



Service Definition

Microsoft Azure Cloud Migration Planning and Architecture Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides structured planning and advisory support to organisations preparing to migrate services to Microsoft Azure. It focuses on understanding current capabilities, defining target architectures, and developing clear, evidence-based migration plans.

Scope of the service

The service covers capability analysis, enterprise architecture review, gap assessment, options analysis and the development of a phased delivery roadmap for Microsoft Azure cloud migration. It supports decision-making but does not include migration delivery or operational support.

Features

- Azure cloud migration capability assessments
- Enterprise architecture review for Azure adoption
- Current and target state architecture definition
- Application and infrastructure gap analysis
- Azure migration options and scenarios analysis
- Dependency and readiness assessments
- Security and compliance considerations for Azure
- Cost modelling inputs and assumptions review
- Migration wave and phasing design
- Delivery roadmap and high-level timelines

Benefits

- Clear understanding of Azure migration readiness
- Reduced migration risk through structured analysis
- Informed Azure platform and service choices
- Alignment with organisational architecture standards
- Improved cost and effort visibility
- Prioritised migration activities
- Better stakeholder decision-making
- Reduced rework during migration delivery
- Stronger governance for cloud transition
- Clear, actionable migration roadmap

Service constraints

Constraints go here

Onboarding and implementation

Onboarding includes confirmation of scope, objectives and stakeholders, followed by structured discovery workshops and document reviews. Findings are validated with the buyer before final recommendations and roadmap outputs are produced.

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 deliverables are handed over to the buyer. Knowledge transfer sessions can be provided if required. Buyer data is returned or securely deleted in line with agreed data protection requirements.

Security and data protection

The service follows UK public sector security best practices. Personnel are BPSS cleared as standard. Buyer data is handled securely and used only for the purposes of delivering the service, in line with applicable data protection legislation.

Accessibility

Documentation produced as part of the service is designed to meet WCAG 2.2 AA accessibility standards. Reasonable adjustments can be made to meet specific buyer accessibility requirements.

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.