



Crown
Commercial
Service
Supplier

Service Definition - RM1557.15

Microsoft Azure Consultancy Services

G-CLOUD 15

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1.0 Service Definition

1.1 Introduction

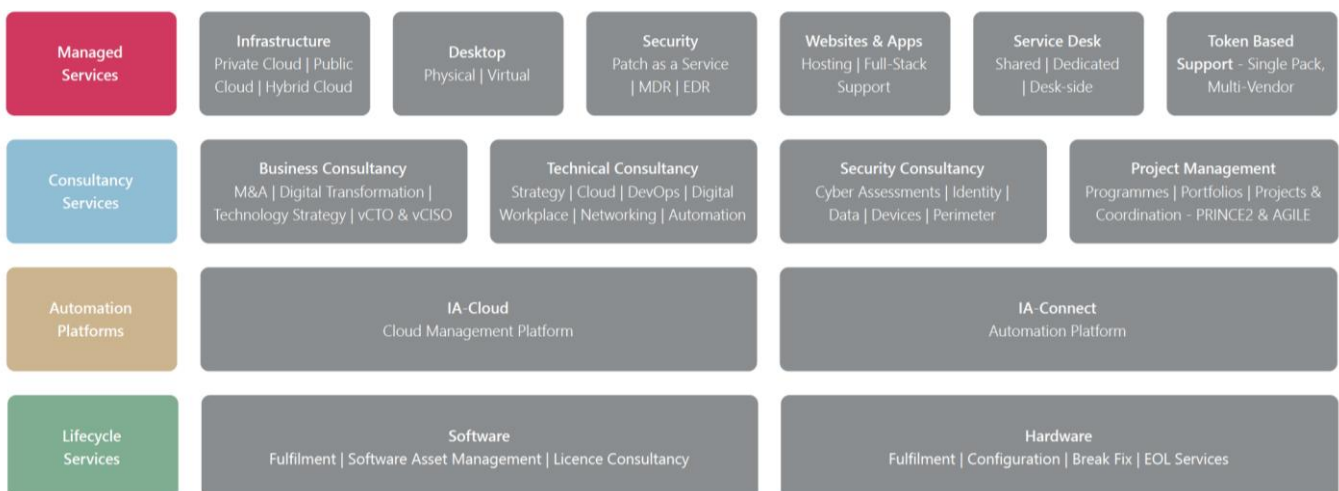
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend of support to meet the demands posed by an increasingly disparate and tech-savvy workforce, brokering services which reside both on-premise and in the public sphere.

Since 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud, security and automation companies, focused on the provision of tailored IT solutions and services, including the design and delivery of industry-leading technologies, backed by the best in 24x7 support. No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating risks associated with changes in regulatory compliance, modernising legacy systems to take advantages of the cloud, or automating complex processes, we deliver better business outcomes at a commercial, strategic, operational and technical level.

We take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a range of strategic vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions. From our family of Intelligent Remote Infrastructure Support (IRIS) services, complete with integrated analytics for diagnosing potentially service impacting threats and trends, to our Intelligent Service Desk with built in robotic process automation (RPA) and self-service orchestration, we provide a modern take on a very traditional set of business challenges.

As outlined below, we provide a range of different services, across four primary areas, Managed Services, Consultancy Services, Automation Platforms and Lifecycle Services. This allows our customers to benefit from our holistic delivery model and maintain fewer partners to deliver the same end result. Unlike other organisations who may focus on a particular niche or specialise in a single area or genre of IT, our strengths lie in the breadth of services we provide and the close partnerships we maintain with leading vendors.

This end-to-end approach allows clients to receive support with scoping and product fulfilment, implementation and project support, through to 24x7 care. To tackle the challenges presented by a dramatic increase in IT consumption, we have devised offerings that enable you to be selective over the support you require. Having delivered 24x7 managed services since 1998, we know what it takes to foster an environment which promotes innovation, encourages service excellence and embraces emerging business cultures. Finally, in order to fulfil our obligation as a tier one MSP, we operate dedicated ISO 27001 compliant Technical Service Centres, home to first to third line specialists and service managers, each intensely passionate about the support they provide and hand-picked for their ability to act as an extension to your team.



1.2 Service Overview

As a 14 x Microsoft Gold Competency Partner, Ultima have developed a strong relationship with Microsoft and maintain a team of licensing, technical and presales specialists, overseen by our Microsoft Sales and Alliance Manager. Below are just some of the Microsoft Azure related engagements that Ultima can deliver and we are releasing new packaged services all the time to deliver both tactical and strategic transformation within our clients Public Cloud domains.

- Azure Readiness Assessment
- Azure IaaS Health Check
- Azure Security Health Check
- Citrix and Microsoft Virtual Desktops on Azure
- Migrating to Azure
- Extending On-Premise to Azure - Disaster Recovery with ASR
- Extending On-Premise to Azure - Azure Backup
- Extending On-Premise to Azure - Dev and Test Environments
- Extending On-Premise to Azure - Power BI Gateway
- Extending On-Premise to Azure - Stretched Databases in Azure
- Extending On-Premise to Azure - SQL Server AlwaysOn Availability Groups
- Extending On-Premise to Azure - SQL Backups to Azure
- Managed Cloud

Alternatively, should you just need to bolster your existing Azure skills or wish to receive support around an upcoming Public Cloud project involving Microsoft Azure, Ultima are able to provide architectural, consultancy and project governance support.

- Architectural Services - Our principle goal is to help clients maximise their ROI and solve real business challenges using IT, support business imperatives and become a trusted cloud technology advisor. By fostering an understanding of business drivers and strategic direction, we can facilitate the decision-making process through evidence-based assessments, stakeholder engagement, outcome analysis and market and technology insights. They help drive business transformation effectively including solution evaluation, strategic planning, design, integration, execution, and operations.
- Consultancy - Our consultancy team are able to provide the experience and processes necessary to deliver an extensive range of on-trend cloud solutions, transforming your organisation's IT infrastructure and delivering efficiencies and cost savings across the board, so that your company can realise its full potential. Our consultants hold top tier partner accreditations and can demonstrate extensive design and deployment experience, helping to expedite and de-risk delivery.
- Project Governance - Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each project is delivered efficiently and effectively. With a track record in delivering a wide range of engagements, from the introduction of cloud managed EUC support services to complex data centre consolidations and cloud transformations, we work in a flexible and dynamic way, integrating into your business and the way you operate.

1.2.1 Service Features

- Delivered by our certified Azure architects and consultants
- Comprised of strategic, tactical packaged services, as well as Azure-specific consultancy services
- Backed by straightforward four and eight stage project methodologies
- Understand the root cause of performance issues affecting your Public Cloud (Azure)
- Identify candidates for consolidation and / or migration to Azure PaaS, SaaS and IaaS platforms

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- Produce actionable list of recommendations and take the next steps
- Develop new Public and Hybrid-cloud designs, following vendor best practice
- Define architectural blueprints that deliver the required functional and non-functional requirements
- Migration activities from Current to a new Target Operating Model

1.2.2 Service Benefits

- Help prevent issues turning into performance degradations or critical failures
- Gain peace of mind that your Azure environment is in an optimal state
- A range of pre-packaged tactical services e.g. health checks and performance analysis
- Additional technical capacity to de-risk projects and enable organisational agility
- Help facilitate decision making through technical forums and workshops
- Up-skill existing team members through shadowing and other forms of knowledge transfer
- We provide flexible engagement models (skills, frequency and duration) at competitive rates
- Access to extensive technical IP, including vendor and Ultima best practice and project collateral
- Vendor certified, so that you can be sure have passed the relevant exams to be proficient in their chosen field

1.3 Scope

Delivering cost-effective, secure, scalable and highly dynamic IT services can be a challenge in and of itself. Between the weight of technical debt, regulatory compliance, budget constraints, competing demands for increasingly limited resources and pressures from outside your organisation, finding the right partner to help relieve the burden is important. As a result, many organisations are either looking at initiating or have already started programmes of change to upgrade, maintain or modernise their Public Cloud platforms.

Where they do not have the capacity or the specific experience to take-on these kind of complex change programmes, they look to partners like Ultima to complement existing teams, providing access to additional horsepower to drive home key projects. Ultima are able to deliver an extensive range of on-trend solutions, including a range of Azure IaaS, PaaS, SaaS services. In addition to recruiting the best talent across the industry and integrating their knowledge and experience, we invest heavily into our existing teams, ensuring they have the skills to become experts in their chosen field. The following section outlines some of the technical advisory and support services that our Public Sector customers can procure, in addition to standalone Microsoft Azure skills and project support.

Azure Readiness Assessment

As an open and flexible cloud computing platform, Azure delivers a range of products from AI, Analytics and Machine Learning to Compute, Networking, Security and Storage. As a hyper-scale platform, it allows you to grow exponentially, while at the same time bringing applications closer to your users, preserving data sovereignty and offering comprehensive compliance and low-latency resiliency options. From fledgling start-ups and those breaking out into the mainstream, SMBs across every conceivable sector, to 95% of Fortune 500 companies, organisations of all shapes and sizes rely upon Azure to deliver their cloud strategies.

There are many different business events that can trigger the opportunity to use Microsoft Azure to modernise your environment. Software reaching end of support, contracts or licenses up for renewal, and data centre consolidation are all examples of ideal times to consider utilising Microsoft Azure for your requirements. In doing so, traditional large capital expenses (CAPEX) can be converted to a more predictable monthly operating expenses (OPEX) model

By opting to follow a monthly consumption-based model, rather than invest in expensive infrastructure which is unable to

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scale on demand, customers can benefit from enterprise-grade IT at a fraction of the cost, wrapped up in an easy to use Cloud Service Provider (CSP) subscription, which provides a gateway to the Azure platform and the services within each region. In comparison to other licensing models, CSP is designed to be flexible, easy to use and understand. Based on a 12 month agreement, you can consume as much or as little as you need from within the Azure stack, and since you only pay for what you consume, it helps drive down operational expenditure.

Delivered as a cloud advisory service, consultants from Ultima's Azure architecture team use a tried and tested approach to interrogate your current operating model and identify the prerequisite steps and investments needed to begin using Azure services. Ultima will start by gaining an in-depth knowledge of your environment and requirements. This is reviewed to enable us to identify suitable Azure solutions, along with migration options, infrastructure prerequisites and indicative costs. These findings will then be fully documented, presented to you and discussed to help guide you through the transition process.

Ultima can advise on all aspects of Microsoft Azure, such as Infrastructure as a Service (IaaS) including backup and disaster recovery, Platform as a Service (PaaS), Software as a Service (SaaS), cloud application architecture and DevOps.

- **Analyse** - A key activity within the engagement is the discovery and subsequent assessment of the existing environment and requirements. This information is gathered through workshop discussions and discovery processes to ensure the appropriate Azure solutions can be identified.
- **Review** - This process starts with a review of potential proposed services in line with the captured requirements and then matching solutions to ensure compatibility and completeness. Any incompatibilities with Azure which would affect potential solutions will also be identified at this stage.
- **Define** - A key objective of this engagement is to review the existing environment and provide a new, cloud optimised strategy using Azure. As part of any such engagement, there will be a requirement for Ultima to work closely with your IT team to produce a jointly developed strategy document.
- **Present** - Ultima will present the strategy document back to the business in a structured workshop, and field questions against each of the sections. This presentation allows us to fully explain the various options proposed, the reasons behind them and next steps.

Azure Health Check

Ultima are able to offer Health Checks for a wide scoping range of problem areas. Azure has an ever growing list of "pre-packed" platform features that provide lower management overheads than "DIY" private clouds. The aim of the engagement is to drive a deeper understanding of the types of resources and the customers cloud journey, and to identify any quick wins or major concerns with the design of your services in Azure. As part of a typical Health Check, we will check the following aspects of your environment on a one-off or a regular basis, depending on the agreement.

Ultima also support customers through assessment of the security structure within Azure. This includes:

- Review of deployed services against "security requirements as outlined in any design documents"
- Recommendations for best practice cloud architecture verse deployed estate
- Review of Azure Security including IaaS and PaaS
- Network Security - Edge, WAF, subnets, routes and VPNs
- Azure Monitoring
- Azure Storage Security such as Blobs and Encryption
- Azure Compute Security e.g. Anti-Virus, network traffic and compliance requirements
- Azure Operational Security e.g. Security Centre, Monitor and Azure Active Directory

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Azure Migration Support

Ultima have considerable experience in supporting customers with their Azure migration requirements, from simple engagements using the Azure Migrate service (into Ultima Managed Cloud service), to complex, enterprise migrations involving hundreds of virtual / physical machines and business critical workloads. Depending on the complexity, we can use vendor tools such as Zerto, to reduce the dependency on traditional, more manual migration methods.

Azure Migrate requires an Azure subscription, which in turn requires a Microsoft 365/Azure AD Tenant. If you have an existing Azure AD Tenant (e.g. used for Office 365 services) this can be used, if not a new one will be created. Once set up, it provides a centralized hub to assess and migrate on-premises servers, infrastructure, apps and data to the cloud.

The tool provides our team with the ability to discover and assess on-premises VMware VMs, Hyper-V VMs and physical servers for migration to Azure.

- Assess whether on-premises machines are ready for migration to Azure
- Estimate the size of Azure VMs or number of Azure VMware nodes after migration
- Estimate costs for running on-premises servers in Azure
- Identify cross-server dependencies and optimization strategies for moving interdependent servers to Azure

Citrix and Microsoft Virtual Desktops on Azure

When two of the market leaders joined forces, the result was a solution unparalleled in its flexibility, efficiency and effectiveness. If you are looking to increase the agility and value of your Citrix environment, Microsoft Azure could be the key to unlocking this potential. Whether you need to quickly scale applications and desktops due to acquisitions or mergers - for disaster recovery, to decrease capital expenditure, or to reduce IT support burden - a deployment method is available to meet your requirements.

Extending XenApp and XenDesktop workloads - into Azure, whilst maintaining the management layer and other XenApp and XenDesktop workloads on premise, can offer the elastic benefits of Azure - whilst keeping full control of the Citrix platform. Whether you are expanding application services into Azure, using Azure for disaster recovery or expanding your workspace to meet fluctuating demands, this deployment method can satisfy your needs. The use of traditional perpetual licensing also allows you to continue to use your existing XenApp or XenDesktop concurrent or named user licensing.

Hosting XenApp or XenDesktop environment in Azure - including workloads and the management layer - removes the need for expensive on premise server hardware and storage. Management of the infrastructure remains the responsibility of your IT department, giving you full control of upgrade timings. With this deployment method, you enjoy all the scalability and resilience capabilities Azure can offer, whilst adopting a consumption-based model ensuring you only pay for the resources used.

Cloud Service - XenApp and XenDesktop, available as part of Citrix Cloud, provides a platform to enable virtualised apps and desktops to be delivered. Leveraging a hosted cloud platform to provide the underlying control plane, you retain jurisdiction over your applications and policies, leaving the setup, configuration, maintenance and monitoring of the core infrastructure to Citrix. Citrix Cloud increases time-to-production value by speeding up deployment across the enterprise, reducing the strain on IT - who can be comfortable knowing the solution is resilient and continually updated, ensuring it remains secure and feature-rich.

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Windows Virtual Desktop - is a comprehensive desktop and app virtualization service running in Azure. It's the only virtual desktop infrastructure (VDI) that delivers simplified management, multi-session Windows 10, optimizations for Microsoft 365 Apps for enterprise, and support for Remote Desktop Services (RDS) environments.

How can Ultima Help?

Proof of Concepts - Before deciding to move to any of these new models, Ultima can help with the delivery of a Proof of Concept utilising trial licensing to evaluate and determine if the solution will meet your needs. Delivered against a defined success criteria, this engagement will provide you with an opportunity to experience the solution in your own environment.

End-to-End Delivery - With a range of options available, Ultima can ensure the most effective and appropriate solution is designed to meet your requirements. In addition to providing technical design services, we can offer advice to help navigate through the sometimes-complex Microsoft and Citrix licensing programs. Ultima's breadth of skills means that our experienced consultants can deliver the end-to-end solution, ensuring your Azure hosting and server infrastructure is provisioned effectively and Citrix or Microsoft Virtual Desktops are properly integrated into your environment. An efficient and flexible delivery framework allows our involvement in the delivery to be cost effective and tailored to your needs.

Managed Services - Regardless of the method used to deliver virtual desktops in the cloud, it still needs to be administered. Our UK and Global, ISO 27001 certified 24x7 Technical Support Centre can take care of all your support requirements - including service desk and proactive monitoring and management of any hybrid infrastructure - eliminating uncontrolled change through standardisation and configuration management.

Extending On-Premise to Azure - Disaster Recovery with ASR

In this tactical engagement we are able to configure a foundation Azure environment and provision Azure Site Recovery to protect on-premises workloads in the event of a disaster recovery scenario. As part of this service, we can perform a test-failover all virtual machines in scope to an isolated environment in order to ensure compatibility, before demonstrate a failover and failback of a single non-production workload. Typical tasks for Ultima will include;

- Configure the ASR deployment planner and leave performance scan running in profiling mode for a minimum of 7 days
- Generate ASR deployment planner report, get throughput information and writeup discovery findings and estimated number of days required to complete the extension to ASR
- Workshop playback - Discuss the ASR process and Azure fundamental, alongside any changes or servers not supported
- Create the design document and obtain customer signoff
- Deploy Azure foundation environment (hub and spoke networking with additional staging VNet, security appliances and custom route tables or Azure VPN gateway if using, recovery services vault etc).
- Configure connectivity to the environment from on-premises, in conjunction with the customer networking team
- On-premises setup and configuration. Enable ASR for servers in-scope. Additional days may be required depending on the number of servers in-scope and the available bandwidth.
- Configure ASR failover settings in Azure (e.g. static IP, VM size). Run test failovers for all virtual machines. 1 day is typically allowed per 20-25 VMs to provide enough time for post-failover checks and clean-up activities.
- Demonstration of failover and failback of a single non-production workload, in conjunction with the customer

Extending On-Premise to Azure - Azure Backup

Recovery of backups from an off-site location using removable media can be a time-consuming process; one that, in the event of a critical data recovery scenario, you may not be able to afford. Providing a resilient, on premise backup solution requires a significant CapEx commitment, followed by high levels of management and maintenance costs over the life of the service. Couple this with the fact that corporate data is doubling every two years, organisations need a viable alternative to traditional on premise tape-based solutions, which allows them to scale as quickly as they do. A scalable backup service is therefore central to a robust BC plan.

To counter the issues inherent with on premise backup solutions, we provide an Azure Backup proof of concept or full deployment. Azure can act as an offsite backup location for critical data, VMs and SQL with easy integration, data retrieval with additional security. This can also be classed as an "air gap" solution. As a Microsoft Gold Partner for Cloud Platform, we can articulate the benefits of a geo-replicated Backup as a Service (BaaS) solution within a broader Business Continuity and Disaster Recovery (BCDR) strategy. The engagement will demonstrate how such a service can help minimise maintenance, provide shorter recovery times and deliver consistency around tools (through the Azure Site Recovery portal), while embracing features such as compression, encryption, longer retention and bandwidth throttling to boost IT efficiency.

While the following section covers the scope of a POC, broader / custom engagements are available from Ultima to deploy Azure Backup and migrate your existing backup solution to the Public Cloud.

Step 1 - Analyse - Our consultant will lead a planning call to agree the scope and objectives of the engagement, and understand the issues and operational challenges that may prevent the successful integration of Azure Backup into your environment. Once a schedule of engagement has been drawn up, the following activities will be undertaken

- Identify existing data sovereignty, backup and encryption requirements
- Assess recovery point and recovery time objectives, as part of business continuity plan
- Due diligence on the source environment, including aspects such as connectivity and capacity for Azure Backup
- Discuss change management implications regarding the impact of the PoC or full deployment in the customers' environment (e.g. production, user acceptance testing and development)

Step 2 - Define - Ultima will review the information from the analysis and tailor the deliverables to suit your current environment and emerging requirements of the business. During the engagement our consultant will:

- Outline the success criteria for the PoC or project and set expectations on what constitutes completion
- Select the correct backup model (agent or server), based on expected client needs
- Define compatible servers and workloads to be protected by Azure Backup
- Identify the source of Azure credits (e.g. Microsoft funding entitlement, pay as you go, or trial)
- Agree the UAT regimen, including backup related tests
- Create the scheduling plan to allow for backup testing within the time limits of the engagement
- Provide an estimated Azure credit expenditure figure

Step 3 - Deliver - During this stage, Ultima will set up the Azure Backup environment as agreed. Knowledge transfer will be provided through shadowing, as our consultant goes through a pre-defined installation, configuration and testing process. This allows staff time to understand how the BaaS platform is set up, before we demonstrate the capabilities of the technology. At the end of the PoC we will leave the environment running for you to use, within the constraints of the trial agreement or help you transition the environment into support with either Ultima or your own service operations team. Key steps to highlight in this step:

- Configure Azure Backup using the Azure Portal

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- Install on premise Azure Backup components (agents or servers) on the source infrastructure
- Make sure the backup server is completing backups successfully (only applicable to the server PoC)
- Trigger initial backup of workloads (up to 5 servers)
- Perform basic test restores as agreed to demonstrate the process

Step 4 - Present - Ultima are able to present a summary of the engagement against the success criteria to your team via Teams. This will give you an opportunity to ask questions, share experiences, gain advice and plan for potential next steps. This could include expanding the use of Azure Backup beyond the PoC and into production, as part of a wider BCDR strategy. Following on from this engagement, Ultima are well placed to help with anything from a full deployment of Azure Backup to a “top down” review of business continuity (including disaster recovery) in your business.

Extending On-Premise to Azure - Dev and Test Environments

Customers often work on an environment model of non-production development and test systems to test updates, upgrades, changes etc before putting them into production. Customers often struggle with capacity for development and test environments, tools and workstations elements on-premises. Ultima can help you leverage Microsoft Azure to extend these non-production environments. Typical activities will include;

- Initial scoping call with the key stakeholders / customer’s IT team
- Requirements workshop - including what environments / development workloads are needed
- Explanation of what the discovery process will be to map or migrate existing VMs, plus any prerequisites
- Explanation / gather requirements of critical Microsoft Azure areas including tenancy and subscriptions requirements, connectivity, networking, security, architecture for environments , development / test lab usage and configuration, backup and disaster recovery requirements
- Design workshop, leading to a high level design and low level design being produced
- Implementation of the development / test environment in Azure, based on the above design
- Production of a bill of materials, listing all of the Azure resources deployed and their configuration / settings to be handed over to the customer at the end of the engagement

Extending On-Premise to Azure - Power BI Gateway

Provides a mechanism to allow cloud services to access data stored on premises which cannot be migrated to the cloud for legacy or design reasons. The gateway can be used to connect on premises data to services such as PowerBI, Azure Analysis Services, Microsoft Flow, Logic Apps and Power Apps. By creating a single gateway, multiple services are able to connect to data sources at the same time, while data compression and transport encryption enables data to be sent quickly and securely to the cloud services.

Extending traditional on-premise data stores into Azure allows customer who are in the process of migrating to the cloud to continue to use traditional and legacy data sources stored on premises. Furthermore, it helps to enable data which can’t be migrated to the cloud for design, contractual or compliance reasons to be accessible for reporting and application uses without compromising security. Finally, access to data can be controlled easily, as it would on premises.

Ultima can provide the capabilities to:

- Implementation of new on premises server and installation and configuration of data gateway

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- Configuration of user access permissions, network recommendations and configuration of new or existing data sources

Extending On-Premise to Azure - Stretched Databases in Azure

Stretch database allows for tables within a SQL Server database to store a portion of “cold” data in Microsoft Azure. This provides the ability to store large, intermittently accessed data offsite and save on storage and management costs on premises, reducing the need for third party archive tools, or complex data partitioning or separation of data on premises. From SQL Server 2016, this process is simple and transparent, by setting one or more tables to be split between on premises and Azure based on a defined filter, or by moving all archive tables in their entirety to Azure. To an application, no changes to the underlying table or database are noticeable and all data is available to be queried. The key benefits of this approach are;

- The process to set a table as stretched between on premises and Azure is very flexible, with the ability to define what is cold data and dynamically host it in Azure
- The process is transparent, meaning no changes to the applications or architecture is required to support the feature
- Archived data stored in Azure appears to be presented locally, although there is a level of latency which needs to be considered
- Backups and maintenance of the Azure based data can be managed in Azure, meaning maintenance tasks performed on the remaining on premises data can be streamlined and benefit from improved performance reducing the administration overhead and cost
- Stretch Database allows for an increase in growth to be scaled into Azure, reducing infrastructure storage costs
- Data is transferred securely to Azure and stored encrypted

Ultima can provide the capabilities to:

- Upgrade / migrate legacy SQL Server implementations to modern versions to then utilise Stretch Database
- Analyse existing database usage, table configuration, growth, capacity and data usage to recommend suitable candidates for stretch database
- Provide cost estimates for usage
- Design, provision and configure SQL server in Microsoft Azure for the stretch database
- Enable stretch database configuration on identified tables

Extending On-Premise to Azure - SQL Server AlwaysOn Availability Groups

SQL Server AlwaysOn Availability Groups allow databases to be mirrored to one or more SQL server instances residing in multiple locations, to provide high availability and disaster recovery capabilities. Application databases can be grouped logically and failed over to a replica instance as one, either automatically or manually, providing consistent application accessibility and reduced administration overhead. Extending AlwaysOn Availability Groups to Microsoft Azure provides the ability to replicate databases residing on an on premises SQL Server Availability Group primary instance to one or more secondary replicas running on Azure virtual machines, providing a secondary location that an organisations can use to provide data availability in the event of a disaster or maintenance scenario effecting the primary location.

This engagement is appropriate for customers who are already utilising SQL Server AlwaysOn Availability Groups for high availability but do not have a secondary site for disaster recovery, or where a client is looking to update existing legacy SQL Server infrastructure and utilise improved DR capabilities of AlwaysOn, or has a long term strategy to move databases to the cloud and would like to extend existing databases easily, with a view to migrating databases completely in the future.

The key benefits of this approach include;

- Provides a transition strategy to start migrating data to the cloud enabling customers to eventually migrate Availability Groups completely to Azure
- Provides a DR solution for data where one may not exist, or where a customer wishes to reduce spend at a second location
- Ability to reduce latency for reporting / application reads of data for remote users not located at the on premises site
- Combine with Azure SQL Server backup
- Improved availability and reduced downtime
- Potentially reduced recovery times and improved recovery point objectives

Ultima can provide the capabilities to:

- Migrate legacy SQL implementations to modern versions to then utilise AlwaysOn Availability Groups if not in use already
- Analyse existing legacy SQL Servers or existing Availability Groups to provide recommendations on suitable Azure designs to satisfy Recovery Time and Recovery Point Objectives (RTO/RPO) requirements and support Azure configuration
- Provide licensing recommendations and costings
- Design, provision and configure SQL Server in Azure VMs
- Extend Availability Groups from on premises to Microsoft Azure

Extending On-Premise to Azure - SQL Backups to Azure

Since SQL server version 2012, database backup files can be written to a Microsoft Azure Storage URL. This functionality enables on-premises databases to be backed up to, and restored from, an offsite Public Cloud location in Azure. This offers benefits in terms of availability, limitless storage and ease of data migration both to and from the cloud, alongside reduced cost of storage and infrastructure management. Gaining this functionality it is relatively straightforward and can provide immediate improvements for business continuity and a reduction in database backup administration.

This engagement is appropriate for clients who do have not yet implemented any offsite database backup or disaster recovery solution presently, or are looking to reduce TCO and the overhead associated with managing a secondary backup DC / infrastructure. It is also relevant to customers running legacy SQL instances and are looking to upgrade and take advantage of new features to improve DR, or has complex unmanageable tape backup processes which cannot meet the organisations RPO / RTO requirements.

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The key benefits of this approach include;

- Convenient for organisations to utilise a readily available secondary location
- Existing backup tools and scripts can be easily modified to backup to URL location
- Compared to traditional tape archives, Azure Blob storage provides an instant, highly available and durable archiving option. Backup files are easily accessible.
- No overhead of storage or data centre infrastructure. Near unlimited storage by utilising backups to Azure blobs.
- Backups are available from anywhere and at any time and can be used to restore back to on premises databases or SQL server running in a virtual machine in Microsoft Azure
- Cost is calculated on only what is used meaning Azure backups can be a cost-effective offsite backup solution

Ultima can provide the capabilities to:

- Upgrade / migrate legacy SQL server implementations to modern versions to then utilise SQL Server backups to Azure
- Analyse existing backup setup, RPO / RTO requirements, configuration, sizes and schedules to recommend the best backup process for your organisation
- Provide cost estimates for usage and potential cost savings from traditional backup processes
- Provision and configure SQL storage for SQL backups
- Configure the backup processes for the organisation on each SQL server

Managed Cloud

To combat the challenges associated with traditional public cloud models, we developed Managed Cloud (see our separate Cloud offering for a full breakdown of Managed Cloud). The Managed Cloud platform and 24x7 operational and technical enablement services into a monthly per-service subscription, teams can refocus on delivering innovation and better business outcomes, without worrying about the underlying cloud platform.

IT teams often maintain a variety of skills and capabilities, and may want different outcomes. By taking a flexible approach to managed cloud, we provide access to two tiers; Advanced and Ultimate, with each providing an increased level of ownership and accountability across the agreement and Azure.

Pack	Description	Scope
Core	Migration / Setup on Platform and Ultima Managed Cloud	T&M
Core	Create Azure Tenant, New Environment or Migration from On-premises / Other Cloud	T&M
Core	Environment Discovery and Health Check / Report	✓
Core	Critical Security Configuration Remediation	Max 2 Hours
Core	Cloud Discovery Configuration and CMDB Creation	✓
Core	Billing and Subscription Support	9-5:30, M-F
Core	Unlimited Subscription Additions and Removals	✓
Core	Portal - Azure Service Catalogue	Self Service

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Core	Report - Cloud Consumption	Monthly
Core	24x7 Multi-channel Ticketing Portal	✓
Core	24x7 Incident Management - See Supported Products Set	✓
Core	Guaranteed Response and Resolution SLA	✓
Core	Problem Analysis, Investigation and Remediation	✓
Core	CMDB Management	✓
Core	Report - Root Cause Analysis reports for P1 issues - Within 5 Business Days of Resolution	✓
Core	Change Analysis and Implementation	✓
Core	Vendor Escalation (Microsoft)	✓
Core	Report - Capacity Planning and Optimisation	✓
Core	24x7 Integrated Azure Platform Monitoring	✓
Core	Windows AV Real-time Protection	✓
Core	Update Management of AV Software	✓
Core	IaaS Backup as a Service - 1 per Day	✓
Core	IaaS Backup as a Service - Customised	✓
Core	Backup Restoration Testing	✓
Core	Platform Documentation Update - Quarterly	✓
Core	Dashboard - Monitoring Health	✓
Core	Dashboard - General Azure Infrastructure	✓
Core	Dashboard - Backup	✓
Core	Customisation - Dashboard and Monitoring	✓
Core	Dashboard - Cloud Security Overview	✓
Core	Dashboard - Patch and AV Compliance	✓
OS	Patching - Full for Windows Server Production and Non-Production	✓
OS	Patching - Critical / Security Patches for Windows Server Production and Non-Production	✓
OS	Patching - Full for Linux Server Production and Non-Production	✓
OS	Patching - Critical / Security for Linux Server Production and Non-Production	✓

1.4 Service Transition

1.4.1 On-Boarding

Once the Terms and Conditions and the Commercial Agreement have been signed, the on-boarding process begins. Ultima's CSP team will provide you with the on-boarding forms, guides and support services to assist in your migration to the our CSP platform if a migration of CSP is required. Our transition team will manage the on-boarding process to ensure all service components are enabled. This will include setting up support access, approval mechanisms for subscription and configuration changes, and full proactive Azure environment management via the Ultima Managed Cloud Service.

1.4.2 Off-Boarding

On termination of the contract for any reason, the customer shall immediately pay to Ultima all outstanding unpaid invoices and interest and, in respect of services supplied but for which no invoice has yet been submitted, Ultima shall submit an invoice, which shall be payable by the customer immediately on receipt. Once termination has been agreed, there is a 30 day period during which time the removal of the services will take place. After this has completed, a transition meeting is scheduled to pass responsibilities onto the relevant parties.

1.5 Service Management

Accountability for our relationship with you lies with Ultima's Executive Sponsor for the proposed solution or service, together with your Account Manager and where applicable, a designated Service Delivery Manager. These individuals are responsible for providing strategic governance, working closely with your Project Board or Executive team to ensure that the relationship between our two organisations remains strong, the service continues to be fit for purpose and the governance model we adopt is delivering value.

Our traditional eight stage project methodology combines real world experience, alongside appropriate elements of PRINCE2, ITIL and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within the Statement of Works. For Advisory Services projects, a more streamlined four stage approach is taken, following an Analyse, Review, Define and Present path, with appropriate deliverables across each stage.

1.6 Service Constraints

Ultima are able to provide lifecycle support across a wide range of Microsoft Azure technologies, with customers building out their particular service. It should be noted that some of the products or services may be subject to different terms and conditions, SLAs and levels of support, based on how they are provisioned. Where a product is available, you can assume end-to-end support is provided against that tier of service.

1.7 Implementation Approach

Our eight stage project methodology combines real world experience, alongside the appropriate elements of PRINCE2 and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within a Statement of Works, once the project has been initiated. An example of our standard project lifecycle is outlined below.



Service Definition - Microsoft Azure Consultancy Services

When it comes to our Advisory Services, Ultima adopts a simple but effective, four stage process, allowing us to interrogate existing platforms in order to deliver best practice recommendations, and a prioritised list of next steps to remediate issues and define a new transformational strategy which improves the overall maturity of your environment. Once sized to your requirements, a Solutions Architect from either our Modern Workspace or Modern Data Centre practice will provide forensic analysis of your environment and articulate the findings and recommendations, aligned to your emerging business goals.

01 ANALYSE	02 REVIEW	03 DEFINE	04 PRESENT
1.1 - Project Initiation	2.1 - Rationalise Datasets	3.1 - Service Review	4.1 - Develop Presentation
1.2 - Automated Discovery	2.2 - Health Check	3.2 - Gap Analysis	4.2 - Present to Customer
1.3 - Manual Discovery	2.3 - Evaluate and Analyse	3.3 - Create Documentation	4.3 - Confirm Next Steps
1.4 - Questionnaire	2.4 - Identify Changes		4.4 - Close Project

1.8 Technical Requirements

To be captured within the Statement of Works, depending on the scope of the engagement defined.

1.9 Customer Obligations

The customer will refer to the associated Terms and Conditions for their obligations related but not limited to acceptable use, data protection and information security, intellectual property, confidentiality, termination, anti-bribery and payment terms. As part of this engagement, your responsibilities will include:

- To oversee the overall project work streams or programme, acting as a point of escalation for Ultima
- Raise all change requests and obtain approval in line with the dates in the project / programme plan
- Ensure that all required hardware, software or services is available, unless being provided by Ultima
- Complete any agreed local site / system preparation prior to the commencement of any planned work
- Provide physical or remote access for Ultima personnel to the location where the work is to be conducted, along with access to a suitable area of work and typical office facilities if the work is being conducted on-site.
- Provide necessary security access and clearance to enable completion of tasks in a timely manner
- Ensure internal resources are available to enable completion of allocated tasks in a timely manner. (Tasks allocated to the Business will need to be communicated and agreed as soon as they are identified throughout the engagement.)
- Provide primary and secondary contacts to which any technical, project or commercial issues may be addressed
- Manage any local site logistics and business communication, e.g. arranging any system downtime
- Make Ultima aware of any company or site-specific requirements e.g. specific standards and procedures
- Escalate to the Ultima Account Manager any such issues or concerns with regard to the quality of services being provided or anything that affects the scope of works or agreed commercial terms

1.9.1 Further Recommendations

Where applicable, we recommend the business form a project board consisting of an Executive Sponsor, Senior Users, Senior Supplier and the Project Management team. The board's responsibilities will be to:

- Approve the scope, solution, resources, plans and any subsequent changes
- Resolve conflicts and act as a point of escalation
- Maintain an appreciation of resource requirements and facilitate requests for personnel in a timely fashion
- Review and monitor the risk register and mitigating actions associated with the project
- Maintain a holistic view over the engagement and resolve inter-project issues as required
- Approve all major plans and authorise any deviations from agreed stage plans
- Sign off the completion of each stage as well as authorise the start of the next
- Keep a watching brief over change requests and any project variances

1.10 Delays and Deficiencies

Ultima will not be liable for any delay or deficiency in providing this service if they result from the customer's failure to fulfil the required dependencies and recommended responsibilities. Should a delay to the service result from the customer's failure in relation to the above dependencies or obligations, for example if there is insufficient access to relevant information or key meetings or workshops are cancelled or not attended in full, we shall be entitled to amend the service, schedule and / or the associated charges with no liability and shall be entitled to charge you for any cost incurred as a result.

1.11 Pricing

Ultima believe that value for money is derived from an aggregation of a number of aspects, including but not limited to product delivery, quality, cost, time, resource investment and effectiveness, confidence in delivery and technical assurance. Throughout this Service Definition and into the delivery phases, Ultima aim to be transparent about our costs, the way in which we deliver services to you and the manner in which we intend to operate and work with your organisation as an integrated team.

Ultima are confident that we have created a cost-effective proposition; one that will deliver the required level of quality and detail within each deliverable and will provide the foundation for the on-going delivery of services to your organisation. We will continue to demonstrate our commitment to this programme by assigning a highly experienced and effective team to drive this engagement forward, alongside a proven methodology which will deliver the products outlined herein.

Service Definition - Microsoft Azure Consultancy Services

1.12 Service Rates

Please see the associated Pricing Document for an overview of our service costs. When it comes to ad-hoc consultancy, our SFIA rate card is available to the entire UK Public Sector for the deployment of staff in the UK for IT projects on a time and materials and fixed price basis. The rate card is valid for 12 months from the Effective Date of the Framework Agreement.

- **VAT** - Ultima's day rates and service charges are exclusive of VAT at the prevailing rate
- **Validity** - Our rate card and service charges are applicable to internal Ultima resources only. Should third party resource be required, rates will be provided on a case-by-case basis.
- **Consultant's Working Day** - 7.5 hours exclusive of travel and lunch
- **Working Week** - Monday to Friday excluding public and national holidays
- **Office Hours** - From 09:00 to 17:30, Monday to Friday
- **Mileage** - Included in the standard day rate if within the M25. Payable at our standard T&S rates if outside the M25.
- **Professional Indemnity Insurance** - Included in day rate
- **Additional Rate Uplifts** - x 1.5 weekdays outside core business hours and x 2.0 weekends

Level	Strategy and Architecture	Business Change	Development & Implementation	Service Management	Procurement & Mgmt. Support	Client Interface
1	N/A	N/A	N/A	£335 - 385	N/A	N/A
2	N/A	N/A	N/A	£525	N/A	N/A
3	£650	£500	£650	£625	N/A	£650
4	£950	£950	£950	£775	£950	£950
5	£1050	£1050	£1050	£950	£1050	£1050
6	£1250	£1250	£1250	£1050	£1250	£1250
7	£1450	£1450	£1450	£1250	£1450	£1450

1.13 Ordering and Invoicing Process

Buyers should abide by the Crown Commercial Services procurement guidelines outlined here - <https://www.gov.uk/guidance/g-cloud-buyers-guide>. A summary of the process and any conditions is included for reference below.

- Upon award, the Buyer will be required to generate a Purchase Order (PO) number from your internal ordering system. In some cases this will be what is known as a Scheduled Bill, for support performed in advance / arrears
- Once complete, you should complete the Order Form in conjunction with the Supplier (Ultima), containing information such as contact details, start / expiry dates, service description, quantity of the services required, contract value, service prerequisites and deliverables, liability and insurance, terms and conditions under which we will provide the service.
- The maximum initial length of a contract is 24 months, with the option for 2 additional extensions of 12 months each.
- You must publish details of all completed contracts on Contracts Finder if their value is either over £10k and the buyer is a central Government department, or over £25k, where the buyer is part of the wider public sector or NHS
- Each time you award a contract, the Buyer should submit a Customer Benefits Record. CCS works with organisations across the Public Sector to improve service delivery and ensure commercial relationships provide value for money.

1.14 Termination Terms

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.15 Service Levels

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.16 Service Assurance

Ultima is certified to ISO 9001:2015 and ISO 27001:2013. Our certification provides evidence to our prospects, customers and other interested parties that Ultima is a trusted IT business partner with a strong appetite for securing our information assets and those entrusted to us by our customers, and that we meet a standard set of statutory and regulatory requirements related to our products and services. A copy of our certificate are available [here](#).

The Cyber Essentials Scheme is a government-backed standard, which identifies the security controls an organisation must have in place within their IT systems. Ultima's most recent CREST Cyber Essentials certification, confirms that our ICT defences have been technically assessed by an independent body, indicating that we have implemented a baseline of organisational cyber security.

1.17 Supporting Government Organisations

In order to influence current and future design goals, Ultima consider the Government's Digital Service Technology Code of Practice (<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>). When it comes to helping organisations design, build and buy technology. Our primary considerations include;

- Understanding both the organisational goals and end user needs, using Ultima's wide range of public cloud and IaaS, SaaS and PaaS transformational services to deliver the desired outcomes, ensuring the client is using the right platform, at the right scale, all backed by the most appropriate level of support.
- Supporting ICT cloud strategy through the provision of Ultima's family of next generation Autonomous platforms
- Being guided by the 14 cloud security principles
- Enabling business change through the use of structured PRINCE2 and Agile project methodology and governance, alongside vendor best practice and appropriate architectural standards
- Adopting ITIL for IT Service Management across our IRIS, Intelligent Service Desk and Autonomous platforms

Service Definition - Microsoft Azure Consultancy Services

1.18 Strategic Partnerships

Operating in the space between vendors and our clients, Ultima continue to be awarded some of the highest accreditations and partnership levels, providing impartial advice, turn-key and bespoke solutions, all backed by the best in 24x7 support. Through our relationships with the following strategic partners, alongside the years of practical delivery experience across generations of products and solutions, we are able to become a trusted advisor to your organisation.



1.19 Disclaimers

- The information contained within this Service Definition was written for public consumption via the G-Cloud 13 Digital Marketplace, as part of a Client's evaluation process and is valid from the framework start date of 28th September 2022 until the end of the agreement, including any extensions.
- This document contains proprietary information which is confidential between Ultima and the Client. It shall not be reproduced in any form or by any mechanical or electronic means, nor its contents disclosed to a third party without the written consent of Ultima. The Client may use this document for the purpose of evaluating Ultima's proposal only.
- This document does not constitute an offer capable of acceptance by the Client and is subject to agreement of a formal contract. No contractual relationship shall arise until a formal contract has been signed by both parties. Any final agreement is conditional upon due diligence undertaken by Ultima or our business partners, the result of which may impact upon the content of this proposal, including the structure, solution, terms and financial arrangements.
- Orders against this Service Definition are governed by both the CCS framework and Ultima Terms and Conditions
- To the best of our knowledge, the information provided herein is correct at the time of submission. Should any errors or omissions be found in this Service Definition, please notify Danielle Connor, Head of Public Sector, Ultima Business Solutions, Gainsborough House, Manor Park, Reading, Berkshire, RG2 0NA. Tel: 0333 0158670



➤ Why Ultima?

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support.

No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your business. Whether that be mitigating risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

At Ultima, we take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage their IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a wide range of strategic and disruptive vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions.

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change Management
- Business Risk Management
- Assurance and Compliance
- Business Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise & Consolidate
- 24x7 Managed Services

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit ultima.com

- CRN Channel Finalists - 2020 and 2021
- Digital Technology Leaders Awards Winner - 2020
- AI and Machine Learning Awards Winner - 2020
- Blue Prism TAP Partner of the Year for EMEA - 2020
- Thames Valley Tech Awards Finalist - 2020
- HPE UK and Ireland Value Partner of the Year - 2019



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