform, we assess impact and coordinate actions. Production changes use automated pipelines with peer review and rollback plans; emergency changes follow the expedited process.

10. Hosting options and locations

Workloads are hosted on Microsoft Azure in regions selected by the Buyer (e.g., UK South/UK West, or EU regions). Data residency and sovereignty requirements are addressed during design. Multi-region and Availability Zones are used as needed for resilience.

11. Access to data (upon exit)

- Buyer retains full ownership of data and subscriptions.
- We provide export guidance for data in Azure services (e.g., Storage, SQL, Key Vault, Logs).
- All IaC, pipeline definitions, and scripts are delivered into the Buyer's repositories.
- We remove Inetum access and provide a leavers checklist and access revocation evidence.

12. Security

- Zero-Trust principles: least privilege (RBAC/PIM), network segmentation, MFA, and just-in-time access.
- Policy-as-code governance (Azure Policy/Initiatives), with compliance dashboards and remediation.
- Logging and monitoring (Azure Monitor/Log Analytics/Sentinel as applicable); vulnerability and patch processes integrated with DevOps.
- Encryption at rest and in transit; secrets in Key Vault; backup immutability options where supported.
- Personnel security: BPSS-aligned screening as baseline; higher vetting via Buyer route where required. Cyber Essentials maintained per framework requirements.

13. Support levels and pricing approach

Support levels: L1 (triage/admin), L2 (engineering), L3 (architecture/SRE), plus a named Platform Manager/TAM for governance. Pricing is Time-and-Materials from the G-Cloud rate card (SFIA-mapped), or fixed monthly bundles (e.g., Silver/Gold) composed transparently from the same rates; out-of-hours/24x7 charged as add-ons. Expenses per Call-Off.

14. Service management and reporting

We operate service reviews (monthly/quarterly), KPIs (incident SLAs, change success rate, cost optimisation actions), risk/issues logs, and roadmap tracking. Reports can be provided via dashboards and accessible documents.

15. Accessibility

Documents and portals adhere to WCAG 2.1 AA guidance where applicable. Materials can be provided in accessible formats upon request.

16. Assumptions and dependencies

- Timely Buyer decisions and access to SMEs and environments.
- Azure and third-party licence costs are borne by the Buyer unless otherwise agreed.
- Non-functional requirements (security, DR, performance) agreed per workload during design.

17. Contact and ordering

Ordering is via the G-Cloud Call-Off process. For pre-sales or technical queries, please contact your Inetum account manager or Platform Manager assigned at onboarding.