

EXTERNAL

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Crown
Commercial
Service
Supplier

Service Definition - RM1557.15

Ultima Managed Cloud

G-CLOUD 15



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Introduction

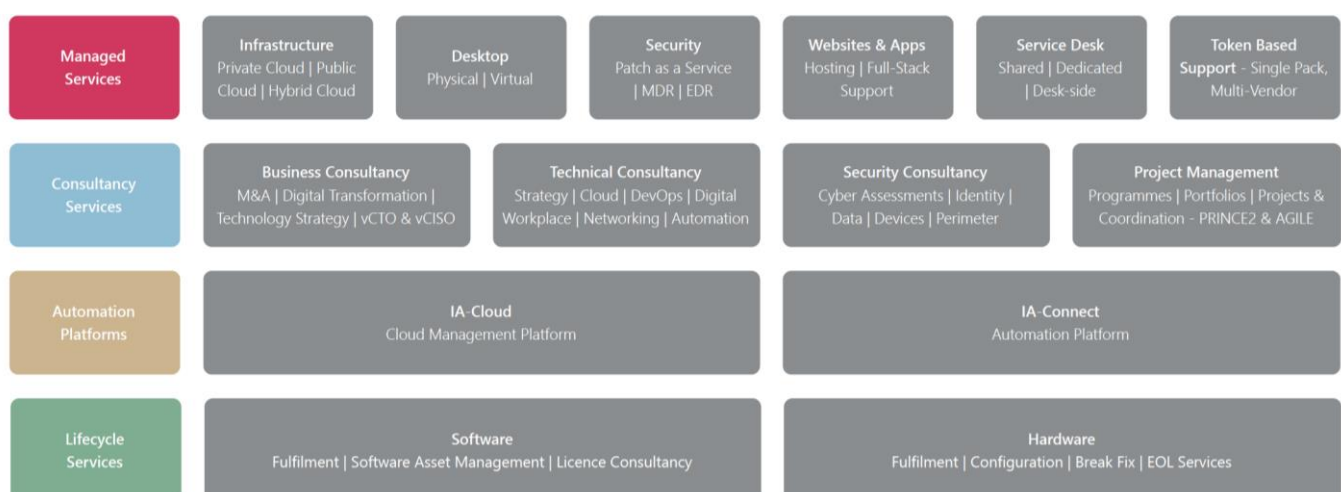
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend 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.



The Challenge

While cloud computing has been revolutionising the way we do business for many years, realising those benefits isn't necessarily as easy as vendors and industry commentators make out. For all the potential that adopting a cloud-centric IT approach can bring, harnessing that power and using it effectively can be challenging for many organisations. Since many "as a service" platforms deliver a step-change in capability and complexity over more traditional methods of IT service delivery, public cloud solutions such as Microsoft Azure can actually end up being difficult to manage and retain control over.

Given the broad range of products and services available for immediate consumption, IT teams are expected to shoulder the burden of supporting their entire business, from development teams, business analysts, product managers and third party system integrators, to non-technical stakeholders, all of whom want access to a more dynamic IT provisioning environment, and often each have a slightly different set of requirements. Couple this with the nuances brought about as a result of continuous cloud development, which can impact day-to-day operations across compute, networking and security, to analytics and data management, the scale of what CIOs and their IT managers are facing can appear daunting.

Cloud complexity is often cited as the one of the main reasons why organisations experience failure with the cloud. Despite the willingness to invest and in many cases the strategy to support it, long-term ROI is often poor, negating the benefits. Even the most mature organisations - those who have extensive experience in public clouds - can struggle. Having to continually manage resource constraints, compliance obligations, cost containment and the continued threat of segmented utilisation, alongside the administrative overheads associated with delivering an increasingly divergent set of cloud services, can result in a loss of faith in the cloud.

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|----|--|----|---|
| 01 | Customers struggle with advanced cloud support, often utilising ineffective partners that have merely adapted on-premise management techniques. | 06 | Being evergreen, organisations can quickly get out of step, as new features, tools and applications are released, putting pressure on operational teams |
| 02 | Clients often get into the cloud and immediately begin fire fighting spiralling costs, as resources are either over-provisioned or orphaned off. | 07 | Due to the potential for rapid deployment and scaling out of cloud services, cost containment and resource overheads become a real threat |
| 03 | Given the dynamic characteristics of the cloud, maintaining documentation can be difficult, becoming a time-sink for administrators. | 08 | Being publicly accessible, security and compliance teams need to adopt a different set of principles when dealing with public clouds like Azure |
| 04 | Teams are used to patching and guarding against security vulnerabilities on-premise. Applying the same principles in the cloud can be challenging. | 09 | 95% of companies are migrating applications to the cloud. 50% find it more difficult than expected. Projects are over budget, with missed deadlines. |
| 05 | Despite the nature of the cloud, on-boarding and provisioning new workloads still require the right blend of skills and can be labour intensive | 10 | Cloud resources are expensive to recruit, train and maintain, especially if you are responsible for providing 24x7 support in-house |

Service Overview

Service Definition – Ultima Managed Cloud

Managed Cloud provides end-to-end lifecycle management of Azure, alongside a range of BAU activities including provisioning, threat prevention, patching, optimisation and backup, all wrapped up into a monthly subscription. This, alongside deployment, migration and advisory services, means that your teams can refocus on delivering innovation and better business outcomes, without worrying about the underlying platform.

By automating workload provisioning, low-level configuration, reporting, health checks, monitoring, security, optimisation and maintenance tasks, we have simplified cloud ownership, dramatically reducing operating costs. With Managed Cloud, you can stimulate innovation, kick-start growth and accelerate digital transformation, by wrapping full lifecycle management around Azure. De-risk your cloud strategy by working with recognised Azure experts, backed by the very best in 24x7 CSP support.

Features

- Delivered from our UK-based ISO27001 certified 24x7 Technical Service Centre
- Two service tiers, providing accountability across both CSP and Azure
- Bundle resources, management, licensing and support into an affordable monthly subscription
- Interactive dashboard grants insight into consumption, subscriptions, governance, billing, workloads
- Eliminate excess resources through rightsizing, reducing consumption cost
- 24x7 support for on-boarding, subscription, service management and security activities
- Support for Azure compute, databases, management, networking, security, storage technologies
- Managed Cloud costs scales on a per-service basis
- Based on CSP framework, with contracts setup and renewed annually
- Compliant with the 14 x NCSC cloud security principles

Benefits

- Costed as a % Uplift based on CSP Spend Ultima Managed Cloud is based on your current Azure consumption
- Access to advisory and design services, workload migration and re-architecture, 24x7 support
- Access to Real-time Analytics
- Dynamic Consumption / Right-Sizing reducing consumption cost
- Patching and Compliance Support
- Integrated Automation Workload provisioning
- Fully documented technical overviews, diagrams, compliance rules, billing and resource groupings
- Azure Security Centre to proactively monitor resources, identify vulnerabilities, mitigate risks and define security policies
- Offload majority of support tasks to a Microsoft Gold partner
- Reduce TCO and siphon the difference into an innovation budget

Scope

Service Plans

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 CSP 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
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	✓

Pack	Description	Scope
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	✓

Service Transition

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.

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.

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.

Service Constraints

Ultima are able to provide lifecycle support across a wide range of Microsoft Azure technologies, with customers building out their particular service, using the list below. It should be noted that some of the products or services may be subject to different terms and conditions, SLAs

Service Definition – Ultima Managed Cloud

and levels of support, based on how they are provisioned. Where a product is listed, you can assume end-to-end support is provided against that tier of service.

Azure Portal	Network Security Groups	Azure AD	Quotas
Azure Virtual Machines	Route Tables	Key Vault	Resource Providers
App Service Plans	Traffic Manager	Azure Backup	VM Scale Sets
Availability Sets	Network Watcher	Azure Automation	Application Gateway
Managed Disks	Express Route	Anti-Malware	Azure Frontdoor
Web Apps	IP Resources	Patch Management	WAF Service
VNets	Storage Accounts	Azure Dashboards	Azure Firewall
VM Networking	Azure File Sync	Azure Monitor	Logic Apps
Load Balancers	PaaS SQL Database	Compliance - Policy	Data Factory
Virtual Network Gateway	PaaS SQL Server	Compliance - Sentinel	Azure Site Recovery

Implementation Approach

As part of the Terms and Conditions, a number of service accounts are required, which will be created during the initial on-boarding phase. Once this has been completed within the service management platform, a validation exercise will be conducted against your Azure environment to make sure that there are no vulnerabilities which would prevent Managed Cloud from being set up. Once passed, notifications will sent out a week before and 24 hours before transition to Managed Cloud.

Technical Requirements

Ultima require that business to business connections are made within Azure Active Directory, in order to allow our support staff access to Azure systems that are in scope for support. As part of the contract, a full list of supported services will be provided, alongside a list of the actions that will be taken against each.

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.

Key Responsibilities

Furthermore, as part of this specific engagement, your responsibilities will include:

- Completion of the initial Set Up Form
- 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 and software is available on-site (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 any 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
- 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

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 above dependencies and recommended responsibilities. Should a delay to the Service result from the customer's failure in relation to the above dependencies, 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 the Customer for any cost incurred as a result.

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 commercial proposition 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 Rates

Subject to the provisions of clause 4.8 of our CSP Terms and Conditions, the charges payable by the customer to Ultima in respect of the services under the schedules shall be the charges as set out in the initial Set Up Form or in a Change Request Form for additional purchases. Online services under the schedules have 12 months Price Protection from date of the Set Up Form whereas Azure Services can change monthly based on the Microsoft price list. Ultima shall notify the Customer of all pricing quotations and information (including any changes or additional products or services added) by email.

Managed Cloud is designed to leverage existing Microsoft CSP pricing, with an uplift applied to deliver the enhancements Ultima have developed around the Azure platform. In order to obtain up to date pricing, please visit <https://azure.microsoft.com/en-gb/pricing/calculator/>, where you can build out and save your Azure service estimate by region, tier and instances, before applying the Managed Cloud uplift separately.

Service Levels

A full list of our Service Levels can be found in the associated Terms and Conditions document, as part of this G-Cloud 13 service.

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.

- 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 Customer will complete the initial Set Up Form
- At this point a schedule bill will be created, with invoices generated against monthly spend
- Ultima shall be entitled to invoice the customer for the charges in accordance with the initial Set up Form or any additional products added via written confirmation of the parties, or where no invoice terms are specified, within 30 days of the services start date and every month thereafter for the duration of the term
- 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

Termination Terms

- Ultima's full CSP Terms and Conditions have been provided alongside this Service Definition
- The contract has an initial term of a minimum of 12 months, during which if the Customer wishes to terminate the provision of Services from the initial Set Up Form or that have been added afterwards (with written confirmation), they shall be liable to pay termination compensation (if applicable) to Ultima as stipulated in our CSP Terms and Conditions
- Subject to the above, either party may terminate the Contract by giving the other party no less than 30 days written notice
- Ultima may terminate the Contract with immediate effect by giving notice to the Customer if you or an end user violates the Acceptable Use Policy as set out in Schedule 1 section 3 to the Contract; or you fail to pay any material amount due under the Contract within thirty (30) Days from the payment due date of the invoice

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 certificates 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.

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, Service Desk, and Autonomous platforms

➤ Service Definition – Ultima Managed Cloud

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.



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 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



About 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 can make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating the 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.

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

- Blue Prism EMEA Partner of the Year - 2020
- Worldwide Citrix Partner of the Year - 2019
- UK and Ireland Value Partner of the Year - 2019
- The Best Use of Automation - 2019
- CRN Awards Corporate Reseller of the Year - 2018
- Tech Data Momentum ACES - Innovation Partner - 2018



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