848

Cloud & Infrastructure Enablement

Service Definition

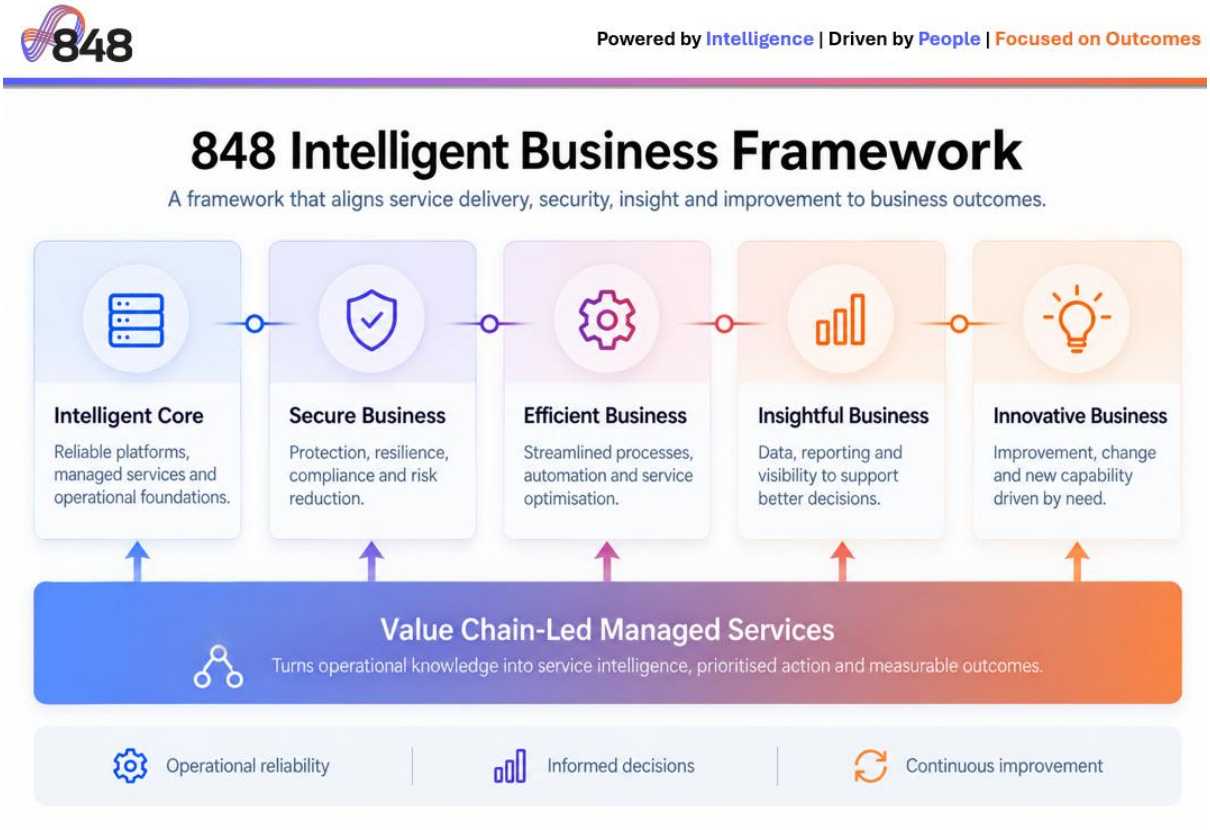
Intelligent Core

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Driven by **people.** Powered by **intelligence.** Value chain **led.**

1. Service Overview

Reliable platforms give an organisation room to improve. When cloud environments and networks have grown through separate projects, teams can spend too much time managing inconsistent configurations or working around dependencies. Cloud & Infrastructure Enablement helps establish the foundations needed to introduce change and run the resulting services with confidence.



The service sits within The Intelligent Core, part of 848's Intelligent Business Framework. The framework connects the organisation's ambitions to the capabilities needed to become more secure and efficient, gain better insight and develop new ways of working. The Intelligent Core supplies the architecture and platforms that support those outcomes. The Value Chain-Led Managed Service provides the ongoing operational model where contracted.

Foundations for business improvement

An application or data initiative depends on the environment beneath it. Identity and connectivity must support the intended access; platform configuration must suit the workload; the receiving team must understand how to operate it. This service brings those foundation decisions into the delivery plan.

The work can establish an adoption roadmap, design a target environment or deliver selected cloud and network capabilities. Migration and recovery services can be included where required. Each engagement follows the customer's priorities and the readiness of the existing estate.

The result is a clearer path from platform need to usable capability. Architecture provides the direction, engineering implements the selected foundations, and validation prepares the receiving team for operation. That foundation supports the wider Intelligent Business portfolio while keeping the responsibilities for subsequent application, security and operational work clear.

2. Scope and Service Boundaries

Customers select the service elements needed for their intended outcome. Planning assignments define the route forward; engineering assignments implement agreed capabilities. The scope makes clear which of those responsibilities 848 will undertake.

Planning the platform

Good platform choices reflect the workloads and operations they need to support. Planning exposes dependencies early and gives the customer a design or recommendation that can guide the next investment.

Service	Outcome
Cloud strategy and adoption roadmap	848 assesses readiness and business drivers, then develops adoption priorities and a sequenced roadmap. Detailed financial modelling and technical configuration have separate scope.
Cloud architecture and migration planning	Target architecture and workload dependency analysis establish migration approaches and sequencing. Migration execution is a separate service element.
Hybrid connectivity architecture	The design connects on-premises networks and Azure, including routing and resilience patterns. Physical device deployment and non-Azure network architecture require separate scope.
Cloud cost and performance review	Analysis of Azure consumption and telemetry identifies right-sizing and configuration opportunities. The customer receives prioritised recommendations; live changes and continuing cost management are separately agreed.

Building and enabling capability

The selected engineering work turns an agreed design into a platform the customer can use. Prerequisites and implementation boundaries remain specific to each service element.

Service	Outcome
Azure landing zone and foundation build	Agreed identity and network foundations are deployed with resource organisation and baseline Azure Policies. Logging and monitoring support visibility. Application configuration, workload movement and IaC template or CI/CD delivery are outside this foundation element.
Cloud migration and modernisation	Selected workloads move into Azure or hybrid platforms, with data synchronisation and limited compatibility adjustments where required. Existing foundations and agreed cutover arrangements are prerequisites. Extensive application redevelopment is separately scoped.
Cloud-native platform and automation enablement	Selected Azure services can include App Services, Functions and managed databases, with baseline AKS where agreed. Scripts, runbooks or Bicep/ARM templates support the commissioned platform work. Full pipelines and reusable infrastructure-code libraries require separate scope.

Service	Outcome
Cisco SD-WAN design and deployment	848 designs topology and configures controller and edge components. Routing and segmentation policies support the agreed traffic patterns. The customer provides licences and circuits, together with physical installation and hardware logistics.
Disaster recovery and continuity enablement	Agreed recovery objectives inform Azure-native replication or backup configuration. Azure Site Recovery or Azure Backup support compatible workloads. Runbooks and selected tests assess recovery behaviour; wider organisational continuity planning is separate.

Dependencies and exclusions

Delivery requires the appropriate subscriptions and licences. Customer identity services and network connectivity must support the design. Application owners and suppliers provide compatibility information, and legacy issues may need remediation before implementation.

Recovery behaviour depends on workload compatibility and the available platform and network conditions. Agreed objectives are assessed through the selected tests. Broad network refresh, extensive application redesign and specialist security operations require their own scope. Ongoing operation transfers to the customer or its appointed provider at handover.

3. How 848 Delivers the Service

Delivery connects the business requirement to a tested platform and a prepared operational owner. The sequence is adapted to the selected services; a planning engagement concludes with its agreed design or recommendations.

Establish the requirements

848 reviews the current environment with the customer's technical and operational teams. Workload information shows what the platform must support, while existing architecture and policies explain the design constraints. The assessment identifies gaps that could affect adoption or implementation.

The customer confirms priorities and validates the findings. This establishes the requirements for design and exposes dependencies that need attention before engineering proceeds.

Design the selected foundations

848 develops the relevant platform or network design from the agreed requirements. Identity and environment boundaries are considered with the connectivity needed between them. Where commissioned, migration sequencing or recovery design addresses the selected workloads.

Customer architecture and technical owners review the proposal. Their approval confirms the design to implement and the assumptions against which it will be tested. A design-only engagement hands over at this point.

Implement the agreed capability

With the necessary access and prerequisites in place, 848 configures the commissioned components. Work follows the agreed design and the customer's change arrangements. Migration activity uses the approved cutover sequence, while specialist network work is coordinated with customer installation and connectivity responsibilities.

The team records the delivered configuration and identifies issues that affect readiness. Changes to the agreed design are considered with the relevant customer owners so the implementation remains understandable and supportable.

Validate the environment

848 tests the selected capabilities against the requirements and records the results. Checks address the relevant platform behaviour, such as access, connectivity or recovery. Workload owners contribute where validation depends on application behaviour.

The findings distinguish completed checks from limitations or outstanding actions. The customer reviews the evidence to determine whether the commissioned capability is ready for acceptance and operational handover.

Transfer into operation

848 explains the delivered configuration and the operational material to the receiving team. The handover covers the responsibilities that pass to that team and the actions that remain outstanding.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The outputs preserve the connection between the requirement, the delivered configuration and its ongoing use. The selected service elements determine which of the following the customer receives.

Deliverable	Use for the customer
Assessment and adoption roadmap	Explains readiness, priorities and the sequence of further work. Supports decisions about what to implement and when.
Architecture and implementation design	Describes the intended platform and its dependencies. Gives implementation and review teams a common reference.
Configured platform components	Provides the foundation, connectivity or workload capability expressly included in the engagement.
Configuration and operational documentation	Explains what was delivered and how the receiving team should manage the relevant components. Selected recovery work includes runbooks.
Validation evidence	Records the checks completed and the issues or limitations affecting acceptance.
Review recommendations	Identifies cost or performance improvements where a review service is selected. Implementation of those recommendations is separately agreed.

Business applications and wider transformation work can use these foundations once their own readiness conditions are met. The engagement does not promise a universal performance or recovery result independent of the workloads and environment involved.

4.2. Working with 848

Platform delivery crosses architectural, engineering and operational responsibilities. A clear division of work allows the implementation to progress without leaving customer or supplier dependencies implicit.

Participant	Responsibility
848 delivery team	Assesses, designs and implements the selected services. Records configuration and test findings, and explains the handover material.
Customer technical authority	Confirms architectural direction and reviews the design against the organisation's requirements.
Customer platform and network teams	Provide access and environment knowledge. Coordinate retained configuration work and operational change arrangements.
Application owners and suppliers	Explain workload dependencies and compatibility. Participate in testing or cutover where application behaviour affects success.
Receiving operational team	Reviews documentation and readiness for support. Takes ownership of the commissioned environment at the agreed handover point.

The customer retains commercial responsibility for subscriptions and third-party services unless the scope expressly provides otherwise. Review and escalation routes are established during onboarding, including who can resolve a dependency or approve a change affecting implementation.

4.3. Service Assurance

Assurance shows whether the delivered capability matches the approved requirement and can be handed over with its limitations understood. The checks reflect the selected service; a recovery assignment needs different evidence from a design-only review.

Review focus	What is checked
Design alignment	The design addresses the agreed platform need and records dependencies on the existing environment.
Implementation consistency	Delivered configuration is considered against the approved design, with material changes explained.
Technical validation	Tests assess the relevant access, connectivity or workload behaviour. Recovery work records the selected failover or failback findings.
Operational readiness	The receiving team has the relevant documentation and understands support responsibilities and outstanding actions.
Acceptance	The customer reviews the agreed outputs and validation evidence against the commissioned scope.

Findings retain the conditions under which testing took place. Remediation outside the engagement is identified for separate action. Formal regulatory certification and continuing service-level commitments are outside the implementation acceptance decision.

4.4. Onboarding

Onboarding prepares the environment and the participating teams for delivery. Early confirmation of access and dependencies helps avoid a design or implementation being held up by prerequisites that sit elsewhere.

Preparation	What needs to be established
Intended outcome and scope	Confirm the business need, selected service elements and expected outputs.
Environment information	Make architecture and configuration records available, with relevant workload and network dependencies.
Access and licensing	Confirm subscriptions, licences and permissions needed for the selected work.
Customer and supplier activity	Identify prerequisite remediation, physical installation or connectivity work and the parties responsible.
Change and review arrangements	Agree the review participants and applicable testing or cutover windows. Identify the receiving operational owner.

The initial delivery plan reflects prerequisite readiness. Customer teams confirm operational constraints before implementation activity is scheduled, particularly where existing services or shared platforms may be affected.

4.5. Operating and Improving

The receiving team uses the configuration records and runbooks to operate the delivered environment. Workload growth or changes in business priorities may create a need for further platform review.

Where commissioned, a cloud cost and performance review uses consumption and telemetry to identify improvement opportunities. The customer considers those recommendations in the context of its workloads, with resulting changes separately planned and approved.

The Intelligent Business Framework keeps this improvement connected to business need. Operational findings can inform a further Intelligent Core engagement, while new data or innovation work may introduce different platform requirements. Ongoing monitoring and incident support depend on the customer's support arrangement, including VCLMS where selected.

4.6. Handover and Exit

Handover gives the receiving team the knowledge needed to take responsibility for the selected capabilities. 848 walks through the delivered design and configuration, including the consequences of any unresolved issues.

Handover item	Purpose
Delivered design and configuration	Shows how the environment has been implemented and how its components relate.
Operational material	Provides the relevant support guidance and commissioned runbooks.
Test findings and open actions	Preserves the acceptance evidence and identifies remaining dependencies or limitations.
Ownership confirmation	Establishes who operates the environment and where future changes or support requests should be directed.

The customer reviews the handover against the agreed outputs. Further engineering and managed support require their own arrangements; where VCLMS is selected, formal transition confirms when its operational responsibility starts.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.