



Service Definition

Azure Stack Hub and Azure Stack HCI Design and Architecture Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides design and architecture support for Azure Stack Hub and Azure Stack HCI environments. It supports organisations planning private and hybrid cloud platforms aligned to Microsoft Azure principles.

Scope of the service

The service covers requirements discovery, architecture design, validation and documentation for Azure Stack Hub and Azure Stack HCI platforms. It includes hybrid integration considerations but excludes implementation and operational support.

Features

- Azure Stack Hub architecture design
- Azure Stack HCI architecture design
- Hybrid cloud integration planning
- Network and connectivity architecture design
- Identity and access design using Azure AD
- Storage and data platform design
- Workload placement and sizing assessments
- Resilience and high availability design
- Security architecture and controls design
- Design documentation and diagrams

Benefits

- Clear private cloud architecture aligned to requirements
- Reduced design and deployment risks
- Improved hybrid cloud consistency
- Scalable and supportable platform designs
- Better security and compliance alignment
- Optimised infrastructure sizing decisions
- Improved resilience and availability planning
- Clear documentation for delivery teams
- Faster transition to implementation
- Alignment with Microsoft best practices

Service constraints

The service is delivered remotely during UK business hours. It is limited to design and architecture activities and excludes implementation, deployment, operational support and cloud or hardware costs.

Onboarding and implementation

Onboarding includes an initial discovery session to confirm scope, stakeholders and requirements. Design activities then proceed in agreed phases with regular reviews.

Service management and support

Shivom Consultancy Limited provides flexible support levels tailored to buyer needs and the criticality of the service. Level 1 support provides first-line support for service queries, incident logging, basic troubleshooting and request handling during UK business hours. Level 2 support provides second-line technical support, including deeper investigation, issue resolution and configuration support, with extended hours available by agreement. Level 3 support provides specialist and expert-level support, including complex fault resolution, architectural input and escalation handling. Support costs vary depending on the selected support level, hours of coverage and service scope. Pricing is agreed with the buyer at the start of the engagement and detailed in the call-off contract. A named technical account manager or cloud support engineer can be provided for Level 2 and Level 3 support, acting as the primary point of contact and supporting service governance and escalation.

Offboarding and exit management

At service completion, all design artefacts and documentation are handed over to the buyer. Knowledge transfer sessions can be provided where required.

Security and data protection

The service follows UK public sector security best practices. No production data is required to deliver the service. Any shared information is handled in line with agreed data protection requirements.

Accessibility

All documentation and communication produced as part of the service meets WCAG 2.2 AA accessibility standards.

Pricing

Pricing is agreed at call-off and depends on scope, duration and depth of financial and sustainability analysis required. All pricing is transparent and documented in the call-off contract.