

Central Networks & Technologies Ltd

Service Description: Microsoft Azure



Crown
Commercial
Service

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Central's Microsoft Azure Service Definition

1. Service Overview

Central's Azure Services provide complete management, optimisation, and governance of your Microsoft Azure environment. We ensure that your cloud infrastructure remains secure, cost-efficient, resilient, and aligned to best practice—while supporting your organisation through continuous improvement and strategic cloud adoption.

Our service covers the full Azure lifecycle: readiness, migration, daily operations, cost optimisation, resilience, and ongoing cloud governance.

2. Scope of Service

2.1 Platform Management & Operations

Central manages the core Azure platform to ensure stability, security, and compliance, including:

- Subscription and resource governance
- Creation and management of Resource Groups, VNETs, NSGs, VPNs and routing
- Monitoring of platform health, availability and performance
- Patch and update management for Azure IaaS workloads
- Identity & Access Management including Conditional Access and Entra ID integration

2.2 Compute & Workload Management

Central manages virtual machines, PaaS workloads, and core compute elements:

- VM creation, sizing reviews, optimisation and rightsizing
- Image management and OS patching
- Application and dependency mapping during migration (e.g., server readiness assessments)
- AVD (Azure Virtual Desktop) configuration and lifecycle management



2.3 Backup, DR & Resilience

We implement and manage Azure-native resilience technologies:

- Azure Backup for VMs, file shares, and workloads
- Azure Site Recovery (ASR) for disaster recovery
- Backup retention policies, monitoring and remediation
- DR design, testing and failover runbooks

2.4 Security, Compliance & Zero-Trust Controls

Central provides a security-first Azure operating model:

- Network segmentation, NSG/ASG management
- Azure Firewall / third-party firewall policy oversight
- Defender for Cloud recommendations and Secure Score improvement
- Identity governance and Conditional Access
- Policy enforcement using Azure Policies and blueprints

2.5 Cost Management & FinOps

We actively manage Azure spend to keep budgets controlled and predictable:

- Azure Cost Management and budget alerting
- Detailed cost analysis and optimisation recommendations
- Rightsizing and reservation planning (e.g. 3-year reserved instances)
- Review of unused resources and storage optimisation
- Support for cost governance tagging and reporting

2.6 Migration Services (Optional)

For customers moving from on-prem or another cloud, Central delivers:

- Azure readiness assessments using Azure Migrate
- Server, application and dependency mapping
- Migration planning and landing zone design
- Server and data migration (IaaS, PaaS, AVD, storage)



- Cutover, validation and post-migration stabilisation

2.7 Governance & Service Management

Azure management includes structured governance to keep the environment healthy over time:

- Quarterly cloud reviews (usage, costs, security, incidents)
- Annual cloud strategy alignment sessions
- Technology roadmaps tied to business goals
- Documentation of architecture, DR plans, and operational procedures

3. Key Benefits

- **Scalable and Future-Proof:** Azure allows resources to flex with business demand without large capital outlay.
- **Security by Design:** Continuous security posture improvement ensures a hardened cloud environment.
- **Cost Efficiency:** Optimisation recommendations reduce unnecessary spend and improve forecasting accuracy.
- **Improved Resilience:** Azure Backup and ASR protect against outages, data loss, and operational disruption.
- **End-to-End Expertise:** Delivered by Azure-certified engineers experienced in complex migration and operational support.
- **Transparent Governance:** Clear reporting, roadmap alignment and regular service reviews.

4. Exclusions

Unless separately contracted, the following are outside standard scope:

- Custom application development
- Management of unsupported OS or legacy systems
- Third-party appliances not natively integrated with Azure
- Penetration testing (available as an add-on)
- Large-scale rearchitecture without an agreed project SOW



5. Optional Add-On Services

- Full cloud migration projects
- Azure Virtual Desktop modernisation
- SIEM/SOC integration
- Advanced cost optimisation engagement
- Zero Trust and Conditional Access redesign
- Cloud landing zone development

6. Summary

Central's Azure Service gives your organisation a secure, resilient, and cost-efficient cloud foundation. Whether modernising legacy workloads, reducing on-premise footprint, driving security uplift, or controlling cloud spend, we provide the expertise, governance, and operational maturity needed to run Azure the right way.

