



Service Definition

Azure Stack Hub and Azure Stack HCI Build and Deployment Support

Supplier: A&A Digital Tech Ltd

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

A&A Digital Tech Azure Stack Hub and Azure Stack HCI Build and Deployment Support services provide planning, build, deployment and assurance support for private and hybrid cloud platforms based on Microsoft Azure Stack Hub and Azure Stack HCI. The service ensures platforms are designed, configured and validated to support secure, stable and supportable hybrid cloud environments.

2. Scope of the service

The service covers advisory, deployment assistance, configuration review and assurance activities for Azure Stack Hub and Azure Stack HCI platforms. It supports integration with Azure public cloud services and on-premises environments. The service does not include the supply of hardware, licensing procurement or ongoing managed operations unless explicitly agreed at call-off.

3. Features

- Azure Stack Hub deployment planning and readiness assessments
- Azure Stack HCI build and deployment support
- Validated architecture and design reviews
- Platform configuration and integration support
- Identity, networking and connectivity configuration assistance
- Security baseline configuration support
- Platform testing and validation activities
- Operational readiness and handover support
- Documentation and deployment artefacts creation
- Post-deployment assurance and review activities

4. Benefits

- Reduced risk during platform deployment
- Faster readiness for live workloads
- Improved build quality and consistency
- Alignment with Microsoft best practices
- Early identification of design and configuration issues
- Improved security posture
- Clear and structured operational handover
- Reduced rework and remediation effort
- Greater confidence in platform stability
- Support for private and hybrid cloud adoption

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends on timely access to facilities, Azure subscriptions, platform components, documentation and stakeholders provided by the buyer. The service provides build, deployment support and assurance activities only and does not include hardware supply, third-party installation services or ongoing managed operations unless explicitly agreed. Dependencies on third-party suppliers and Microsoft platform availability may impact delivery timelines.

6. Onboarding and implementation

Onboarding includes confirmation of scope, platform objectives, environments and roles. Activities are delivered in structured phases aligned to Azure Stack deployment milestones, with reviews to confirm readiness and assurance outcomes.

7. Service management and support

Support is provided in line with agreed support levels. A named cloud infrastructure specialist can be provided to coordinate deployment support, assurance activities and stakeholder engagement.

8. Offboarding and exit management

At the end of the engagement, A&A Digital Tech provides agreed documentation, configuration records and handover materials to support ongoing operation by the buyer or onward suppliers. No buyer data is retained beyond the end of the contract unless otherwise agreed.

9. Security and data protection

A&A Digital Tech follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Buyer data accessed during deployment and assurance activities is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. Documentation and reporting outputs can be adapted to support accessibility requirements where required.

11. Pricing

Pricing is agreed at call-off and depends on scope, platform complexity, environments and required assurance activities. All pricing is transparent and documented in the call-off contract.