



Service Definition

Microsoft Azure Public Cloud Design and Architecture Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides Microsoft Azure public cloud design and architecture support. It covers solution design, architectural reviews, landing zone design, and alignment with security, resilience, and UK public sector cloud best practices.

Scope of the service

The scope includes Azure architecture design, application and infrastructure reviews, security and identity architecture, network design, resilience planning, cost optimisation guidance, and production of architecture documentation. Implementation and build activities are excluded.

Features

- Azure cloud architecture design
- Azure landing zone design support
- Application architecture reviews
- Infrastructure architecture design
- Security and identity architecture design
- Network architecture design
- Resilience and high availability design
- Cost optimisation architecture guidance
- Architecture documentation production
- Design alignment with Azure best practices

Benefits

- Clear Azure architecture designs
- Reduced architectural risk
- Improved cloud resilience
- Better security by design
- Optimised Azure service usage
- Scalable cloud foundations
- Improved operational readiness
- Consistent design standards
- Support informed technical decisions
- Alignment with public sector requirements

Service constraints

Services are delivered remotely during UK business hours unless otherwise agreed. This service provides design and architectural support only and does not include implementation, build, licensing, or Azure consumption costs. Buyers must provide access to relevant documentation, environments, and stakeholders. The supplier is not a reseller.

Onboarding and implementation

Onboarding includes an initial discovery session to confirm scope, objectives, stakeholders, and required inputs. Delivery is planned collaboratively and aligned to buyer timelines. No technical implementation is included.

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 support includes knowledge transfer, documentation handover, and exit planning to ensure continuity. No proprietary tools or lock-in mechanisms are introduced as part of the service.

Security and data protection

The service aligns with UK public sector security expectations. Supplier staff are BPSS screened. No personal data is processed unless explicitly required. Any data handling follows buyer policies and applicable UK data protection legislation.

Accessibility

Where documentation or support portals are used, accessibility considerations align with WCAG 2.2 AA 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.