G-Cloud 15 Service Definition

HTG Cloud Support Services - Comprehensive Microsoft 365, Azure, and Security Services

HTG
SECURE CLOUD EXPERTS

Service Name	HTG Cloud Support Services - Lot 3
Service Type	Cloud Support Services
Supplier	Howell Technology Group Limited
Framework	G-Cloud 15

Service Summary

HTG Cloud Support Services deliver comprehensive end-to-end cloud support spanning Microsoft 365, Azure infrastructure, security operations, AI adoption, and managed services. Our Microsoft-certified specialists provide deployment, management, security, optimisation, and ongoing support for modern cloud platforms including Microsoft 365, Microsoft Defender XDR, Azure, Microsoft Copilot, and hybrid infrastructure. Services encompass strategy and planning, implementation and migration, security and compliance, training and enablement, and 24/7 managed operations, enabling organisations to maximise cloud investment whilst maintaining security, compliance, and operational excellence.

Service Description

Modern organisations face increasing complexity in managing cloud platforms, security operations, and digital transformation initiatives. Microsoft's cloud ecosystem spans productivity (Microsoft 365), infrastructure (Azure), security (Defender XDR, Sentinel), AI (Copilot), and identity (Entra ID), each requiring specialist expertise for optimal deployment and operation. Organisations struggle with: fragmented point solutions requiring multiple vendors; shortage of internal cloud and security expertise; rapidly evolving threats requiring 24/7 security operations; complex compliance requirements across GDPR, Cyber Essentials, and ISO 27001; and difficulty realising value from cloud and AI investments.

HTG Cloud Support Services address these challenges through comprehensive, integrated support delivered by Microsoft-certified specialists holding Security Operations Analyst, Azure Administrator, Azure Solutions Architect, and Microsoft 365 Administrator certifications. Our services span the complete cloud lifecycle from strategy and planning through implementation, security hardening, user adoption, and ongoing managed operations.

Microsoft 365 and Defender XDR Services

Provide complete lifecycle support for Microsoft's productivity and security platforms. Services include Microsoft 365 tenant deployment and configuration optimised for security and collaboration; Microsoft Defender XDR implementation delivering unified extended detection and response (XDR) across endpoints, email, identity, and cloud applications; Defender for Endpoint deployment with advanced threat protection and automated remediation; Defender for Office 365 protecting against email-based threats including phishing, malware, and business email compromise; Defender for Identity protecting against identity-based attacks and compromised credentials; Defender for Cloud Apps providing cloud application security and shadow IT discovery; Privileged Identity Management (PIM) implementing Just-In-Time administration and privileged access workflows; Microsoft Intune device management with comprehensive endpoint policies, compliance monitoring, and application deployment; Windows 365 Cloud PC deployment enabling secure access from any device; Microsoft Entra ID (Azure AD) identity and access management with conditional access and multi-factor authentication; and comprehensive Microsoft 365 health checks aligned to NCSC Cloud Security Principles.

Microsoft Azure Services

Deliver enterprise-grade Azure cloud capabilities including Azure cloud strategy and architecture design aligned to business objectives; Azure Landing Zone implementation following Microsoft best practices for governance, security, and scalability; Well-Architected Framework assessments optimising workloads for reliability, security, cost, operational excellence, and performance; Azure Virtual Desktop (AVD) deployment for secure remote working; Microsoft Sentinel SIEM deployment and management providing advanced security analytics and threat intelligence; Azure infrastructure deployment and management spanning compute, storage, networking, and databases; hybrid cloud connectivity integrating on-premises infrastructure with Azure; Azure cost management and optimisation ensuring efficient cloud spending; and ongoing Azure managed services with proactive monitoring and support.

AI and Microsoft Copilot Services

Accelerate AI adoption through Microsoft 365 Copilot readiness assessment evaluating technical and organisational preparedness; Copilot deployment and tenant configuration ensuring secure, compliant implementation; Copilot Studio custom solution development building tailored AI workflows and automations; AI-powered workflow automation design transforming business processes; custom plugin and connector development extending Copilot capabilities; prompt engineering and optimisation maximising AI effectiveness; AI governance and security implementation ensuring responsible AI usage; Copilot adoption and change management driving user engagement; comprehensive training and enablement programmes; and AI strategy consultation developing organisational AI roadmaps.

Cloud Network and Connectivity Services

Provide robust network infrastructure including Azure virtual network design and implementation; ExpressRoute and VPN connectivity for secure cloud access; SD-WAN architecture and deployment for optimised multi-site connectivity; network security design with firewalls, network security groups, and DDoS protection; load balancing and traffic management ensuring high availability; hybrid cloud network integration connecting on-premises and cloud resources; network performance monitoring and optimisation; and comprehensive network infrastructure health checks.

Business Continuity and Disaster Recovery Services

Ensure organisational resilience through business continuity strategy development aligned to risk tolerance; disaster recovery planning and design for critical systems; Azure-based disaster recovery implementation with automated failover; backup and restore strategy design; business impact analysis and risk assessment; RTO and RPO planning defining recovery objectives; regular failover testing and validation; single point of failure identification and mitigation; business continuity management system (BCMS) development; and regular DR testing and review services.

Cloud IT Managed Services

Deliver operational excellence through 24/7 infrastructure monitoring and alerting; proactive maintenance and patching; security monitoring and incident response; service desk and user support; comprehensive incident, problem, and change management following ITIL principles; performance monitoring and optimisation; capacity planning and scaling; backup monitoring and verification; monthly service reporting and reviews; and continual service improvement programmes.

M&A Technology Integration and Separation Services

Provide specialist expertise for mergers, acquisitions, and divestitures including M&A technology due diligence and assessment; Microsoft 365 tenant merger and split execution; Azure environment integration and separation; identity and access management transitions; data migration planning and execution; application rationalisation and integration; network integration and segregation; security and compliance alignment; user communication and change management; and post-integration optimisation and support.

Cyber Security Certification and Audit Services

Guide organisations through certification processes including Cyber Essentials certification preparation and support; Cyber Essentials Plus assessment readiness; ISO 27001 gap analysis and implementation support; security audit preparation and coordination; information security management system (ISMS) development; risk assessment and treatment planning; security policy and procedure documentation; technical control implementation and verification; internal audit and compliance monitoring; and ongoing certification maintenance and renewal support.

HTG's approach combines technical excellence with business understanding, ensuring cloud and security implementations align with organisational objectives whilst maintaining security, compliance, and operational efficiency. Our service delivery follows proven methodologies incorporating Microsoft best practices, industry frameworks including ITIL and ISO 27001, and HTG's own playbooks developed through hundreds of successful engagements.

Service Benefits

Comprehensive Expertise Across Microsoft Cloud Platform

- Single partner for Microsoft 365, Azure, security, and AI services
- Microsoft-certified specialists across multiple disciplines
- Reduced vendor management complexity
- Consistent service delivery approach
- Integrated solutions leveraging entire Microsoft ecosystem

Enhanced Security and Threat Protection

- Enterprise-grade XDR across endpoints, email, identity, and applications
- 24/7 security monitoring and incident response
- Proactive threat hunting and automated remediation
- Advanced SIEM and security analytics with Sentinel
- Privileged access management and identity protection
- Compliance with Cyber Essentials, ISO 27001, and GDPR

Operational Excellence and Efficiency

- 24/7 monitoring and proactive issue resolution
- Reduced IT operational costs through managed services
- Predictable monthly costs replacing variable expenses
- Access to experienced technical specialists
- Improved system availability and reliability
- Free internal resources for strategic initiatives

Accelerated Digital Transformation

- Rapid deployment of Microsoft 365 and Azure capabilities
- Expert guidance on cloud adoption and migration
- AI-powered productivity through Copilot implementation

- Modern workplace enablement for hybrid working
- Proven methodologies ensuring successful outcomes

Business Resilience and Continuity

- Comprehensive disaster recovery and backup strategies
- Tested failover procedures minimising downtime risk
- Business impact analysis identifying critical systems
- Regular DR testing ensuring preparedness
- Azure-based resilience with geographic redundancy

Compliance and Governance

- Certification support for Cyber Essentials and ISO 27001
- GDPR compliance guidance and implementation
- Comprehensive audit trails and reporting
- Security policies and procedures documentation
- Risk assessment and treatment planning

Cost Optimisation

- Azure cost management and optimisation services
- FinOps practices ensuring efficient cloud spending
- Right-sizing recommendations based on actual usage
- Reserved instance planning for predictable workloads
- Elimination of unnecessary cloud resources

Service Features

Microsoft 365 and Defender XDR Capabilities

- Microsoft 365 tenant deployment, configuration, and optimisation
- Exchange Online, Teams, SharePoint, OneDrive implementation
- Microsoft Defender XDR unified security operations centre
- Defender for Endpoint with advanced threat protection
- Defender for Office 365 email and collaboration security
- Defender for Identity protecting against identity compromise
- Defender for Cloud Apps securing cloud applications
- Privileged Identity Management (PIM) implementation
- Microsoft Intune device management and endpoint policies
- Windows 365 Cloud PC deployment and management
- Microsoft Entra ID identity and access management
- Conditional access policies and multi-factor authentication
- Microsoft 365 health checks aligned to NCSC guidelines
- Compliance management for GDPR and industry regulations
- Security incident response and remediation

Microsoft Azure Infrastructure Services

- Azure cloud strategy and architecture design
- Azure Landing Zone implementation following Microsoft best practices
- Well-Architected Framework assessments and optimisation
- Azure Virtual Desktop (AVD) deployment and management
- Virtual machine and container orchestration
- Azure networking including VNets, VPN, ExpressRoute
- Azure storage solutions and data services
- Azure SQL Database and managed database services

- Azure App Services and PaaS deployments
- Infrastructure as Code using ARM templates and Terraform
- Azure Monitor and Log Analytics integration
- Hybrid cloud connectivity and Azure Arc
- Azure cost management and optimisation
- Azure backup and disaster recovery services

Security Operations and SIEM

- Microsoft Sentinel SIEM deployment and management
- Security information and event management
- Threat intelligence integration and analysis
- Custom detection rules and analytics
- Security orchestration, automation, and response (SOAR)
- Incident investigation and forensics
- Threat hunting and proactive detection
- Security dashboard and reporting
- Integration with Microsoft Defender XDR
- Compliance and regulatory reporting

AI and Copilot Services

- Microsoft 365 Copilot readiness assessment
- Copilot deployment and configuration
- Copilot Studio custom solution development
- AI-powered workflow automation
- Custom plugin and connector development
- Prompt engineering and optimisation
- AI governance framework implementation
- Responsible AI policies and procedures
- Copilot adoption and change management
- User training and enablement programmes
- AI strategy and roadmap development

Network and Connectivity Services

- Azure virtual network design and implementation
- ExpressRoute private connectivity
- Site-to-site and point-to-site VPN
- SD-WAN architecture and deployment
- Network security groups and application security groups
- Azure Firewall and Web Application Firewall
- Load balancing and traffic management
- Azure Front Door and CDN
- Network performance monitoring
- Hybrid network integration
- Multi-site connectivity and resilience

Business Continuity and Disaster Recovery

- Business continuity strategy development
- Disaster recovery planning and design
- Azure Site Recovery implementation
- Backup strategy design and implementation
- Business impact analysis
- RTO and RPO definition
- Failover testing and validation

- Single point of failure analysis
- Business continuity management system (BCMS)
- Regular DR testing and review

Managed Services Operations

- 24/7 infrastructure monitoring and alerting
- Proactive maintenance and patching
- Security monitoring and incident response
- Service desk and user support (phone, email, portal)
- Incident management with priority-based response
- Problem management and root cause analysis
- Change management following ITIL principles
- Performance monitoring and optimisation
- Capacity planning and scaling recommendations
- Backup monitoring and verification
- Monthly service reporting and reviews
- Continual service improvement
- Asset and configuration management

M&A Technology Services

- M&A technology due diligence
- Microsoft 365 tenant merger execution
- Microsoft 365 tenant split and separation
- Azure environment integration
- Azure environment separation
- Identity migration and synchronisation
- Email migration and coexistence
- Data migration planning and execution
- Application rationalisation
- Network integration and segregation
- Security and compliance alignment
- User communication and change management
- Post-merger optimisation

Cyber Security Certification Services

- Cyber Essentials certification support
- Cyber Essentials Plus assessment preparation
- ISO 27001 gap analysis
- ISO 27001 implementation support
- ISMS documentation development
- Risk assessment and treatment
- Security policy documentation
- Technical control implementation
- Internal audit support
- Certification maintenance and renewal
- Compliance monitoring and reporting

Training and Enablement

- Basic user training for Microsoft 365 services
- Advanced administrator training
- Security operations training
- Copilot and AI enablement programmes
- Custom training content development

- Train-the-trainer programmes
- Documentation and knowledge base creation
- Video tutorial production
- Ongoing learning resources

How the Service is Delivered

Initial Consultation and Assessment

HTG begins every engagement with comprehensive discovery and assessment to understand your current environment, business objectives, challenges, and requirements. This assessment phase includes stakeholder interviews with IT leadership, security teams, and business stakeholders; technical assessment of current Microsoft 365, Azure, and security infrastructure; security posture evaluation identifying gaps and risks; compliance requirements analysis covering GDPR, Cyber Essentials, ISO 27001, and industry-specific regulations; user adoption readiness assessment; and business impact and priority analysis.

Assessment findings are documented in comprehensive reports with current state analysis, gap identification, risk assessment, prioritised recommendations, implementation roadmap, and success criteria definition. This assessment-driven approach ensures implementations align with business objectives whilst addressing security, compliance, and operational requirements.

Design and Planning

Following assessment, HTG's architects and consultants develop detailed design documentation tailored to your requirements. Design activities include architecture design aligned to Microsoft best practices and Well-Architected Framework principles; security design implementing Zero Trust principles and defence-in-depth; identity and access management design with conditional access and privileged access management; network architecture design for hybrid and multi-cloud connectivity; disaster recovery and business continuity design; migration planning for phased implementation; integration design connecting cloud services with existing systems; and change management and adoption planning.

Design documentation undergoes stakeholder review and refinement before implementation commences, ensuring alignment and approval at all organisational levels.

Implementation and Migration

HTG's implementation approach follows proven methodologies incorporating Microsoft best practices, industry frameworks, and HTG playbooks. Implementation phases typically include:

Foundation Phase: Core infrastructure deployment including Azure Landing Zones, Microsoft 365 tenant configuration, network connectivity, identity integration, and security baseline implementation

Workload Migration Phase: Systematic migration of users, data, and workloads with pilot groups validating approach before broader rollout; includes email migration, file migration, application migration, and server workload migration

Security Hardening Phase: Implementation of comprehensive security controls including Defender XDR deployment, security policy enforcement, privileged access management, and security monitoring configuration

Testing and Validation Phase: Comprehensive testing including functional testing, security testing, disaster recovery testing, performance testing, and user acceptance testing

Go-Live and Hypercare Phase: Controlled go-live with intensive support during initial period, rapid issue resolution, optimisation based on real-world usage, and knowledge transfer to internal teams

Implementation timeline varies based on scope and complexity, typically ranging from 4-12 weeks for focused engagements through to 6-12 months for comprehensive enterprise transformations. HTG utilises phased approaches minimising risk and disruption whilst delivering incremental value.

Training and Enablement

Comprehensive training ensures successful adoption and effective use of implemented solutions. HTG's training programmes include:

Administrator Training: Technical training for IT administrators covering platform management, security operations, troubleshooting, and best practices

User Training: End-user training programmes tailored to roles and requirements, including basic productivity training, security awareness, and specialist training for power users

Security Operations Training: Specialist training for security teams covering threat detection, incident response, investigation techniques, and security tool management

Copilot and AI Training: Enablement programmes for AI adoption including prompt engineering, responsible AI usage, and workflow optimisation

Training delivery methods include instructor-led training (on-site or remote), e-learning modules, video tutorials, documentation and quick reference guides, train-the-trainer programmes, and ongoing learning resources through HTG's knowledge portal.

Ongoing Management and Support

HTG provides comprehensive ongoing support through multiple service tiers:

Standard Support: Your team operates platforms with HTG providing technical support, guidance, and assistance. Support includes email and telephone support during business hours (08:00-18:00 GMT), ticketing system for request tracking, knowledge base access, quarterly reviews, and escalation to HTG specialists.

Enhanced Support: HTG provides active monitoring and management including proactive monitoring and alerting, monthly health checks, patch management coordination, security monitoring, performance optimisation, and monthly service reviews.

Fully Managed Services: HTG assumes primary responsibility for platform management including 24/7 monitoring and alerting, proactive maintenance and patching, security monitoring and incident response, service desk and user support, comprehensive incident and change management, capacity planning, backup verification, and monthly reporting with strategic recommendations.

All service tiers include access to Microsoft-certified specialists, escalation to Microsoft when required, and continual service improvement.

Service Desk Operations

HTG's service desk provides single point of contact for all support requirements through multiple channels: UK-based telephone support (08:00-18:00 GMT), email support with ticketing system, web portal for ticket submission and tracking, and Microsoft Teams-based support chat.

Service desk capabilities include incident logging and prioritisation, first-line technical support, escalation to specialist teams, request fulfilment, knowledge base management, and user communication and updates.

Continual Service Improvement

HTG maintains commitment to service excellence through structured continual service improvement programmes including monthly operational reviews analysing incidents, performance, and improvements; quarterly business reviews with senior stakeholders assessing service delivery, strategic alignment, and opportunities; annual strategic planning sessions defining objectives and roadmaps; proactive monitoring of Microsoft product roadmaps identifying relevant innovations; regular security assessments identifying emerging threats and vulnerabilities; and post-incident reviews with lessons learned and preventive actions.

Service Management

Service Desk and Support Channels

- UK-based service desk available 08:00-18:00 GMT, Monday-Friday
- 24/7 emergency support for critical incidents (managed service customers)
- Telephone support with direct access to technical specialists
- Email support with ticket tracking system
- Web portal for ticket submission, tracking, and knowledge base
- Microsoft Teams-based support channel
- Dedicated account manager for service oversight

Incident Management

HTG operates formal incident management process with priority-based classification and response:

Priority 1 (Critical): Service completely unavailable or severe security incident affecting business operations

- Response Time: 15 minutes (24/7 for managed service customers)
- Initial Assessment: 30 minutes
- Target Resolution: 4 hours
- Escalation: Automatic escalation to senior engineers and Microsoft if required
- Updates: Every hour until resolution

Priority 2 (High): Major functionality impaired or high-priority security concern

- Response Time: 1 hour (business hours)
- Initial Assessment: 2 hours
- Target Resolution: 8 hours
- Escalation: To specialist team after 4 hours
- Updates: Every 4 hours until resolution

Priority 3 (Medium): Minor functionality impaired or moderate security concern

- Response Time: 4 hours (business hours)
- Initial Assessment: 1 business day
- Target Resolution: 3 business days
- Escalation: To specialist team after 2 days
- Updates: Daily until resolution

Priority 4 (Low): Information request, guidance, or minor issue with workaround

- Response Time: 1 business day
- Initial Assessment: 2 business days
- Target Resolution: 5 business days
- Updates: Upon resolution

Business hours defined as 08:00-18:00 GMT, Monday-Friday, excluding UK public holidays. Enhanced and fully managed service customers receive 24/7 coverage for P1 and P2 incidents.

Problem Management

HTG operates proactive problem management identifying root causes of recurring incidents and implementing permanent solutions. Problem management activities include trend analysis identifying patterns, root cause analysis investigations, known error database maintenance, problem resolution and workaround documentation, and preventive actions reducing future incidents.

Change Management

All changes to production environments follow formal change management process ensuring minimal disruption and risk:

Standard Changes: Pre-approved low-risk changes with documented procedures (e.g., user provisioning, routine patching)

- Approval: Automatic approval based on change type
- Implementation: Scheduled during agreed maintenance windows
- Testing: Pre-production testing where applicable

Normal Changes: Medium-risk changes requiring assessment and approval

- Approval: Change Advisory Board (CAB) review
- Implementation: Scheduled maintenance windows with customer notification
- Testing: Comprehensive testing in non-production environments
- Rollback: Rollback plan documented and tested

Emergency Changes: Urgent changes required to resolve critical incidents or security vulnerabilities

- Approval: Emergency CAB with relevant stakeholders
- Implementation: As soon as possible with minimal disruption
- Testing: Validation testing post-implementation
- Documentation: Retrospective documentation and review

Change management includes change request submission and approval, risk assessment and mitigation planning, implementation planning and scheduling, communication to affected stakeholders, testing and validation, post-implementation review, and documentation updates.

Service Reporting

HTG provides comprehensive service reporting at multiple levels:

Monthly Operational Reports (all service tiers):

- Incident summary by priority and category
- Request fulfilment summary
- Change implementation summary
- Service availability and performance metrics
- Security event summary

- Upcoming changes and planned maintenance
- Delivered within 5 business days of month end

Quarterly Business Reviews (enhanced and managed service customers):

- Strategic service assessment
- Performance against SLAs
- Security posture review
- Cost optimisation recommendations
- Technology roadmap updates
- Service improvement initiatives
- Conducted with senior stakeholders

Annual Strategic Reviews (managed service customers):

- Comprehensive service assessment
- Business alignment review
- Technology strategy and roadmap
- Multi-year planning
- Investment recommendations
- Contract and service level review

Ad-Hoc Reporting:

- Custom reports available on request
- Compliance and audit reports
- Security assessment reports
- Executive summaries for board presentations

All reports available through secure web portal with historical access for trend analysis.

Service Level Agreements

HTG commits to the following service level agreements, measured and reported monthly:

Platform Availability

Microsoft 365 Services:

- Availability: 99.9% (subject to Microsoft 365 service availability)
- Measured: Monthly excluding planned maintenance
- Exclusions: Microsoft 365 service outages beyond HTG control
- Service Credits: Available for SLA breaches attributable to HTG

Azure Infrastructure (Managed Services):

- Availability: 99.9% for HTG-managed components
- Measured: Monthly excluding planned maintenance
- Exclusions: Azure platform outages, customer-caused issues
- Service Credits: Available for SLA breaches attributable to HTG

Managed Service Monitoring Platform:

- Availability: 99.95% for monitoring and alerting platform
- Measured: Monthly excluding planned maintenance
- Service Credits: Available for SLA breaches

Incident Response Times

Response times as detailed in Incident Management section above:

- P1 (Critical): 15 minutes response, 24/7 (managed customers)
- P2 (High): 1 hour response, business hours
- P3 (Medium): 4 hours response, business hours
- P4 (Low): 1 business day response

Service Desk Performance

First Contact Resolution:

- Target: 70% of P3 and P4 incidents resolved at first contact
- Measured: Monthly across all service desk interactions

Customer Satisfaction:

- Target: 85% satisfied or very satisfied rating
- Measured: Post-interaction surveys (minimum 20% response rate)

Ticket Response Acknowledgement:

- Target: 100% of tickets acknowledged within 15 minutes during business hours
- Measured: Automated tracking

Change Management Performance

Change Success Rate:

- Target: 98% of changes complete successfully without rollback
- Measured: Monthly across all change types
- Exclusions: Changes rolled back due to business decision rather than technical failure

Emergency Change Response:

- Target: Emergency CAB convened within 2 hours of request
- Measured: Time from emergency change request to CAB decision

Security Operations Performance

Security Incident Response:

- Critical Security Incidents: 15-minute response time, 24/7
- High Security Incidents: 30-minute response time, 24/7
- Measured: Time from alert to security analyst engagement

Security Alert Investigation:

- Target: 95% of security alerts investigated within defined timeframes
- Critical: 30 minutes
- High: 2 hours
- Medium: 4 hours
- Measured: Monthly across all security alerts

Reporting Timeliness

Monthly Reports:

- Target: Delivered within 5 business days of month end
- Measured: Report delivery date

Quarterly Business Reviews:

- Target: Conducted within 15 business days of quarter end
- Measured: Review completion date

Planned Maintenance

Notification Period:

- Standard Maintenance: 5 business days advance notice
- Emergency Maintenance: 24 hours advance notice where possible

- Communication: Via email, portal notification, and service status page

Maintenance Windows:

- Standard: Outside business hours (18:00-08:00 GMT) or weekends
- Duration: Typically, 2-4 hours
- Frequency: Monthly for routine maintenance

Service Credits

Service credits apply when HTG fails to meet committed SLAs due to HTG performance (not including Microsoft or third-party service provider outages):

- 99.9% - 99.0% availability: 5% monthly service fee credit
- 98.9% - 98.0% availability: 10% monthly service fee credit
- Below 98.0% availability: 25% monthly service fee credit

Service credits are customer's exclusive remedy for SLA breaches. Credits must be requested within 30 days of SLA breach with supporting evidence. Maximum aggregate credit: 25% of monthly service fee.

Onboarding Process

Standard Onboarding Timeline

HTG's onboarding process is tailored to engagement scope and complexity. Standard timelines:

Focused Implementation (single workload): 4-8 weeks

- Week 1-2: Assessment and planning
- Week 2-4: Design and preparation
- Week 4-6: Implementation and testing
- Week 6-8: Training and handover

Comprehensive Implementation (multiple workloads): 8-16 weeks

- Week 1-3: Assessment and planning
- Week 3-6: Design and stakeholder review
- Week 6-12: Phased implementation
- Week 12-16: Training and optimisation

Enterprise Transformation: 6-12 months

- Month 1-2: Assessment, design, and governance establishment
- Month 2-4: Foundation deployment
- Month 4-9: Phased workload migration
- Month 9-12: Optimisation and full transition to operations

Onboarding Phases

Phase 1: Engagement Kick-off and Discovery (Week 1-2)

- Engagement kick-off meeting with stakeholders
- Project governance establishment
- Technical assessment and discovery
- Security and compliance assessment
- Documentation review
- Stakeholder interviews
- Current state documentation
- Success criteria definition

Phase 2: Design and Planning (Week 2-4)

- Architecture design development
- Security design and threat modelling

- Integration design
- Migration planning and sequencing
- Change management planning
- Training programme design
- Design review with stakeholders
- Design approval and sign-off

Phase 3: Build and Configuration (Week 4-8)

- Environment provisioning
- Core infrastructure deployment
- Security baseline implementation
- Integration configuration
- Testing environment setup
- Documentation creation
- Configuration review and validation

Phase 4: Migration and Deployment (Week 8-12)

- Pilot user group migration
- Pilot validation and feedback
- Phased user migration
- Data migration execution
- Application deployment
- User communication
- Hypercare support

Phase 5: Training and Enablement (Week 10-14)

- Administrator training delivery
- User training rollout
- Documentation distribution
- Knowledge base population
- Support resource provision

Phase 6: Optimisation and Handover (Week 14-16)

- Performance optimisation
- Security hardening validation
- Operational procedures finalisation
- Service transition to support team
- Project closure and lessons learned

Migration Approaches

Big Bang Migration: Complete cutover during planned maintenance window

- Suitable for: Small environments, simple configurations
- Timeline: Single weekend or maintenance window
- Risk: Higher risk requiring comprehensive planning

Phased Migration: Gradual migration by user group or workload

- Suitable for: Medium to large environments
- Timeline: 4-12 weeks depending on scope
- Risk: Lower risk with validation at each phase

Hybrid Coexistence: Extended period of old and new systems running in parallel

- Suitable for: Complex environments, M&A scenarios
- Timeline: 3-6 months
- Risk: Lowest risk with maximum flexibility

Offboarding Process

Should you choose to discontinue services, HTG provides structured offboarding ensuring smooth transition:

Notice Period

- Standard Services: 30 days' notice required
- Managed Services: 90 days' notice required (ensures adequate transition time)
- Emergency termination: Available with mutual agreement

Knowledge Transfer Phase (First 30 days)

- Comprehensive documentation of all configurations
- Architecture diagrams and design documentation
- Security policies and procedures
- Operational runbooks and procedures
- Administrator training on independent management
- Password and credential transfer
- Access rights documentation

Transition Support Phase (Days 30-60)

- Ongoing support during transition period
- Assistance with questions and clarifications
- Incident support for existing configurations
- Change support for urgent requirements
- Weekly transition meetings

Data Export and System Handover (Days 60-90)

- Complete export of configurations
- Historical reporting data provision
- Monitoring data and logs export
- Audit trail documentation
- Service account credential transfer
- Third-party relationship transfer coordination

Final Review and Closure

- Final service review meeting
- Outstanding items resolution
- Final invoicing and financial closure
- Service credit reconciliation
- Exit interview and feedback
- Formal service termination confirmation

Post-Termination

- No penalties for service termination
- All customer data and configurations provided
- No retention of customer data beyond legal requirements

- Continued availability for consultancy if required
- Professional references provided on request

Service Constraints and Dependencies

Prerequisites

Microsoft 365 Services:

- Active Microsoft 365 subscription (E3, E5, Business Premium, or equivalent)
- Global Administrator access for initial setup
- Entra ID
- Appropriate Microsoft 365 licensing for required features
- Internet connectivity for all devices

Azure Services:

- Active Azure subscription with Owner or Contributor permissions
- Appropriate Azure capacity and quotas in required regions
- Network connectivity to Azure services
- Compliance with Azure Terms of Service

Security Services:

- Microsoft Defender licensing (E5 or standalone Defender plans)
- Microsoft Sentinel workspace (for SIEM services)
- Appropriate log retention requirements
- Security tool exemptions for HTG monitoring agents

Managed Services:

- Delegated administrative access
- Change control approval process
- Designated technical contacts
- Network access for remote management
- Backup of critical data before service commencement

Technical Constraints

Scale Limitations:

- Recommended maximum 50,000 user accounts per engagement
- Recommended maximum 10,000 Azure resources per subscription
- Very large environments may require Microsoft Premier support engagement
- API rate limits apply to high-frequency operations

Network Requirements:

- Minimum 100Mbps internet connectivity per 100 concurrent users
- VPN or ExpressRoute for hybrid connectivity
- Firewall rules allowing Microsoft 365 and Azure traffic
- Quality of Service (QoS) recommended for real-time workloads

Regional Availability:

- Services available in all regions where Microsoft cloud services supported
- Some features may have regional variations
- Data residency requirements must align with Microsoft data centre locations
- Cross-geography deployments may have additional complexity

Compatibility Constraints:

- Legacy on-premises systems may require upgrade for hybrid integration
- Very old devices may not support modern authentication
- Some third-party applications may have limited cloud integration

- Custom applications may require modification for cloud deployment

Functional Limitations

Microsoft Platform Dependencies:

- Service quality dependent on Microsoft platform availability
- Feature availability subject to Microsoft licensing and roadmap
- Some advanced features require specific licensing tiers
- Microsoft product changes may affect service delivery

Security Monitoring:

- Security monitoring effectiveness depends on log collection completeness
- Some threats may not generate detectable signals
- Zero-day threats may not have detection signatures
- Security monitoring cannot prevent all attacks

Data Migration:

- Very large data migrations require extended timelines
- Network bandwidth affects migration duration
- Some legacy data formats may not migrate cleanly
- Data validation requires customer involvement

Regulatory Compliance:

- Compliance ultimately customer's responsibility
- HTG provides guidance and implementation support
- Customer must validate compliance with legal counsel
- Some regulations may require additional controls beyond standard service

Support Limitations

Excluded from Service:

- Support for non-Microsoft platforms (unless specifically contracted)
- Custom application development (beyond Copilot Studio plugins)
- On-premises infrastructure not connected to cloud
- End-user device hardware issues
- Internet service provider issues
- Software not in supported catalogue

Escalation Dependencies:

- Some issues require Microsoft support escalation
- Microsoft support SLAs apply for platform issues
- Third-party vendor issues require customer relationship
- Legacy system issues may require specialist consultants

Pricing Information

Service Delivery Models

HTG offers flexible engagement models accommodating diverse organisational needs:

Project Services: Fixed-price or time-and-materials projects for defined scope

- Assessment and strategy services
- Implementation and migration projects
- Security enhancement projects
- Training and enablement programmes
- Pricing based on scope, complexity, and timeline

Advisory and Consultancy: Ongoing advisory relationships providing expertise

- Retained advisory hours for strategic guidance
- Architecture review and recommendations
- Security assessments and audits
- Compliance preparation and support
- Pricing based on allocated hours per month

Managed Services: Subscription-based ongoing management and support

- Per-user or per-device monthly pricing
- Tiered service levels (Standard, Enhanced, Fully Managed)
- Predictable monthly costs
- Annual commitment with monthly billing
- Volume discounts for large deployments

Pricing Principles

Transparency: All pricing clearly documented with no hidden costs. Service scope and exclusions explicitly defined.

Flexibility: Multiple engagement models accommodate different budgets and requirements. Services can scale up or down based on needs.

Value-Based: Pricing reflects value delivered, not simply time spent. Focus on outcomes and benefits achieved.

Competitive: Pricing competitive with market rates for equivalent expertise and service levels. Volume discounts available.

Pricing Components

Professional Services:

- Consulting and advisory: Day rate based on specialist level
- Implementation services: Fixed price or time-and-materials
- Training and workshops: Per-attendee or fixed price
- Project management: Included in project costs

Managed Services:

- Microsoft 365 management: Per-user, per-month
- Azure infrastructure management: Per-resource or fixed monthly fee
- Security operations: Per-user, per-month
- Service desk: Per-user, per-month or fixed monthly fee
- 24/7 support premium: Additional percentage of base service cost

Microsoft Licensing:

- CSP subscriptions: Microsoft published pricing plus transparent service margin (5-10%)
- Enterprise Agreement: Advisory services for EA management
- License optimisation: Included in managed services or separate engagement

Pricing Transparency

Detailed pricing is available through HTG's G-Cloud 15 pricing document. Pricing is based on:

- Service delivery model selected (project, advisory, managed)
- Service tier for managed services (Standard, Enhanced, Fully Managed)
- Number of users, devices, or resources
- Complexity of environment
- Geographic distribution

- Security and compliance requirements
- Contract term (annual commitments receive discounts)

No Hidden Costs

- No setup or onboarding fees beyond quoted project costs
- No charges for standard support within contracted service hours
- No exit fees or penalties for service termination (with appropriate notice)
- Travel expenses quoted separately and only with prior approval
- Microsoft licensing costs transparently passed through with published margins

Data Security and Protection

Data Processing and Storage

Microsoft Cloud Platform:

- Customer data processed and stored within Microsoft 365 and Azure
- Data residency controlled through tenant and subscription configuration
- UK and EU data centre options available
- Data sovereignty compliance for regulated industries
- Customer maintains ownership and control of all data

HTG Access and Processing:

- HTG accesses customer data only for service delivery purposes
- Access governed by least-privilege principles
- All access logged and auditable
- HTG does not store customer business data locally
- Telemetry and logs retained for service delivery only

Data Retention:

- Service delivery data (logs, configurations) retained during service period
- Data deleted within 30 days of service termination
- Backup data retained according to customer requirements
- Audit logs retained for compliance periods (typically 7 years)
- Customer can request immediate data deletion

Data Location and Sovereignty

Microsoft 365:

- Tenant data stored in Microsoft data centres based on tenant location
- UK customers: Data stored in UK data centres (primary)
- EU customers: Data stored in EU data centres
- Multi-Geo capabilities available for multinational organisations
- Compliance with UK Data Protection Act 2018 and GDPR

Azure:

- Customer selects Azure regions for resource deployment
- Data residency maintained within selected regions
- UK South and UK West regions available for UK data residency
- Azure services comply with regional data protection regulations
- Cross-region replication configurable based on requirements

HTG Systems:

- HTG monitoring and management systems hosted in UK Azure regions
- No transmission of customer data outside designated regions
- Compliance with UK data protection requirements

- HTG systems ISO 27001 certified

Security Measures

Encryption:

- Data encrypted in transit using TLS 1.2 or higher
- Data encrypted at rest using AES-256 encryption
- BitLocker encryption for managed Windows devices
- Azure Storage Service Encryption for Azure data
- Encryption key management through Azure Key Vault

Access Control:

- Role-based access control (RBAC) for all systems
- Privileged Identity Management for administrative access
- Multi-factor authentication (MFA) mandatory for all administrators
- Conditional access policies enforcing device and location requirements
- Just-In-Time (JIT) access for privileged operations
- Regular access reviews and recertification

Network Security:

- Network segmentation using Azure Virtual Networks
- Network Security Groups controlling traffic flow
- Azure Firewall protecting cloud resources
- DDoS protection for internet-facing resources
- VPN or ExpressRoute for secure hybrid connectivity
- Web Application Firewall protecting web applications

Endpoint Security:

- Microsoft Defender for Endpoint on all managed devices
- Antivirus and anti-malware protection
- Device encryption enforcement
- Mobile device management through Intune
- Application control and device guard policies
- Regular security patching and updates

Monitoring and Detection:

- 24/7 security monitoring through Microsoft Defender XDR
- Microsoft Sentinel SIEM for advanced threat detection
- Automated threat detection and response
- Security incident and event management
- Threat intelligence integration
- User and entity behaviour analytics (UEBA)

Compliance and Certifications

HTG Certifications:

- ISO 27001:2013 Information Security Management
- Cyber Essentials Plus certification
- Microsoft Solutions Partner status
- Regular security audits and assessments
- SOC 2 Type II readiness

Microsoft Platform Compliance:

- Microsoft 365 compliance certifications include:
- ISO 27001, ISO 27018, ISO 27701
- SOC 1, SOC 2, SOC 3
- UK G-Cloud

- GDPR compliance
- FedRAMP (for US government)
- Azure compliance certifications include:
- ISO 27001, ISO 27018, ISO 27017
- SOC 1, SOC 2, SOC 3
- PCI DSS Level 1
- HIPAA/HITECH (for healthcare)
- UK G-Cloud

Regulatory Compliance:

- UK Data Protection Act 2018
- General Data Protection Regulation (GDPR)
- Privacy and Electronic Communications Regulations (PECR)
- Network and Information Systems Regulations (NIS)
- Industry-specific regulations support (FCA, PRA, ICO guidance)

GDPR Compliance

HTG's services fully comply with GDPR requirements:

Lawful Basis for Processing:

- Processing based on contract performance (service delivery)
- Legitimate interests for security monitoring
- Clear documentation of processing activities

Data Subject Rights:

- Right to access: Data subject access request (DSAR) support
- Right to rectification: Correction processes in place
- Right to erasure: Data deletion upon service termination
- Right to portability: Data export in standard formats
- Right to object: Processing cessation mechanisms

Data Protection Principles:

- Lawfulness, fairness, and transparency in processing
- Purpose limitation to service delivery only
- Data minimisation collecting only necessary information
- Accuracy maintained through regular reviews
- Storage limitation with defined retention periods
- Integrity and confidentiality through security measures
- Accountability with documented compliance

Data Processing Agreement:

- Comprehensive Data Processing Agreement (DPA) provided
- Article 28 GDPR compliance
- Sub-processor documentation (Microsoft as sub-processor)
- Data protection impact assessment (DPIA) support
- Breach notification procedures
- Regular compliance monitoring

Privacy by Design:

- Privacy considerations in all service design
- Default security settings aligned to privacy protection
- Regular privacy impact assessments
- Staff training on data protection requirements
- Documented privacy procedures

Security Incident Management

Incident Detection:

- 24/7 security monitoring detecting potential incidents
- Automated alerting for high-priority threats
- Threat intelligence integration
- User and admin activity monitoring
- Anomaly detection through machine learning

Incident Response:

- Formal incident response procedures
- Incident response team activation within 15 minutes
- Containment, eradication, and recovery processes
- Root cause analysis and lessons learned
- Post-incident reporting

Breach Notification:

- GDPR breach notification within 72 hours
- Customer notification of security incidents
- Regulatory authority notification support
- Data subject notification support where required
- Comprehensive incident documentation

Third-Party Security

Sub-Processors:

- Microsoft is primary sub-processor for cloud services
- All sub-processors contractually bound to security requirements
- Regular sub-processor security assessments
- Sub-processor list maintained and available on request

Supply Chain Security:

- Vendor security assessments before engagement
- Contractual security requirements
- Regular vendor security reviews
- Compliance with UK government supply chain security guidance

Terms and Conditions

Service provision is governed by HTG's G-Cloud 15 Call-Off Terms and Conditions, incorporating Crown Commercial Service's standard terms. Key terms include:

Contract Duration

- Project Services: Duration as defined in project Statement of Work
- Managed Services: Minimum initial term 12 months, monthly renewal thereafter
- Advisory Services: Typically 12-month retainer agreements
- 30-90 days' notice required for termination (depending on service type)
- No penalties for termination after minimum term

Service Changes

- HTG reserves right to update service features and capabilities
- Material service changes communicated 30 days in advance
- Pricing changes on 90 days' notice (excluding Microsoft licensing changes)
- Customer right to terminate if material changes unacceptable
- Microsoft product changes may necessitate service modifications

Liability and Insurance

- Liability terms as per G-Cloud framework
- Professional indemnity insurance: £5,000,000
- Public liability insurance: £5,000,000
- Cyber liability insurance: £5,000,000
- HTG not liable for Microsoft platform availability
- Limitation of liability as defined in G-Cloud terms

Intellectual Property

- Customer retains ownership of all customer data
- Customer retains ownership of custom configurations and documentation
- HTG retains ownership of methodologies, tools, and templates
- HTG grants customer perpetual license to use deliverables
- No proprietary lock-in or vendor-specific formats

Service Constraints

- Service delivery dependent on customer cooperation
- Customer responsible for timely decision-making
- Customer provides necessary access and resources
- Service quality affected by incomplete or inaccurate information
- Force majeure provisions for unforeseeable circumstances

Dispute Resolution

- Good faith negotiation for dispute resolution
- Escalation to senior management
- Mediation before legal proceedings
- Governing law: England and Wales
- Jurisdiction: Courts of England and Wales

Acceptance Criteria

- Project completion subject to defined acceptance criteria
- Customer acceptance testing period (typically 10 business days)
- Defect resolution within agreed timeframes
- Final acceptance and project closure

Additional Information

Why Choose HTG for Cloud Support Services

Microsoft Expertise and Certifications:

- Microsoft Solutions Partner status demonstrating verified expertise
- Microsoft-certified specialists across multiple disciplines
- Direct relationships with Microsoft engineering and support teams
- Early access to Microsoft product roadmaps and beta programmes
- Regular Microsoft training and certification maintenance

Proven Track Record:

- Hundreds of successful Microsoft 365 and Azure implementations
- Extensive experience across diverse industries and sectors
- Strong track record with UK public sector organisations
- Customer references available on request
- Case studies demonstrating successful outcomes

Comprehensive Service Portfolio:

- Single partner for entire Microsoft cloud journey
- End-to-end services from strategy through ongoing operations
- Integrated approach across productivity, infrastructure, and security
- Reduces vendor management complexity
- Consistent service delivery and quality

Security and Compliance Focus:

- Deep expertise in Microsoft security products
- Proven experience achieving Cyber Essentials and ISO 27001
- Strong understanding of UK public sector requirements
- Compliance with GDPR and data protection regulations
- Security-first approach to all implementations

Customer-Centric Approach:

- UK-based delivery teams ensuring responsive service
- Dedicated account management and relationship focus
- Flexible engagement models accommodating diverse needs
- Transparent pricing and no hidden costs
- Commitment to customer success and satisfaction

Industry Experience

HTG successfully delivers cloud support services across diverse sectors:

Public Sector:

- Central government departments
- Local authorities
- NHS and healthcare organisations
- Police forces
- Education institutions

Housing Associations:

- Large housing associations managing 10,000+ properties
- Stock transfer organisations
- Community housing trusts

Professional Services:

- Legal firms and chambers
- Accountancy practices
- Consultancy firms
- Financial advisory services

Manufacturing and Distribution:

- Manufacturing operations
- Distribution and logistics
- Engineering firms
- Supply chain operations

Defence and Security:

- Defence contractors
- Security services
- Critical national infrastructure

Environmental and Social Value

Environmental Commitment:

- Cloud-first approach reduces data centre environmental impact
- Optimisation services reduce unnecessary cloud resource consumption

- Paperless service delivery and reporting
- Remote-first delivery reducing travel emissions
- Support for customer sustainability initiatives

Social Value:

- Apprenticeship programmes developing future IT and security professionals
- Graduate recruitment and development
- Support for diverse supplier partnerships
- Community engagement and volunteering
- Partnerships with education institutions

Corporate Responsibility:

- Commitment to diversity and inclusion
- Living Wage employer
- Investment in staff development and wellbeing
- Ethical business practices
- Transparent operations

Supplier Information

- Company Name: Howell Technology Group Limited
- Microsoft Solutions Partner
- ISO 27001:2013 certified
- Cyber Essentials Plus certified

Additional Resources

- Service documentation and datasheets available on request
- Customer case studies and testimonials
- Technical white papers on Microsoft cloud best practices
- Security and compliance documentation
- Demonstration and proof-of-concept services available

Document Version: 1.0

Last Updated: January 2026

Framework: G-Cloud 15