



Service Definition

Azure Stack Hub and Azure Stack HCI Build and Deployment Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services



Service overview

Scope of the service

Features

Benefits

Service constraints

Constraints go here

Onboarding and implementation

Service management and support

Offboarding and exit management

Security and data protection

Accessibility

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.

This service provides specialist cloud support for Azure Stack Hub and Azure Stack HCI build and deployment activities within private cloud environments. It supports buyers through planning, deployment, validation and assurance to ensure stable, secure and supportable hybrid cloud platforms.

The service includes deployment planning, design validation, build support, configuration review, testing and post-deployment assurance for Azure Stack Hub and Azure Stack HCI. It supports integration with identity, networking and security components and prepares the platform for operational handover.

Azure Stack Hub deployment planning and readiness assessments.

Azure Stack HCI build and deployment support.

Validated architecture and design reviews.

Configuration and integration support.

Identity and networking configuration assistance.

Security baseline configuration support.

Platform testing and validation activities.

Operational readiness and handover support.

Documentation and deployment artefacts creation.

Post-deployment assurance reviews.

Reduced deployment risk.

Faster platform readiness.

Improved deployment quality.

Alignment with Microsoft best practices.

Early identification of design issues.

Improved security posture.

Clear operational handover.

Reduced rework and remediation.

Greater confidence in platform stability.

Supports hybrid cloud adoption.

Services are delivered remotely unless otherwise agreed. Buyers must provide access to required environments, documentation and stakeholders. Hardware procurement, licensing and datacentre services are excluded. Ongoing managed operations are not included unless separately contracted.

Onboarding includes confirmation of scope, access requirements and delivery approach.

Implementation activities are planned collaboratively and aligned to buyer timelines, with clear milestones for build, validation and assurance.

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 support includes knowledge transfer, documentation handover and assistance with transition activities to buyer teams or third parties, as agreed during engagement close.

The service aligns with UK public sector security expectations. Personnel hold BPSS clearance as standard. No buyer data is retained beyond the engagement. Security and data protection responsibilities are defined within the call-off contract.

Documentation and support materials are provided in line with WCAG 2.2 AA accessibility standards. Accessibility considerations are reviewed periodically to support inclusive use.