

Digital Space Azure Managed Service

G-Cloud 15 Service Definition



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www.digitalspace.co.uk

gcloud@digitalspace.co.uk

0333 220 0222



1. Service summary

Managed Azure provides design, delivery and support of compute, storage and virtual network infrastructure in Azure. We offer managed Service Levels that are suited to meet both IT and financial goals, delivering either full management or a lighter touch service level that provides consolidated Azure billing, reporting and break/fix support.

2. Features & benefits

Structured and tailored migration plan to Azure	Reduce the dependency on on-premise infrastructure
Workload modernisation and IaaS optimisation utilising Azure	Hybrid designs optimal to your cloud strategy and budget
Provides design, delivery and support of infrastructure in Azure	Simple, managed solution to take care of your Azure requirements
Multi-cloud offerings mean scaling and configurations to your requirements	Flexibility of the cloud such as scheduling and auto-scaling
Cloud Migration services and expertise	Lift and shift existing infrastructure without restructuring the application architecture
Azure infrastructure services and expertise	Lean on our expertise and experience
Fully managed service	Free your team to focus on adding value & innovation



3. Why choose Digital Space?

Cloud	Digital Space has more than twelve years' experience in providing Cloud solutions as an AWS Advanced Partner, a Microsoft Gold Partner and an IBM Gold Partner. It also has its own UK-based private Cloud and so is able to offer hybrid and multi-Cloud services that meet all needs from basic co-location, through to full public Cloud.
Connectivity	Cloud requires reliable connectivity and Digital Space is able to provide that through its own networking and connectivity business which includes a dedicated national network as well as the ability to provide everything from mobile connectivity to PWAN and SD-WAN solutions.
Security	Digital Space Cloud solutions have security built-in via the use of architectural patterns and technical staff who are Security Cleared but we also have partners who are security experts and can offer everything from Security Operations Centre as a service to ethical hacking and penetration tests.
Managed Service	Digital Space is expert in providing managed services and has held the AWS Managed Service Partner accreditation which involves regular external audits for more than 9 years. We also hold the following accreditations: ISO27001 – Information Security ISO27017 – Cloud Security ISO 20000 – IT Service management ISO14001 – Environmental management ISO9001 – Quality Management Our experience in this area means that we can either run services for you, making use of our automated Cloud monitoring services and Security Cleared experts, or implement services that can be easily managed and then train your team in how to provide that service themselves. Migrating your workloads to AWS allows you to innovate quickly by having compute infrastructure ready as required, enabling you to respond more quickly to shifting business conditions.
Public sector	Digital Space is experienced in working with the public sector including managing critical national infrastructure for central government, deploying artificial intelligence services for the NHS and delivering Cloud migrations for a wide range of organisations. This experience means that we understand your drivers and focus and are better able to supply your needs.
Innovation	In addition to a wide range of infrastructure engineers and architects, we also have developers who create innovative solutions on Cloud platforms.



4. Detailed service offering

Digital Space offers 2 levels of managed service which provide increasing levels of support:

1. Infrastructure - ensures that Cloud infrastructure and services run as planned
2. Operating system - adds patching and maintenance of operating systems

Operating system includes all services that are provided at the Infrastructure level and adds additional ones. The table below lists all services and distinguishes which apply at what levels through colour-coding:

1. White - included in both levels of service
2. Pink - added at Operating system level

Services are provided between 09:00 and 17:00 on UK business days. Digital Space can extend the hours of any of these services to be 24/7 and 365 days a year if required.

Service Element	Detail
Incident management & help desk	We provide a single point of contact via telephone, email and Web that enables named contacts at the customer and its suppliers to: 1. Raise Service Requests 2. Report Service Incidents 3. Raise Requests for Change 4. Track the progress of all of the Tickets above We ensure that all Tickets are prioritised, responded to and resolved in line with the categories and service level agreements listed below. We escalate issues to Microsoft where appropriate. Resolution time SLAs are provided in the Service Levels section later in this document.
Infrastructure management	This involves the following activities: 1. Ensuring that the infrastructure component of services works as planned and meets or exceeds Microsoft SLAs 2. Monitoring of and response to standard and custom metrics. 3. Engaging with our CSP Support Team as necessary to resolve technical issues for the customer.



	4. Response to and management of Azure infrastructure event notifications e.g. degradation of hardware 5. Provision of Probable Root Cause Analysis reports for Priority 1 Service Incidents
Access control - general	Unless otherwise agreed with the customer, controlling access to the environments using: 1. Secure bastions 2. Multi Factor Authentication (MFA) 3. Role-based access control and policy-based identity and access management 4. Overlay networks
Access control – Active Directory	Where required by the customer, manage Windows Active Directory services including: • Group policy construction & management • Schema changes • Debugging
Endpoint security	Manage and maintain anti-virus and malware software on servers.
External Internet connectivity	Manage connectivity to the Internet
External network connectivity	Manage connectivity to any other networks agreed with the customer e.g. PSN, HSCN.
Pro-active monitoring	Proactively monitor metrics and logs to automatically raise alerts when tolerances are breached. Details of metrics and alerts are provided below. Provide the ability for the customer to request provision of additional metrics, alerts, and reports via the RFC process. Note that provision of additional metrics, alerts or reports is charged at 3 days of T&M using our SFIA rates where we agree that it is possible to provide what the customer has requested. Reports are only available at OS level
Business Continuity &	Manage customers' DR service where ASR has been implemented or technology provisioned by Digital Space



Disaster Recovery	
Backup management	We provide automated scheduled backups as well as ad hoc backups via request to our service desk.
Backup management – self-service	We provide self-service backup (snapshot) management via our portal which lets you schedule backups using tags. We alert / report backup failure / success.
OS level support & patch management	We support and manage operating systems running on Azure servers including all versions of Azure Linux, CentOS and Windows. Where possible, we use Azure Automation to orchestrate patch windows based on tags. Where automation is not possible, our engineers will manually patch your machines.
Landing Zone management	Management of Azure Landing Zone including some automation of services
Project and Change management	Work with the customer to align with its change control processes. Run a regular internal change advisory board (CAB) to respond to customer change requests and have the capability to call ad hoc CAB meetings to respond to emergency change requests. This CAB will safeguard environments by providing technical review and governance. Integrate internal CAB with the customer CAB / Technical Review Board as required. Project manage changes and integrate with customer processes, adopting different approaches (Agile, PRINCE2) where required on a per-project basis. Provide project management capability that is trained in both PRINCE2 and Agile. Note that changes and associated design, specification and project management will be charged for separately using our SFIA rates.
Application deployment	Work with the customer and its suppliers to: 1. Manage the application deployment process / pipeline 2. Assist with application testing 3. Provide the above regardless of the application / orchestration technology



Third-party engagement	Engage with multiple third-party suppliers to provide a single interface and help the customer keep things simple Manage complex relationships through proactive engagement with multiple third-party suppliers.
Cost Management	Proactively monitor Cloud service utilisation and performance metrics to look for opportunities to reduce cost. The frequency of our recommendations will scale with the value of your infrastructure. Recommendations will be presented at least annually. We consider a number of approaches to achieve savings, including the following: Managed Run-time hours - Switching infrastructure off, based on service delivery requirements e.g. for a service running only 9 - 5 this represents ~76% cost reduction versus 24 by 7 operations Right Sizing - Using performance metrics including CPU usage, Network traffic, Memory etc. to identify when a service is oversized and make recommendations to reduce the provisioned capacity and associated cost Reserved Instances - Analysis of the delivery hour requirements of a service e.g. 9 - 5, 24 by 7, identification of the underlying infrastructure and recommendations to purchase Reserved Instances (RIs) to significantly lower cost based on commitment type Re-platforming – Moving workloads from Windows to Linux or from a self-managed to Azure managed to reduce costs while maintaining or improving up-time Storage optimisation – Automatically moving file and object storage to cheaper services where access is infrequent New Services - Introduction of new, or improved, Azure services e.g. new instance types, also offer the potential for lower cost (and typically improved performance).
Architecture & security consulting	Provide an effective design service for turning customer requirements into practical solutions that use Azure best practice and are secure. Note that Azure will respond to Requests for Change with written proposals within 10 working days for all changes other than large or complex projects that require significant investigation or weeks of implementation work. Architecture and security work to investigate and define changes is chargeable separately using our SFIA rates. Proactively suggest how new technologies / approaches may be used to improve service outcomes and / or reduce costs e.g. raising how the use of



	serverless technologies may enable the customer to deliver services more cheaply / effectively.
Service review	Provide regular Service Review meetings that cover the following topics: 1. Progress on actions from the last meeting 2. Progress on proposals and new build work 3. Review of the last month's support report and KPIs 4. Discussion of any issues 5. Discussion of plans for change and implications for existing services 6. Quality assurance questions



Service Levels

Incidents are categorised using the table below:

Category	Explanation
P1 - Critical	Where a Service is down or does not function at all, and there is no circumvention for the problem; a significant number of users (over 40%) are affected, or a production business system is inoperable
P2 - High	Where a component of the Service is not performing, creating a significant operational impact (affecting over 10% of users)
P3 - Medium	Where a component of the Service is not performing as documented or is providing unexpected results; where there are problems that can be worked around; or where there is moderate or minor operational impact causing inconvenience
P4 - Low	Where there are usage questions; requests for clarification of documentation, suggestions; or requests for new product features and enhancements

Service levels in terms of response and resolution targets for each of the priorities above are listed below:

Category	Response Target (working time)	Resolution Target (working hours)
Critical	< 10 minutes	< 2
High	< 30 minutes	< 4
Medium	< 30 minutes	< 8
Low	< 1day	< 32



In addition to Incidents, you can raise tickets requesting changes. These tickets do not fall under the SLA for Incidents. The two types of change are listed in the table below:

Type of change	Explanation & SLA
Requests for Change (RFC)	A request for a change requires us to understand what the user's objective is in requesting the change and to determine what needs to happen in order to deliver that change while maintaining the security and resilience of the existing service. This typically requires us to spend time contacting the user and discussing the technical implications of the change. Unless otherwise agreed, we will respond to RFCs within 10 working days with a proposal for the work and the timing of the change. Implementing RFCs will involve additional professional services costs.
Service Requests	A Service Request is a user request for information or advice, or for a standard change (a pre-approved change that is low risk, relatively common and follows a procedure) or for access to an IT service. Addition, removal and changes to user accounts driven by people joining, moving and leaving is a typical example of a service request. Details of which activities qualify as Service Requests will vary with each service - please request these from your Account Manager Unless otherwise agreed, we will action Service Requests using the SLA for Low priority incidents listed above.

Our expertise with Microsoft Azure is key to the digital strategies we deliver, and our public cloud proposition.

Beginning with our Cloud Enablement Program, our team of experts will listen and understand where your business is now in its cloud journey and then guide the strategy in order to continue to leverage the benefits of cloud in a secure, cost-effective way.

Our consultative analysis is used to drive decisions around migration services, target platform architecture and critical workload monitoring and protection as we work with you to further develop the broader business cloud strategy.



5. Complementary services

Business Continuity	Digital Space Backup as a Service Digital Space Disaster Recovery as a Service Digital Space Microsoft 365 native Backup as a Service Digital Space Microsoft Teams Backup as a Service
Communications	Digital Space 8x8 Cloud PBX Digital Space 8x8 Hosted PBX Digital Space 8x8 Meetings Collaboration Digital Space 8x8 Video Conferencing Digital Space 8x8 Voice for Microsoft Teams Digital Space Hosted Mitel Cloud (Flex)
Connectivity	Digital Space Managed SD-WAN Service
Contact Centre	Digital Space 8x8 CCaaS (Contact Centre as a Service) Digital Space 8x8 CPaaS (Contact Platform as a Service) Digital Space 8x8 UCaaS (Unified Communications as a Service) Digital Space 8x8 XCaaS (Experience Communications as a Service) Digital Space Amazon Connect Administrative Extensions Digital Space Cloud Contact Centre (Amazon Connect) Digital Space Cloud Contact Centre Managed Service
Migration	Digital Space Cloud migration Microsoft 365 Discovery Digital Space Microsoft 365 Migration Digital Space Cloud Contact Centre Migration
Platform	Digital Space AWS Managed Service Digital Space Azure Managed Service / Platform Digital Space Cloud Architecture, Design and Build Services Digital Space Cloud Solution Brokerage & Implementation Digital Space FinOps & Cloud Cost Optimisation Digital Space Private Cloud Managed Service Digital Space Well Architected Review



6. Copyright

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