



Service Definition

Azure Cloud Setup and Migration Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides Azure cloud setup and migration support for public sector organisations. It covers preparation, coordination and delivery activities to support structured migration and optimisation of Azure cloud environments.

Scope of the service

The service supports Azure setup and migration activities including data auditing and organisation, information and data design, engagement and communications planning, project management and governance, service optimisation, right sizing, mobilisation and delivery coordination.

Features

- Azure environment readiness assessment
- Data auditing and classification support
- Information and data architecture design
- Migration planning and mobilisation coordination
- Stakeholder engagement and communications planning
- Project management and governance support
- Azure workload migration assistance
- Service optimisation and right sizing reviews
- Operational handover preparation
- Post-migration stabilisation support

Benefits

- Reduced Azure migration risk
- Clear data structures and ownership
- Improved stakeholder engagement
- Controlled migration delivery
- Optimised Azure resource usage
- Better cost management
- Improved service reliability
- Clear governance and accountability
- Smoother operational transition
- Faster value realisation

Service constraints

Services are delivered remotely by default during UK business hours. Buyers must provide access to Azure subscriptions, documentation and stakeholders. Cloud licences, consumption costs and third-party tools are excluded. Application redevelopment is not included unless agreed separately.

Onboarding and implementation

Onboarding includes confirmation of scope, access setup, stakeholder introductions and delivery planning. Implementation activities are agreed at call-off and aligned to buyer timelines and governance arrangements.

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

Offboarding includes knowledge transfer, documentation handover and confirmation of service closure. Exit activities are planned to ensure continuity and minimal disruption.

Security and data protection

The service follows UK public sector security requirements. Data is handled in line with GDPR and UK data protection legislation. Access is restricted to authorised personnel and managed securely.

Accessibility

Documentation and support materials 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.