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Service Definition - Professional Services (Managed Cloud)



Service Definition - Professional Services (Cloud Migration)

1. Overview

TSG Managed Cloud provides ongoing expert management, optimisation and governance of your cloud environment. We support organisations running services in Microsoft 365 and Azure by delivering secure operations, continuous improvement, cost optimisation, workload management and technical oversight.

2. Welcome to TSG Professional Services

We help organisations run, optimise and evolve their cloud environments with confidence.

Our consultants, cloud engineers and architects provide proactive management, operational assurance, and strategic guidance across Azure and Microsoft 365. Managed Cloud ensures your services remain secure, performant, cost-efficient and aligned to best practice.

Our core delivery pillars:

- OPERATE: Day-to-day cloud management and monitoring
- OPTIMISE: Cost, performance and configuration improvement
- SECURE: Identity, access, compliance and governance controls
- EVOLVE: Roadmap guidance, adoption support and continual improvement

3. What You Get

- Cloud platform management (Azure / M365)
- Identity, access and security administration
- Cost optimisation and usage reporting
- Configuration governance and best-practice alignment
- Backup, resilience and monitoring oversight
- Updates, improvements and lifecycle management

- Performance optimisation and health checks
- Technical roadmap and improvement planning
- Knowledge transfer and service documentation

Optional Add-Ons

- Advanced security consultancy
- Application modernisation support
- Automation and workflow development
- Integration services

4. Service Scope and Boundaries

What You Need

- Appropriate Microsoft licences and subscriptions
- Access to systems, applications and environments

- Engagement from technical and business stakeholders

What We Need

- Admin access where required for migration activities
- Availability for discovery workshops and UAT
- Timely approvals to maintain delivery timelines / service quality

Out of Scope

- Ongoing managed services (covered by CloudCare/SystemCare/CyberCare)
- Remediation of unsupported legacy systems unless scoped
- Hardware break/fix activity
- Full incident response or digital forensics

5. Service Constraints

- Primarily delivered remotely unless otherwise agreed
- Migrations may require scheduled downtime or maintenance windows
- Delivery is dependent on customer preparedness and third-party availability
- Additional tooling may be required depending on source environment

6. Service Levels

Professional Services are project-based and not bound by operational SLAs. All timeframes, deliverables and acceptance criteria are defined in the Statement of Work (SOW).

7. How We Work

Engagement Models

- Fixed-price project delivery
- Time-and-materials consultancy

- Prepaid consultancy days
- Outcome-based engagements

Communication

- Dedicated project team and engagement lead
- Regular status reviews and progress reporting
- Shared project workspace (where applicable)

8. Implementation Approach

Typical Engagement Stages

1. Kick-Off & Discovery – confirm goals, access, constraints
2. Design & Planning – define architecture, migration plans and configuration
3. Delivery & Build – migration, implementation and development
4. Test & Validate – UAT, refinements and security checks

5. Go-Live & Handover – transition, documentation and knowledge transfer

Timelines vary by project and will be specified in the SOW.

9. Commercial Terms

- Fixed-price or day-rate charging
- Standard 7.5-hour consultancy day
- Travel and on-site charges apply if required
- Formal change control for scope amendments

10. Why TSG

- Accredited Microsoft experts across Azure, M365, Data and Security
- Proven methodologies aligned to the Cloud Adoption Framework
- UK-based consultants and project management
- Clear documentation, transparent communication and predictable outcomes