



Service Definition

Azure AI Set Up and Migration Support Services

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides structured support for the set up and migration of Microsoft Azure cloud-based AI services. It supports public sector organisations to prepare data, configure AI platforms, and transition AI workloads securely into Azure environments.

Scope of the service

The service covers AI workload migration planning, Azure AI service configuration, data auditing and preparation, information structure design, governance setup, mobilisation coordination, service optimisation and right sizing. Services are delivered remotely unless otherwise agreed.

Features

- Azure AI service setup and configuration
- AI workload migration planning and execution
- Data auditing and readiness assessment
- Data and information structure design
- Azure AI security and governance setup
- Engagement and communication planning support
- Project management and delivery governance
- Service optimisation and right sizing activities
- Mobilisation and transition coordination
- Knowledge transfer and documentation support

Benefits

- Reduced risk during AI cloud migrations
- Improved data readiness for AI services
- Clear governance for AI platforms
- Efficient use of Azure AI resources
- Better alignment with organisational objectives
- Faster adoption of Azure AI services
- Improved operational clarity and coordination
- Cost-effective AI service configurations
- Enhanced stakeholder engagement and assurance
- Structured transition to live AI operations

Service constraints

Services are delivered remotely by default. The service supports Microsoft Azure cloud-based AI services only. Cloud licences, Azure consumption costs and third-party tools are excluded. Buyers must provide timely access to systems, data, stakeholders and decision-makers. Ongoing managed operations are excluded unless separately agreed.

Onboarding and implementation

Onboarding includes confirmation of scope, objectives, timelines and governance. Implementation activities are delivered in agreed phases, with regular checkpoints, progress reporting and buyer engagement throughout mobilisation and delivery.

Service management and support

Shivom Consultancy Limited provides flexible support levels tailored to buyer needs and service criticality. Level 1, Level 2 and Level 3 support are available, with response times, hours of coverage and escalation routes agreed at call-off.

Offboarding and exit management

Offboarding includes knowledge transfer, documentation handover and support for transition to buyer-managed or alternative supplier arrangements. Exit activities are planned to minimise service disruption.

Security and data protection

Security is aligned to UK public sector expectations, including data protection, access controls and secure handling of information. Personnel are BPSS screened. Data handling responsibilities are defined in the call-off contract.

Accessibility

Where support portals or documentation are provided, accessibility considerations align to WCAG 2.2 AA standards, including support for assistive technologies.

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.