

Telent Microsoft Azure Cloud Support Services G-Cloud 15 Service Definition



1. SERVICE OVERVIEW

Telent provides comprehensive Cloud Support services for Microsoft Azure environments under Lot 3 of the G-Cloud 15 framework. Our service ensures operational continuity, compliance with UK Government standards, and optimised performance through proactive support and innovation.

2. KEY FEATURES

Feature	Description
24/7 Multi-Channel Support	Email/ticketing, phone, and web chat with SLA-driven response times
Azure Expertise	Certified professionals for architecture, migration, optimisation
Security & Compliance	BS7858:2019 screening, Cyber Essentials Plus, DV/SC clearance readiness
Proactive Monitoring	Continuous health checks, performance tuning, cost optimisation
Change Management	Structured processes ensuring backward compatibility and minimal disruption
Innovation Access	Advisory on emerging Azure technologies and automation

3. SERVICE SCOPE

- ✓ **Incident Management:** Rapid resolution of technical issues.
- ✓ **Problem Management:** Root cause analysis and prevention strategies.
- ✓ **Configuration & Patch Management:** Evergreen updates aligned with Microsoft best practices.
- ✓ **Performance Optimisation:** Scaling resources to meet demand while controlling costs.
- ✓ **Security Management:** Threat monitoring, vulnerability assessments, and compliance reporting.

4. ONBOARDING & TRANSITION

Diagram: Onboarding Process

[Assessment] → [Migration Planning] → [Execution] → [Knowledge Transfer]

Phase	Activities
Assessment	Review buyer's Azure environment, identify gaps
Planning	Develop migration and support roadmap
Execution	Implement onboarding with minimal disruption

Phase	Activities
Knowledge Transfer	Provide training and documentation for buyer teams

5. EXIT MANAGEMENT

Step	Description
Data Handover	Secure transfer of all buyer data
Data Sanitisation	Industry-standard methods (Secure Erase, degaussing, destruction)
Documentation	Full configuration and dependency records
Transition Support	Assistance for migration to alternative providers

6. SOCIAL VALUE COMMITMENT

Telent integrates social value into delivery:

- ✓ **Economic Growth:** Apprenticeships, STEM outreach, local supply chain engagement.
- ✓ **Clean Energy:** Energy-efficient cloud solutions and carbon reduction initiatives.
- ✓ **Diversity & Inclusion:** Recruitment and training promoting equal opportunities.
- ✓ **Community Engagement:** Collaboration with local stakeholders for measurable benefits.

7. SECURITY & CERTIFICATIONS

Certification	Status
Cyber Essentials Plus	Achieved
ISO 27001	Achieved
ISO 20000-1	Achieved
ISO 9001	Achieved

- ✓ **Staff Clearance:** Up to Developed Vetting (DV) available.
- Compliance:** Adheres to NCSC cloud security principles and UK Government frameworks.

8. SERVICE LEVELS & KPIS

Metric	Target
Availability	99.9% uptime
Response Times	Critical: <15 mins; High: <1 hr; Standard: <4 hrs
Resolution Targets	Critical: 4 hrs; High: 8 hrs; Standard: 24 hrs
Customer Satisfaction	CSAT >90%

9. PRICING MODEL

Model	Description
Subscription	Monthly or annual packages for continuous support
Custom Engagements	Tailored pricing for large-scale projects

10. BUYER BENEFITS

- ✓ **Reliability:** Guaranteed SLAs and proactive monitoring.
- ✓ **Cost Efficiency:** Transparent billing and optimisation tools.
- ✓ **Compliance:** Alignment with NCSC guidance and UK Government standards.
- ✓ **Innovation:** Access to cutting-edge Azure capabilities.

