

G-Cloud 15

Microsoft Azure – Health Check Well-Architected Framework Review

January 2026

Acknowledgements

Thank you to everyone who has given their time and effort to meet us and provide the information that this document is based upon.

Point of Contact

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1. Service Definition - *providing clarity and transparency*

ElysianIT Offer a Range of Services related to Microsoft Azure which build into a complete Service offering:

Microsoft Azure – Readiness and Assessment

➔ **Microsoft Azure – Health Check and Well-Architected Framework**

Microsoft Azure - Roadmap and Strategy

Microsoft Azure - Baselines Implementation and Pilot

Microsoft Azure - Migration

Microsoft Azure - Implementation and Enhancement

Microsoft Azure - Project and Change Management

Microsoft Azure - Security Audit and Recommendations

Microsoft Azure - Security Baselines Implementations

Microsoft Azure - Security Enhancements

Microsoft Azure - Support

Microsoft Azure - Performance Testing and Quality Assurance

Microsoft Azure - Guidance Documentation, Training and Coaching

Microsoft Azure – DevOps Infrastructure as Code

Microsoft Azure – Azure Virtual Desktop (AVD) Deployment and Support

Our “Microsoft Azure – Health Check and Well-Architected Framework” provides a best practise review of your Azure Environment, the output of the review is a documented with a MoSCoW rated recommendations and next steps.

Below is an example list of the Azure resources which can be covered during this engagement:

- AI + Machine Learning – Azure Bot Service, Azure Cognitive Services, Face and Translator
- Analytics – PowerBI, Log Analytics, Data Factory and Azure Analysis Services
- Blockchain – Logic Apps, Cosmos DB and Azure Blockchain services
- Compute – Virtual Machines, API Management, App Services, Azure functions, AKS, VMWare Solution, Web App, VM Scale Sets, Linux VM and Batch
- Containers – Kubernetes (AKS), Container Registry, Web App for Containers, Mobile Apps and Container Apps
- Databases – Azure SQL Database, Azure Database for MySQL, Azure SQL, SQL Virtual Machines, Table Storage, Azure Database for MariaDB and Azure Database for PostgreSQL, Azure SQL Managed Instances
- Developer Tools – Azure DevOps, Azure Lab Services, VS.Code, SDK, API, App Configuration
- DevOps – Artifacts, Boards, Pipelines, Test Plans, Repos and Monitor, Terraform, Jira, Jenkins, Docker, Chocolatey, packer, puppet, BiCep and ARM Templates (JSON)
- Hybrid – Azure Active Directory, Sentinel and Security Center
- Identity – Azure AD, Azure AD B2C, Azure Information Protection and Azure AD Domain Services
- Integration – API Management, Event Grid, Service Bus and Logic Apps
- Internet of Things – Azure IoT, API Management, Azure Functions, Logic Apps, Event Hub and Notification Hubs
- Management – Azure Blueprints, Azure Policy, Azure Resource Manager Templates, Shell, CLI, API, Portal, Service Health, Cost and billing Management, Azure Migrate
- Recovery – Azure Backup Vaults, Azure Recovery Services
- Media – Content Delivery Networks, Media, Video Indexer, Encoding, Azure Media Player
- Migration – Azure Database Migration Services, Azure Migrate, Azure Site Recovery, Third-Party

- Networking – Azure Virtual Network, ExpressRoute, Azure Firewall, Azure DDoS Protection, Azure DNS, Azure Bastion, Azure Load Balancer, Azure Application Gateway (WAF), Network Watcher, Virtual WAN, Azure Front Door, NAT Gateway and VPN Gateway
- Security – Azure Sentinel, Azure Security Center, Azure Information Protection, Key Vault
- Storage – Managed Disks, Storage Accounts, Archive Storage, Azure Backup, Data Box, StorSimple, File Storage and NetApp Storage
- Web – Static Web Apps, Web apps, CDN, App Services, API Management and Mobile Apps
- Azure Subscription Migrations – EA–EA, EA-CSP, CSP-EA, CSP-CSP
- Azure Virtual Desktop

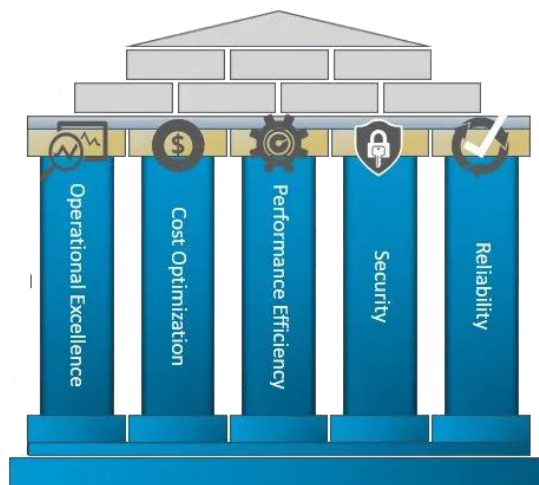
Full list of products available here: <https://azure.microsoft.com/en-gb/services/>

1.1 Service Features

Microsoft Azure releases thousands of updates and new features every year. If you're like most organisations, you have trouble keeping up. At the same time, you want to make sure you're taking full advantage of your workloads. You want to make sure your infrastructure is best aligned for future updates. How can you keep up and make the right choices? That's where a Health Check and Well-Architected Framework Review comes into play.

The Azure Health Check and Well-Architected Framework Review is divided into five pillars of architectural best practices

- Operational Excellence – operations processes that keep a system running in production.
- Performance efficiency - the ability of a system to adapt to changes in load.
- Reliability – protecting applications and data from threats.
- Security – protecting applications and data from threats.
- Cost Optimisation – managing costs to maximize the value delivered to business.



The Azure Health Check and Well-Architected Review is designed to help you evaluate your workloads against the latest set of Azure best practices. It provides you with a suite of actionable guidance that you can use to improve your infrastructure/workloads in the areas that matter most to your business

The Azure Health Check and Well-Architected Framework is a combination of multiple service modules including interactive knowledge sharing sessions, information gathering & playback sessions.

The focus of this engagement is to ascertain the needs and challenges which might currently exist and how they can be remediated if deemed necessary.

We analysis all resources in Azure, both infrastructure and platform services such as API Management, App Services, Database Services Virtual Machines, ExpressRoutes, Data Factory and Storage Accounts.

We recommend running a Well-Architected Review every six months to twelve months. This will allow you to see the improvements, comparing the new review outcomes against the first review, and assess the current status of the workload against evolving best practice and new resources.

1.2 Typical Engagement Approach

The Azure Health-Check and Well-Architected Framework Review approach is detailed below:

1. **Workshop** – An initial workshop will be conducted to:
 - Introduce the individuals involved in the engagement
 - Review the scope of the engagement and key deliverables
 - Discuss the existing usage of Azure and any specific objectives / improvements that they believe could be achieved / challenges that should be mitigated
 - Walkthrough of existing Landing Zone Architecture design documentation.
 - Complete Azure Well-Architected Review Assessment
 - Confirm the access to the Azure Subscriptions as required for the commencement of the audit
2. **Audit Execution** – We will then review the Azure resources covering elements such as:
 - Architecture – ensuring that the architecture and design of the Azure Environment is in line with Microsoft best practice
 - Security – ensure that the Azure Services and user security configuration is appropriate. The following will be reviewed as required:
 - Azure Security Center Recommendations
 - Azure Defender
 - Microsoft Best Practice
 - Operational Excellence – that the overall governance structure, controls and monitoring are in place to ensure the integrity of the environment is maintained. The following will be reviewed as required:
 - Azure Monitor
 - Log Analytics (Diagnostic logging)
 - RBAC
 - Policies / Locks.
 - Reliability – ensuring that the services are resilient by adopting Availability Sets. Availability Zones, Proximity Placement Groups, Geo-Redundancy and designing solutions to have transient fault handling, retry logic, self-healing, automation, and scale-out capabilities.
 - Performance Efficiency – identifying any capacity related issues such as high CPU and Memory utilisations to network and disk bottlenecks.
 - Cost Optimisation – ensuring services not used and removed and that the right sized machines, best licensing plans, Hybrid use benefit and reserved instances are being utilized.
3. **Audit Recommendations** – a document will be authored summarising the findings from the audit and containing a series of recommendations for improvement. These recommendations will be prioritised using MoSCoW approach, identifying those that Must, Should, Could and Won't be implemented.

Review – The Recommendations documentation will be provided to the nominated technical contacts for review and a formal review meeting scheduled to walkthrough and discuss the document content. A final

update to the document will be made, if required, subsequent to the session to finalise the content based on any updates or priority changes arising from the review.

1.3 Benefits

This service will provide the following business benefits:

- MoSCoW rated analysis of your Azure Environment
- Understand any Security issues and the remediation tasks
 - Alignment to CIS Benchmark, NCSC and HMRG Minimum Security Standards
- Migrate against risks uncovered by the review
- Optimise workloads and provide cost savings.
- Understand your Azure Maturity level based on the Azure Well-Architected Review Assessment
- Documented Assessment with proactive next steps.

1.4 Timescales

This Service is typically a various length engagement which is dependent on the scale and size of your organisation, the amount of data/content involved and your starting point.

1.5 Pricing

All Pricing is in accordance with the SFIA Rate Card attached to the Service definition entry on the digital marketplace portal.

1.6 Terms and Conditions

Terms and conditions are in accordance with the G-Cloud 15 Framework agreement and call off contract.

1.7 Invoicing Process

- All work is proposed and delivered using ElysianIT terms of business.
- ElysianITs' Payment terms are 30 days' net from date of invoice, Payment of invoices will be made in Sterling.
- All financial queries and correspondence to ElysianIT: finance@elysianit.com
- The registered address of ElysianIT Ltd is: Upper Farm, Wootton St. Lawrence, Basingstoke, Hampshire, RG23 8PE

1.8 Customer Responsibility

In each engagement there will be a range of dependencies on the customer which are specific to each project. These will be discussed and agreed prior to commencement and will form part of the contract.

2. Why ElysianIT – *making IT effortless*

ElysianIT are a Microsoft Solutions Partner, established in 2014.

We provide professional services/consulting and Managed Support with staff that have extensive experience of Microsoft on-premise and cloud services, working with Microsoft 365, Azure, Active Directory, Windows server and desktop clients and Enterprise Mobility and Security (EMS), alongside the second-generation cloud products that are now reaching maturity, including elements such as the Power Platform and Azure PaaS services.

We pride ourselves in building partnerships with our clients to identify targeted changes to technologies which provide the business with multiple benefits.

These include the end user experience of IT, increased productivity and security, and/or reduced overall costs.

With our long-term heritage, working with public sector and private organisations we have developed a series of security baselines and processes inline with NCSC Guidance, CIS Benchmark and Microsoft Best Practices which we use to accelerate the design and build phases.

These are known as our Zero to Hero security baselines.

We place great emphasis on building effective and trusted partnerships with our clients to identify targeted and considered changes to technologies which provide the business with multiple benefits.

These include the end user experience of IT, increased productivity and security, and/or reduced overall costs.

YOUR NEEDS, OUR EXPERTISE, OUTSTANDING SOLUTIONS - *FIRST-TIME & EVERY-TIME*



Our Vision

Provide best-in-class transformational IT services, to forward-thinking organisations, achieving goals through the use of technology.



OUR MISSION

Understand our customer's business strategy, deliver and exploit world-class IT technologies to assist and facilitate in achieving their goals, and support their users in maximising the technological benefit

PROFESSIONAL & KNOWLEDGE SERVICES	INDUSTRIAL & COMMERCIAL	PUBLIC & THIRD SECTOR
       	   	       









2.1 Our Credentials

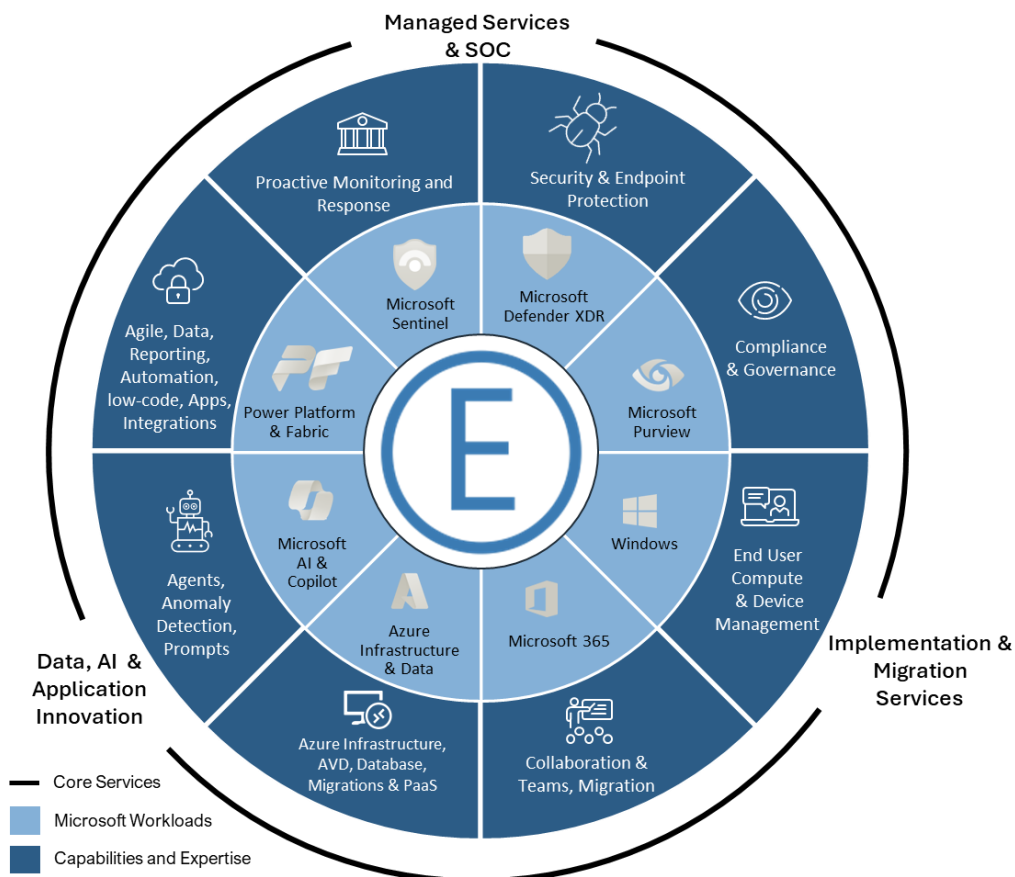
The below competencies are aligned to our Microsoft Partner Account on the Solution Providers site.



ElysianIT company registration number is 09245203, established in 2014. DUNS Number: 220402392

2.2 Our Core Services

Offering a range of intelligent business change and implementation services focussed on Microsoft technologies.



2.2.1 Intelligent Advisory – ensuring you're future ready

Technology experts on-demand

Partnering with ElysianIT gives you direct access to our **Virtual 'C-level' Advisory Services**. Not only ensuring that you're getting the best from your current technology, but our Senior Consultants horizon scan to verify that your technology decisions are both future-proof and strategically aligned with your goals.

We pride ourselves in understanding your organisations strategy to deliver transformative technology with outstanding solutions, moving you from just **operating to innovating**.



2.3 Our Impact – *trusted by peers*

With experience of working with organisations ranging in size from a handful of users to thousands, we relish solving challenges these organisations bring.



2.3.1 Partnering in focus - *delivering transformational results*



**CHARITY COMMISSION
FOR ENGLAND AND WALES**



The Charity Commission for England and Wales (CCEW) is the non-ministerial government department that regulates registered charities in England and Wales and maintains the Central Register of Charities. CCEW has around 550 users across 4 UK sites.

ElysianIT has delivered the following services and has continued to support the organisation for over 5 years.

- Planning and Design for a full IT estate modernisation comprising Windows 11 roll out, Office 365 onboarding, Enterprise Mobility Suite and migration of on-premise estate to migration
- Design of a modern desktop management approach comprising Intune and Autopilot
- Implementation of a highly secure M365 collaboration environment including Teams, SharePoint, OneDrive for Business and the Office client
- Active Directory audit, recommendations, modernisation & rationalisation
- Identity Management, Conditional Access, MFA and Self Service SPR
- Deployment of a Hybrid Exchange environment and migration of all mailboxes
- Design and build of an Azure landing zone to cater for their hosting requirements and migration of circa 50 servers
- Rebuild all of user devices to Windows10 and implementation of supporting iOS device estate
- Project & Change Management and Governance
- Ongoing 3rd Line Microsoft Azure Cloud Support



UK Anti-Doping (UKAD) is a Non-Departmental Public Body accountable to Parliament. UKAD is the national organisation dedicated to protecting a culture of clean sport in the UK. UKAD have around 100 users across 2 main UK sites.

ElysianIT has delivered the following services and has continued to support the organisation for over 10 yrs.

- Cloud Strategy and Business Case
- Planning and Design for Azure, Microsoft 365
- Change Management and Governance
- Windows 11 Rollout
- Exchange Online Email migration
- Intune for Device Management
- OneDrive and SharePoint Site Migration
- SharePoint Intranet Development
- Data centre replacement into Azure Services
- Web Hosting migration to Azure Services
- PKI Infrastructure
- Azure Sentinel, Monitoring and Intune
- Ongoing Fully Managed Service (Support)

2.4 Microsoft CSP – *Licensing without the hassle*

ElysianIT is a Microsoft Cloud Solution Provider (CSP) and therefore can transact Azure cloud service costs directly with our customers.

The Cloud Solution Provider (CSP) Program enables purchases of Microsoft online service subscriptions (M365), Azure services, and some on-premises software via the Microsoft Customer Agreement.

The CSP allows you to take advantage of True PAYG billing and benefit from the highest discounts through Reserved Instances, Hybrid Benefits and Software Subscriptions.

2.5 Getting in Touch – *share your thoughts*

We work on a no-obligation basis and welcome the opportunity to discuss how we can help organisations realise business change and the associated benefits through the application of technology.

UK Office – Basingstoke



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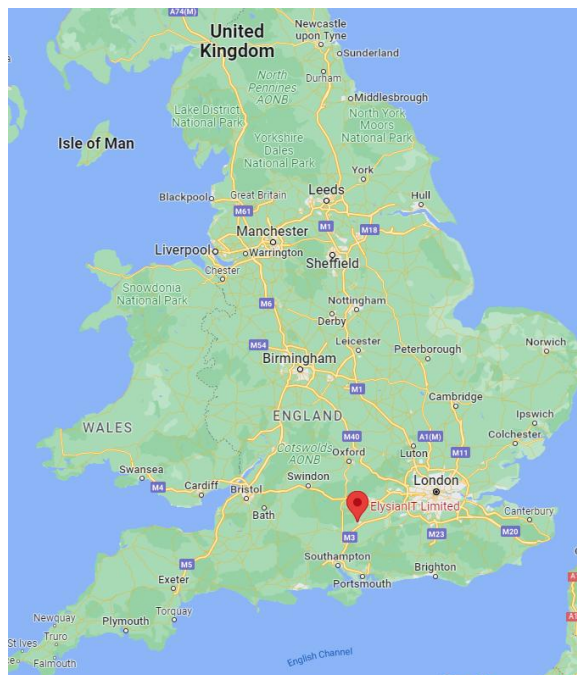
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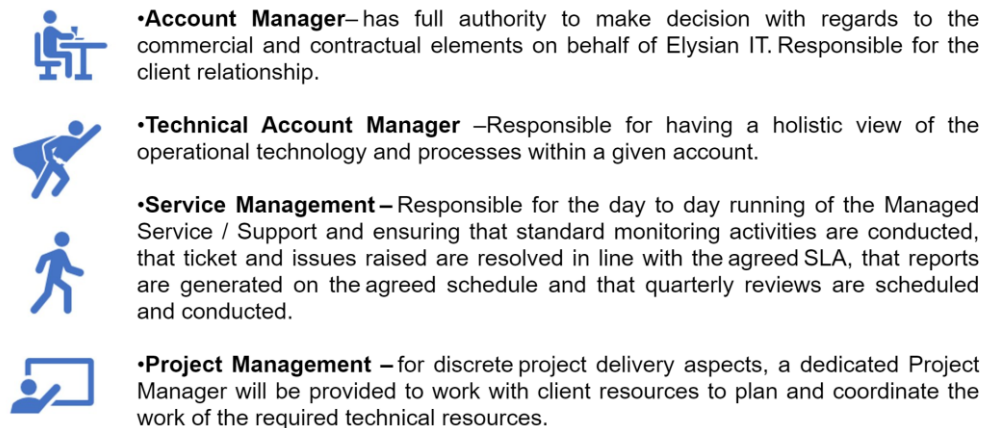
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3. Methodology and Approach – *turning ideas into value*

ElysianIT embrace a consultative approach to each project engagement, taking time to understand the key challenges, then leveraging our expertise and combined knowledge of the technology capabilities to address the business challenge(s) and achieve your goals.

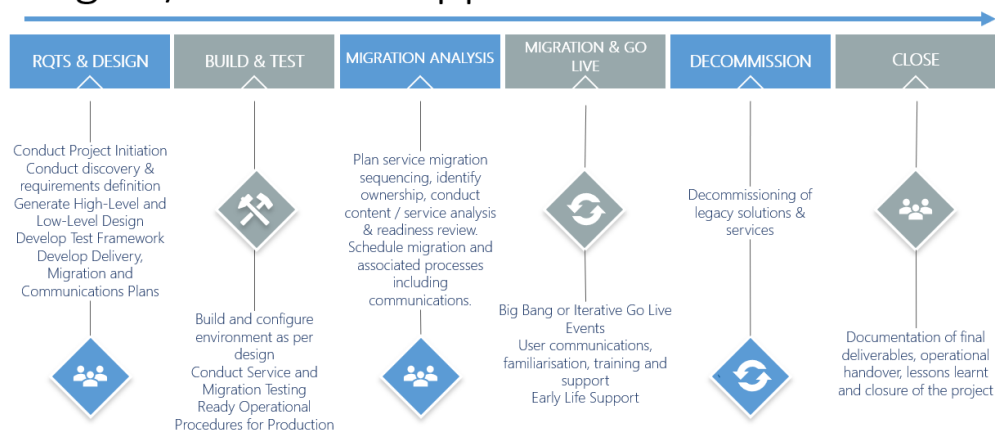
We align specific resources throughout the engagement phases to ensure smooth running, alignment of shared values, effective communications, and management with the goal to ensure that we expedite projects efficiently.



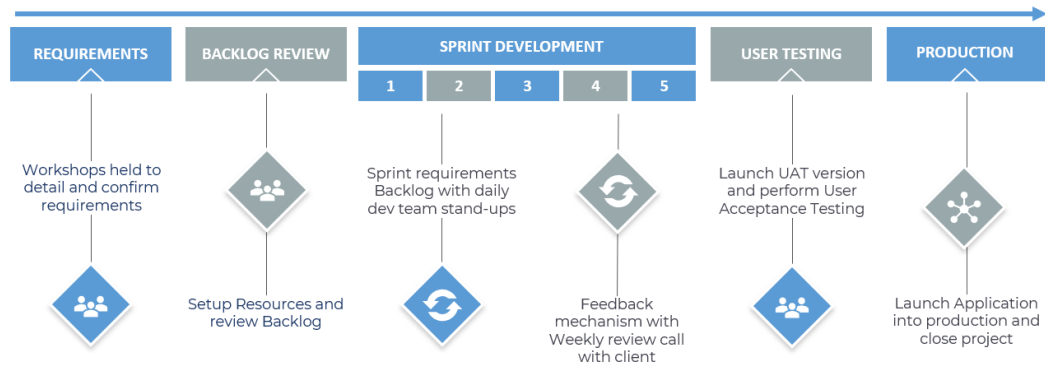
Our engagement methodology is often determined by a client's current operating model, or our role within an overarching project – we are conversant with many different approaches and have qualified, experienced project managers who assist with integrating into your required processes.

We typically use a simple yet effective & scalable traditional waterfall style management structure for infrastructure or migration engagements and an agile style, where appropriate, for our software development projects.

Staged / Waterfall Approach



Agile / Iterative Approach



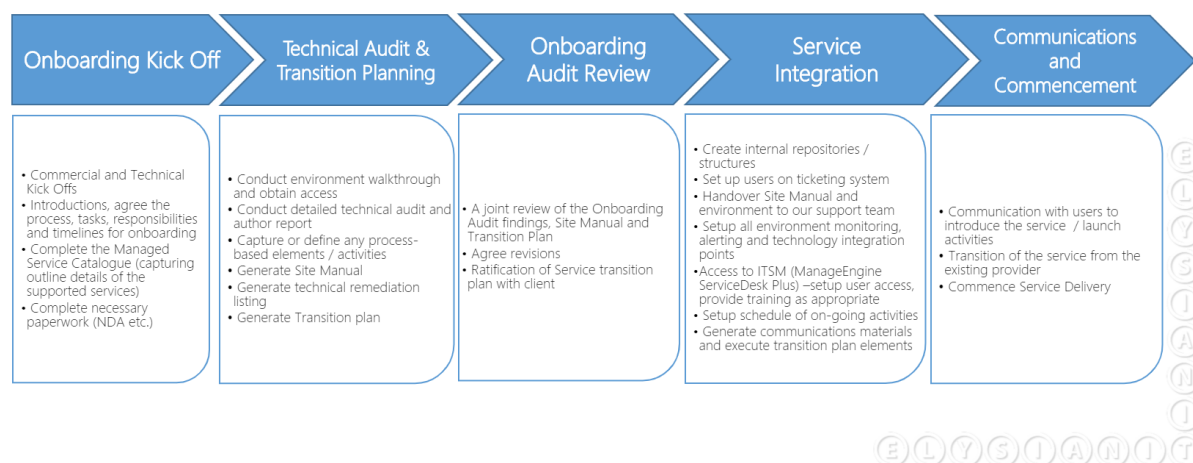
ElysianIT has, over the course of hundreds of successful engagements, adopted these methodologies to enable our consultants to focus on collaboration with our clients in long-term partnerships, ensuring full transparency and that everyone has common understanding on the agreed expectations.

4. Support and Training – *expertise on-tap*

Every Service engagement we deliver will be backed up by our support team with numerous options for how this support can be delivered. In addition, we have Microsoft Certified Trainer embedded experience in house, which provides key Transition and Adoption activities to assist with the delivery of end-user, expert or administrator focussed training and business change activities with the appropriate supporting collateral.

Our support team members all have at least 5 years commercial experience, and we ensure that every member of the team is trained across the broad concepts of Microsoft 365, EMS and Microsoft Azure and undertake the relevant Microsoft Certifications (MCPs). Ensuring that we maintain skilled and experienced staff, with the necessary qualifications and experience, to achieve the right outcomes.

The support onboarding and handover process are engaged in advance of the project delivery completing this ensures our clients and our Support Team understand the scope of support whilst tracking and triaging early adopters or migrated end users' requests in a controlled fashion and to ensure that the transition to support is smoothed through the conclusion of the delivery project.



Every Support client has access to the following facilities:

- **Dedicated Email address**
 - Automatically creates a ticket in the Service Desk software when received
- **Dedicated telephone number**
 - Staffed by UK based support individuals, not outsourced
- **Online Service Desk**
 - Implemented with Single Sign On (SSO) for users of Microsoft 365 - Azure AD
 - Users can raise issues and request tickets with appropriate SLAs
 - Allows users to monitor issue progress and update issue information 24/7
 - Provides links to FAQs and help guides
 - Provides a survey to users subsequent to ticket closure to garner feedback on their experience and drive service improvement
- Our Service Desk system is configured to effectively manage issue resolution and management to agreed SLAs. Tickets nearing SLAs automatically alert the ElysianIT ticket owner and management team to ensure quality and timeliness of delivery

Issue Management and Resolution to SLAs - Once any issue is raised it is proactively managed through its lifecycle. A Priority level is assigned, and an appropriate response initiated. Priority 1 issues are alerted to the management team to ensure any resources required are mobilised to provide the quickest path to

resolution. All other tickets are acted upon according to priority and the associated SLA response and resolution times.

Security impact - All issues/requests raised are evaluated against security for validity and impact. Any request for elevation/changes in access are always verified via the user's line manager for authorisation prior to execution. Any change requested is reviewed against the defined security principals.

Service impact – Considering the impact to service of any change requested is a fundamental part of the issue triage process to assess any threat and maintain security whilst supporting the user to achieve the desired resolution. All ElysianIT Service Desk resources are suitably trained on both the core technologies and the specific customer procedures to ensure that they both understand and consider the impact of any actions they take.

Continual Service improvement - to ensure continual service improvement ElysianIT undertake the following activities:

- Weekly senior team review of all tickets – Open/In-progress/Closed (during week), appropriate actions are undertaken/scheduled to ensure quality of service and to ensure no SLA breaches. Tickets details, issue handling, recurring related incidents and resolution are reviewed. The review will highlight the need for updating the FAQs, publishing a help guide or IT remediation activity (e.g. hotfix update or general improvements etc). Any underlying problems or security concerns are raised directly to yourselves where we will jointly address root cause analysis
- Support ticket reports are reviewed, and trends/issues/service improvement activities are added to the scheduled Quarterly Customer Review meeting agenda. This ensures that support issues are discussed and addressed on a regular ongoing basis (providing a rhythm to the service)
- ElysianIT maintains an IT Operations Guide that provides detail of the procedures/configurations/processes for the IT environment. The weekly support ticket review ensures updates and augmentation to this guide are undertaken in a timely fashion
- Best practice, security, process and control are underpinned by the weekly reviews to ensure quality of service, cross team learning and experiences from other clients are integrated into the service that you receive.
- ElysianIT is a Microsoft Gold partner and invest heavily in staff training to ensure that they are well versed in the latest technology and updates in the marketplace, ensuring that our clients can benefit from the experience.

On-site support is an available service. It is important that the onsite support staff are both technically competent and interact with our client's users in an appropriate fashion. During the weekly support ticket review onsite support issues are discussed and these on-site learnings are fed into the continual improvement process to update procedures/practices.