



Service Definition

Azure Stack Hub and Azure Stack HCI Managed Private Cloud Operational Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services



Service overview

This service provides operational support for Azure Stack Hub and Azure Stack HCI managed private cloud platforms. It supports organisations running on-premises Azure services that require stable, secure and well-managed private cloud operations.

Scope of the service

The service covers day-to-day operational support, monitoring, incident management, configuration support, maintenance activities and integration support for Azure Stack Hub and Azure Stack HCI environments.

Features

- Operational monitoring for Azure Stack Hub and Azure Stack HCI
- Incident logging and fault investigation
- Platform health checks and remediation support
- Patch and update management guidance
- Capacity and performance monitoring support
- Backup and restore operational support
- Configuration and change support
- Integration support with Azure public cloud services
- Security configuration and compliance support
- Operational documentation and runbook support

Benefits

- Improved platform stability and availability
- Reduced operational risk for private cloud environments
- Faster incident identification and resolution
- Consistent operational practices
- Improved visibility of platform health
- Support for hybrid Azure deployments
- Reduced burden on internal IT teams
- Improved security posture
- Predictable operational support model
- Alignment with Azure operational best practices

Service constraints

Services are delivered remotely during UK business hours unless otherwise agreed. Buyers must provide secure access to Azure Stack Hub or Azure Stack HCI environments. Hardware supply, hardware break-fix, software licensing, Azure consumption costs and third-party vendor support are excluded.

Onboarding and implementation

Onboarding includes environment access setup, service familiarisation, operational baseline review and agreement of support processes.

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.

Offboarding and exit management

Offboarding includes knowledge transfer, handover of documentation, and orderly disengagement aligned to buyer requirements.

Security and data protection

The service follows UK public sector security principles. Access is controlled and limited to authorised personnel. No buyer data is retained following service completion unless contractually required.

Accessibility

Support portals and documentation are designed to meet 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.