



G-Cloud 15

Lot 3 - Cloud Support Services

January 2026



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Public and Private Sector
Hybrid / Private Cloud
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Managed Connectivity
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WAN Design / Implementation

Cloud

Microsoft and Cloud Services
Hybrid Cloud Infrastructure
Next Generation Networking
Backup and Protection
Cyber Security

Sustainability

Net Zero Journey
Energy Procurement and Tenders
Energy Optimisation
Energy Compliance
Total Account Management
POD Energy and Carbon Management



Lot
Service offering

20

Social Housing
organisations
supported

220

Universities,
Academies and
Schools

350

NHS establishments
from Acute hospitals
to GP surgeries

15

Regional
Councils

999

Services

Design, build and
operate command
and control networks

100

Charities across
the UK



Trusted advisors in Public Sector

Join hundreds of public-sector organisations that trust us to deliver secure, scalable, and resilient cloud solutions for their critical infrastructure and services.

From migrating complex workloads to designing and managing multi-cloud environments, our expertise ensures performance, compliance, and security at every stage. Every engagement is led by highly qualified, vendor-certified engineers with deep experience in cloud, cyber, and IT disciplines, supported by accredited frameworks including ISO 9001 (Quality), ISO/IEC 27001 (Information Security), ISO 14001 (Environmental Management), and Cyber Essentials Plus.

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Managed Cloud

Azure Virtual Desktop Deployment

Service Description

Following the Azure Virtual Desktop Assessments, Strategy Development and detailed design workshops, we deliver the solutions identified to specifically meet the client's needs as part of their overall cloud enablement strategy.

The solutions developed are aligned to Industry standards and are delivered in line with the Microsoft well architected framework ensuring best in breed security standards.

Creation, deployment, migration and consultation on all associated Microsoft Azure Virtual Desktop services.

Features

- Provision the workforce with Secure remote access to business.
- Applications from any location across any device.
- Adopt Enhanced Azure Security Features.
- Highly Scalable.
- Multi Session for Windows and Applications.
- Rapid Deployment and Migration.

Benefits

- Gain increases in productivity and efficiency.
- Take advantage of flexible pricing model with automation and reserved instances.
- Delivered by Azure Certified Experts.
- Agile Project Delivery with Automated Deployments.
- Enhanced security for your business Applications and Data.

Managed Backup and Disaster Recovery

Service Description

This service is delivered by an experienced and certified cloud support team, capable of providing proactive and reactive support for all Disaster Recovery testing scenarios to either outsource, complement or extend existing support capabilities.

This service allows the Partner to understand the current support provision and to develop a BCPDR support model that will support the overall BCPDR Strategy.

Features

- BCPDR Plan Review.
- Tabletop run through.
- Scenario simulations.
- Full Disaster Recovery Simulation.

Benefits

- Extend existing internal support capabilities.
- Supports the Development of the BCP DR Strategy.
- Assurance for core system / data recovery in disaster scenarios.
- Ensure the BCPDR Plan meets objectives.
- Identify vulnerabilities that should be addressed.

Microsoft Azure Hosting

Service Description

ARO can provide a range of hosting options on Microsoft Azure. As a Tier-1 Service Cloud Solutions Provider, Circle are well placed to provide hosting solutions within the Azure platform, with options for pay as you go or reserved instances to enable your organisation to leverage the best commercial model based upon your requirements.

In conjunction with the hosting, ARO provide in-arrears billing via direct debit as opposed to paying purely via credit card.

Features

- Self-Service Provisioning.
- Monthly in-arrears billing by direct debit.
- Pay as you go or reserved instances.
- No long-term contracts for pay as you go services.

Benefits

- Access to Microsoft Premier Support.
- Self-Service provisioning for services.
- Automated billing.
- Cost Management.
- Budget Management.

Microsoft License Management and Support

Service Description

This service is delivered by an experienced License Management team who can provide support for management, procurement, moves, additions and changes of licenses and subscription management for your organisation within the M365, D365 and Azure platforms.

This service allows the Partner to understand the current and future strategy and how to maximise the benefits of adopting Microsoft technologies with emphasis on Microsoft licencing, service and Feature adoption.

Features

- Discovery of Organisational Requirements.
- Identify Microsoft Licensing cost savings.
- Identify Product and Support cost savings.
- Transparent Commercial Modelling.
- Demonstrate ROI for Investment in Cloud Services.
- Support the Development of the value in Cloud Adoption to support Business Case.

Benefits

- Single point of contact for all License provisions.
- Access to Tier 1 Premier Support for on-premises, Hybrid and Cloud support.
- License optimisation.
- Budgets Managed in Azure.

Cloud Migration Planning

Microsoft 365 Assessment

Service Description

A Microsoft 365 Assessment will provide your organisation a clear understanding of where they are with their Microsoft 365 deployment, services already consumed and what configuration areas are aligned to industry best practices and standards.

The service will provide your organisation with the information needed to make key decisions to further migrate services and/or adopt other capabilities within the Microsoft 365 suite of products, ranging from collaboration to security.

This service can be delivered in part or as a full M365 Adoption assessment.

Features

- Delivered by Microsoft 365 certified Consultants.
- Review of current organisational adoption of the MW.
- End User Compute Evaluation.
- Microsoft 365 Adoption and Security Review.
- Stakeholder Playback.

Benefits

- Commence the journey towards the Development of a Modern Workplace Roadmap.
- Delivered by Microsoft 365 certified Consultants.
- Educates on Modern Workplace Concepts and Benefits.
- Take advantage of Eligible Funding support.
- Identify Security Risks and identify the need for Security plan in line with MW Roadmap.
- Identify Collaboration challenges and educate on collaboration benefits gained through adoption of the MW.

Azure Virtual Desktop Workshops

Service Description

A Modern Desktop Workshop service to provide your organisation the support required to understand the capabilities of Azure Virtual Desktop to complement, replace or introduce a virtual desktop environment into your organisation.

The output of the workshops are detailed deployment schedules inclusive of configurations necessary to enable your organisation to migrate services to Azure Virtual Desktop.

Features

- Minimum Viable Project Creation.
- Application architecture.

- Data Architecture.
- Implementation Plan.
- Finalise Migration approach.
- Finalise Network and Security Design.
- Load Balancing / HA topology.
- Scalability.
- Azure Pricing Calculations.

Benefits

- Delivered By Certified Azure Experts.
- Supports the development of the Cloud Migration strategy.

Business Continuity and Disaster Recovery Strategy

Service Description

Providing your on-premises or cloud solution with business continuity and disaster recovery has always been seen as foundational services. We will help you understand what how this adapts utilising public cloud services and map your services to the right RPOs/RTOs for the organisation.

A Business Continuity and Disaster Recovery Strategy service will provide your organisation with the necessary guidance and consultancy to create a business continuity and disaster recovery that's fit for purpose, providing the organisation with the insights necessary to develop service led RPOs and RTOs that are not only cost effective but provide the security and confidence in a BC and DR solution.

A documented strategy will be created and shared with you post the conclusion of the engagement.

Features

- Provides strategic alignment for cloud-based service continuity and disaster recovery.
- Supports a cloud enablement strategy.
- Supports the development of:
 - Business Continuity Plan.
 - Disaster Recovery Plan.
 - Incident Response Plan.
 - Emergency Management Plan.
 - Business Resilience Plan.
 - Business Impact Analysis.
 - Risk analysis and Management.
 - Testing and Exercising.
 - Emergency Communications.

Benefits

- Enhances IT Resilience through the adoption of cloud services.
- Supports cloud enablement strategy.

- Supports strategic commercial modelling to reduce IT Costs.
- Development of CSI Strategy.

Microsoft 365 Security Assessment

Service Description

A Microsoft 365 Security Assessment will provide your organisation a clear understanding of where they are with their Microsoft 365 security services within the procured license types and native features within Microsoft 365.

The service will provide your organisation with the information needed to make key decisions to further migrate services and/or adopt other capabilities within Microsoft 365 suite of security products. An output of a gap analysis will be provided which will assist with the transition to native Microsoft 365 security products and what products could be removed in favour of these.

Using Microsoft Secure Score, we gain a measurement of the organisation's security posture, identifying areas for improvement and actions to be taken.

Features

- Report on the current state of the organisation's Microsoft 365 security posture.
- Identify potential improvements in the security posture.
- Compare current posture against industry benchmarks.

Benefits

- Delivered by Microsoft 365 Certified consultants.
- Allows for the Development of a Security Plan.
- Support the Security awareness program for Key Stakeholders through Risk awareness.
- Native assessment tools for security review.

Microsoft 365 Security Strategy

Service Description

Security is a key focus for many organisations. Understanding how Microsoft 365 Security plays into the wider ecosystem of security products enables you to potentially consolidate several third-party solutions. We can also help you build a robust and secure 365 environment through identifying capabilities and features that can be delivered through Microsoft 365.

A Microsoft 365 Security Strategy will engage key stakeholders in your organisation to develop a strategy to consume/migrate services from incumbent services to consume services available within Microsoft 365.

A security strategy will aim at aligning best practices and any regulatory requirements to toolsets and services to be consumed to enhance, adopt or replace existing toolsets which are in use and identify any additional areas to be addressed.

A documented strategy will be created and shared with the customer post the conclusion of the engagement.

Features

- Secure your Remote workforce.
- Develop strategy for the adoption of Identity Management.
- Develop strategy for the adoption of Endpoints Management.
- Develop Strategy for the Management of Cloud Services.
- Develop Strategy for the Management of Cloud Apps.
- Develop CSI Plan.

Benefits

- Delivered By Certified Microsoft 365 Experts and Business Analysts.
- Supports the development of a Modern Workplace adoption strategy.
- Development of CSI Strategy.

Microsoft 365 Strategy

Service Description

Leveraging all the services available as part of Microsoft 365 is paramount to obtain ROI on the licenses and enhance the proficiency of users. A Microsoft 365 (Modern Workplace) Strategy will engage key stakeholders in your organisation to develop a strategy to consume/migrate services into Microsoft 365 from on-premises or other systems.

The strategy will align to key business priorities and goals along with associated timelines for migration of services focusing on consumption of all available features within the Microsoft 365 suite of products for collaboration and security, working to identify key services which can be replace by these as well as the associated licenses required to deliver this service.

A documented strategy will be created and shared with the customer post the conclusion of the engagement.

Features

Assesses current business technology provision to develop the following:

- Deployment Strategy.
- Migration Strategy.
- Security Strategy.
- Sensitive data Strategy.
- Desktop Modernisation.
- Voice and Calling Strategy for connected Experience and Collaboration.
- Determine business case for cloud transformation.
- Educate on key MW concepts.
- Defines success criteria for cloud platform transformation.

Benefits

- Clear Strategy for adopting Microsoft 365 services.
- Consultative approach for adoption.
- Development of CSI Strategy.

Microsoft Azure (Cloud) Strategy

Service Description

Developing a cloud first strategy requires knowledge and understanding of how things can be migrated, in what order and cost estimates to determine feasibility of this approach.

A Microsoft Azure (Cloud) Strategy will engage key stakeholders in your organisation to develop a strategy to consume/migrate services into Microsoft Azure. The strategy will align to key business priorities and goals along with associated timelines for migration of services focusing on consumption of all available features within Azure.

A documented strategy will be created and shared with the customer post the conclusion of the engagement.

Features

- Assesses current business technology provision.
- Determine business case for cloud transformation.
- Educate on key cloud concepts.
- Defines success criteria for cloud platform transformation.
- Define cloud platform strategy.

Benefits

- Delivered by Certified Azure Experts
- Drives cultural change towards cloud computing and the business benefits of adoption.
- Identify opportunities to adopt SAAS / PAAS.
- Development of CSI strategy.

Microsoft Azure Cloud Readiness Assessment

Service Description

Many organisations need assistance with understanding how they can migrate services to Azure, see what applications are capable of being migrated and what the journey will hold.

A Microsoft Azure Cloud Readiness Assessment will provide your organisation with the insights necessary to determine which services are capable of being migrated to Microsoft Azure, which need work to achieve this as well as the ones which are not suitable. (Inclusive of Servers and Applications)

This will also provide indicative costs associated with the systems which are assessed.

A list of proposed services to be consumed within Microsoft Azure will be produced to form an estimated bill of materials required.

Features

- Evaluation storage and database needs.
- Review resource usage on current platform to prepare Cloud Resource requirements.
- Determine cost effective and feature specific licence options.
- Determine estimated infrastructure costs.
- Determine estimate running costs.
- Assess cloud platform options.
- Conduct compatibility tests and trial migrations.

Benefits

- Delivered by Azure Solution Experts.
 - Commences the journey towards the development of the Azure Migration Roadmap.
 - Discover ROI for investment in cloud services.
- Support the development of the value in cloud adoption to support a business case.

Microsoft Azure Security Assessment

Service Description

Many organisations don't understand or believe they have the necessary security measures in place already. This is often highlighted after an incident takes place, which breaches the supposed security which has been put in place.

A Microsoft Azure Security Assessment will provide your organisation a clear understanding of where they are with their Microsoft Azure tenant, subscriptions and resource groups, aligning these deployments to industry standards such as ISO27001, ISO9001 and NIST.

Features

- Report on the current state of the organisation's Microsoft Azure security posture.
- Identify potential improvements in the security posture.
- Compare current posture against industry benchmarks and actions for remediation.

Benefits

- Delivered by Microsoft Azure Certified consultants.
- Allows for the Development of a Security Plan.
- Support the security awareness program for key stakeholders through risk awareness.
- Native assessment tools for security review.

Microsoft Azure Workshops

Service Description

Kick-start your migration to Azure with highly qualified Microsoft Azure experts to deliver an interactive workshop with your team.

A Microsoft Azure Workshop service provides your organisation with an interactive session, covering off migration approaches, architectural conversations, detailed discussions on current services and migration techniques to enable migration to Azure services. Complemented by previously completed Azure Assessments (Optional).

The output of the workshops are detailed deployment schedules inclusive of configurations necessary to enable your organisation to migrate services to Microsoft Azure.

Features

- Business Requirements and Priorities.
- Infrastructure management and sizing.
- Architecture current, preferred and possible.
- Delivery planning, timescales, delivery velocity, implementation.
- Preference.
- Ongoing support requirements.
- Development of Technical Design Document.

Benefits

- Delivered By Certified Azure Experts.
- Supports the development of the Cloud Migration Strategy.

Microsoft Azure Security Strategy

Service Description

Azure Security is fundamental to the delivery of cloud migrations and consumption of public cloud services, the same as your on-premises security stacks were operated, similar considerations need to be made for Azure.

A Microsoft Azure Security Strategy will engage key stakeholders in your organisation to develop a strategy to aligned to the industry standard best practices such as NIST, ISO27001 or PCI and the Microsoft Azure Well Architected Framework.

A security strategy will aim at aligning best practices and any regulatory requirements to toolsets and services to be consumed to enhance, adopt or replace existing toolsets which are in use and identify any additional areas to be addressed.

A documented strategy will be created and shared with the customer post the conclusion of the engagement.

Features

Establish Strategy to incorporate the adoption of Essential Security Practices as below:

- People.
- Educate teams on cloud security journey.
- Educate teams on cloud security technology.
- Process.
- Assign accountability for cloud security decisions.
- Update incident management for cloud.
- Establish security posture management.
- Technology.
- MFA.
- Native FW and NW Security.
- Strategy to govern to manage and improve Security Posture.
- Native Threat Protection.
- Modernise security strategy.
- Develop security strategy.
- Strategy to Secure new workloads.
- Strategy to secure existing workloads.

Benefits

- Delivered by certified Microsoft Azure Experts.
- Supports the development of an overall IT Security Plan.
- Development of CSI Strategy.

Microsoft 365 Data Security Strategy

Service Description

Providing services to protect company data, whether this be on organisational or personal devices is becoming more prevalent given the hybrid-working scenario and protections need to be considered for items such as Cyber Essentials Plus certifications. A Microsoft 365 Data Security Strategy will provide your organisation with the insights and guidance necessary to secure the information held within your Microsoft tenant.

The strategy will aim to review what content, solutions and requirements there are to correctly define the strategic goals and approach to securing the content within the Microsoft 365 platform. Utilising items such as DLP, Azure Information protection (AIP), Azure Rights Management (ARM) and many other services, these can be incorporated into the strategy to secure the data held. A documented strategy will be created and shared with the customer post the conclusion of the engagement.

Features

- Develop understanding of data landscape.
- Develop strategy for flexible data protection controls including.
- Encryption, access restrictions and visual markings.

- Develop strategy to detect risky behaviour and prevent data loss, leakage or over sharing.

Benefits

- Delivered By Certified Microsoft 365 Experts.
- Identify risks in the current data landscape architecture.
- Identify risks is data access and sharing.
- Supports the development of a MW adoption strategy.
- Supports the development of the IT security plan.

Microsoft 365 Workshops

Service Description

Kick-start your deployment of Microsoft 365 services with highly qualified Microsoft 365 experts to deliver an interactive workshop with your team, discussing all the services available within the suite.

The output of the workshops are detailed deployment schedules and design documents inclusive of configurations necessary to enable your organisation to migrate services to Microsoft 365.

Features

- Microsoft 365 Overview Workshop.
- Security Workshop.
- Collaboration Workshop (Teams / SharePoint / Online).
- Sensitive Data Workshop.
- Microsoft 365 Deployment Workshop.
- Microsoft 365 Migration Workshop.
- CSI Workshop.

Benefits

- Delivered By Certified Microsoft 365 Experts.
- Supports the development of the wider MW adoption strategy.

Set Up and Migration

Microsoft Azure Deployment and Migration

Service Description

This service incorporates the deployment and migration of Microsoft Azure Services including IaaS, PaaS, SaaS.

Following the Azure Assessments, Strategy Development and Detailed Design Workshops, we deliver the solutions identified to specifically meet the client's needs as part of their overall cloud enablement strategy.

The solutions developed are aligned to industry standards and are delivered in line with the Microsoft well architected framework ensuring best in breed security standards.

Features

- Delivered by Azure Certified Experts.
- Allows clients to adopt cost-effective cloud services.
- Allows for fast track adopt of configuration and testing through automated deployment processes.
- Allows design and configuration of hybrid services where necessary to minimise business risk.
- Supports cultural change and skills shift for Cloud Enablement.
- Provision of server and application testing through UAT cycles within the migration.
- Leverage value using cloud pricing models.

Benefits

- Agile project delivery.
- Supports the development of a cloud adoption strategy.
- Delivered in line with best practice frameworks.
- Delivered by certified MS Azure Experts.

Microsoft 365 Services Deployment and Migration

Service Description

Following the Microsoft 365 Assessments, Strategy Development and Detailed Design Workshops, we deliver the solutions identified to specifically meet the client's needs as part of their overall cloud enablement strategy. This service incorporates the Deployment and Migration of Microsoft of all associated Microsoft 365 Services.

- Microsoft Teams.
- Microsoft SharePoint Online.
- Microsoft OneDrive.

- Microsoft Exchange Online.
- Microsoft Planner.
- Data Migration.

The solutions developed are aligned to industry standards and are delivered to ensure enhanced collaboration and best in breed security standards.

Features

- Delivered by certified Microsoft 365 specialist consultants.
- standard delivery engagement with Agile project delivery.
- MS Teams Design including telephony integration.
- Includes Teams and channel configuration.
- Provides device integration for smartphones, laptops/desktops.
- Standard training for IT service teams.

Benefits

- Delivered By Certified Microsoft 365 Experts.
- Supports the development of a MW adoption strategy.
- Agile project delivery.

Microsoft 365 Security Deployment

Service Description

Following the Microsoft 365 Security Assessments, Strategy Development and Detailed Design Workshops, we deliver the security solutions identified to specifically meet the client's needs as part of their overall cloud enablement strategy. The solutions developed are aligned to industry standards and Microsoft Best Practice. Deployment inclusive of all associated Microsoft 365 Security services as follows:

- Identity Management.
- Endpoint management.
- Cloud Security.
- Cloud App Security.
- Microsoft Sentinel.

Features

- Secure your remote workforce.
- Implement Defender for identities.
- Implement Defender for endpoints.
- Implement Defender for cloud.
- Implement Defender for cloud apps.
- Collect security analytics through Azure Sentinel.

Benefits

- Agile project delivery.
- Supports the development of a MW adoption strategy.
- Delivered By Certified Microsoft 365 Experts.

Microsoft 365 Management and Support

Service Description

This service is delivered by an experienced and Microsoft certified cloud support team, capable of providing proactive and reactive support for all workloads within Microsoft 365 to either outsource, complement or extend existing support capabilities.

This service allows the partner to understand the current support provision and to develop a cloud support model that will maximise the benefits of adopting Microsoft Tier 1 support for Microsoft licencing, cloud service and feature adoption.

Features

- Reactive or Proactive support models.
- Access to Tier 1 Microsoft Premier Support.
- Security recommendation monitoring.
- 1st, 2nd and 3rd line support.
- 24x7 critical hours Support.
- Service Delivery Management.

Benefits

- Extend existing internal support capabilities.
- Take advantage of Microsoft Tier 1 premier support capabilities.
- Delivered by Microsoft Certified Experts.
- Gain access to premier advisory services including personalised time with Microsoft Engineers for deployment and migration.
- Gain access to proactive services focused on education, planning, implementation, optimisation, and maintenance for cloud services.

Microsoft Azure Management and Support

Service Description

This service is delivered by an experienced and Microsoft certified cloud support team, capable of providing proactive and reactive support for all items within Azure (IaaS, PaaS and SaaS) to either outsource, complement or be specific with items which aren't core part of what the customer is capable of.

This service allows the partner to understand the current support provision and to develop a cloud support model that will maximise the benefits of adopting Microsoft Tier 1 support for Microsoft licencing, cloud service and feature adoption.

Features

- Reactive or Proactive Support Models.
- Access to Tier 1 Microsoft Premier Support.
- Security recommendation monitoring.
- 1st, 2nd and 3rd line support.
- 24x7 critical hours support.
- Service Delivery Management.

Benefits

- Extend existing internal support capabilities.
- Take advantage of Microsoft Tier 1 premier support capabilities.
- Delivered by Microsoft Certified Experts.
- Gain access to premier advisory services including personalised time with Microsoft Engineers for deployment and migration.
- Gain access to proactive services focused on education, planning, implementation, optimisation, and maintenance for cloud services.

Security Services

Microsoft 365 Security Operations Service

Service Description

Secure+ is a service that provides proactive management and monitoring of your Microsoft 365 environment for the security services available to you within your Microsoft 365 subscription, covering Identity, Device, Application and Data services. Secure+ enables you to minimise security risks by providing a service, evaluating both your present and past security postures. The service includes comprehensive dashboards, detailed reports, and engaging interactive experiences such as Microsoft Secure Score. Secure+ is tailored to provide you with the clarity, control, and guidance necessary to achieve significant improvements in security posture. Through this service, our team will proactively provide preventative, remediation and security incident and event management, ensuring that your Microsoft 365 environment is thoroughly safeguarded.

Features

ARO can provide the following:

- **Quarterly Baseline Updates:** Quarterly security configuration updates for Microsoft 365, ensuring that your environment is aligned with the latest best practices and security protocols.
- **Baseline Monitoring:** Configuration drift and baseline monitoring for Microsoft 365, detecting and alerting any deviations or anomalies from the standard expected configuration.
- **Security Information and Event Management (SIEM):** SIEM collects information from all over the Microsoft 365 estate, utilising this information to detect unusual activity that might indicate a cyber threat, allowing teams to swiftly react and respond to any unusual activity.
- **Health Check:** Health and Adoption checks for Microsoft 365, assessing the overall health, performance and security of your environment, and identifying potential vulnerabilities, inefficiencies, or areas that require improvement.
- **Tenant Housekeeping:** Routine maintenance for Microsoft 365, removing redundant, outdated or unnecessary users and devices and associated assets where applicable.
- **License Management:** Procurement and ongoing management for Microsoft 365 licensing, ensuring cost efficiency, compliance and optimal utilisation across the Microsoft environment.

Benefits

- **Improved security and compliance:** Secure+ helps you to achieve and maintain a high level of security and compliance across your Microsoft 365 environment, reducing the risk of data breaches, cyber-attacks, and regulatory violations.
- **Cost savings and efficiency:** Secure+ helps you to optimise your Microsoft 365 licenses, eliminating unnecessary or underutilised licenses, and ensuring that you have the right subscription plan for your needs. Secure+ also helps you to streamline your security operations, reducing the time and resources required for maintenance, updates, and incident response.
- **Peace of mind and confidence:** Secure+ gives you peace of mind and confidence that your Microsoft 365 environment is well-protected and well-managed by our team of experts, who are always ready to assist you with any security issues or queries. Secure+ also gives you the confidence to leverage the full potential of Microsoft 365, knowing that you have a robust security solution in place.

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