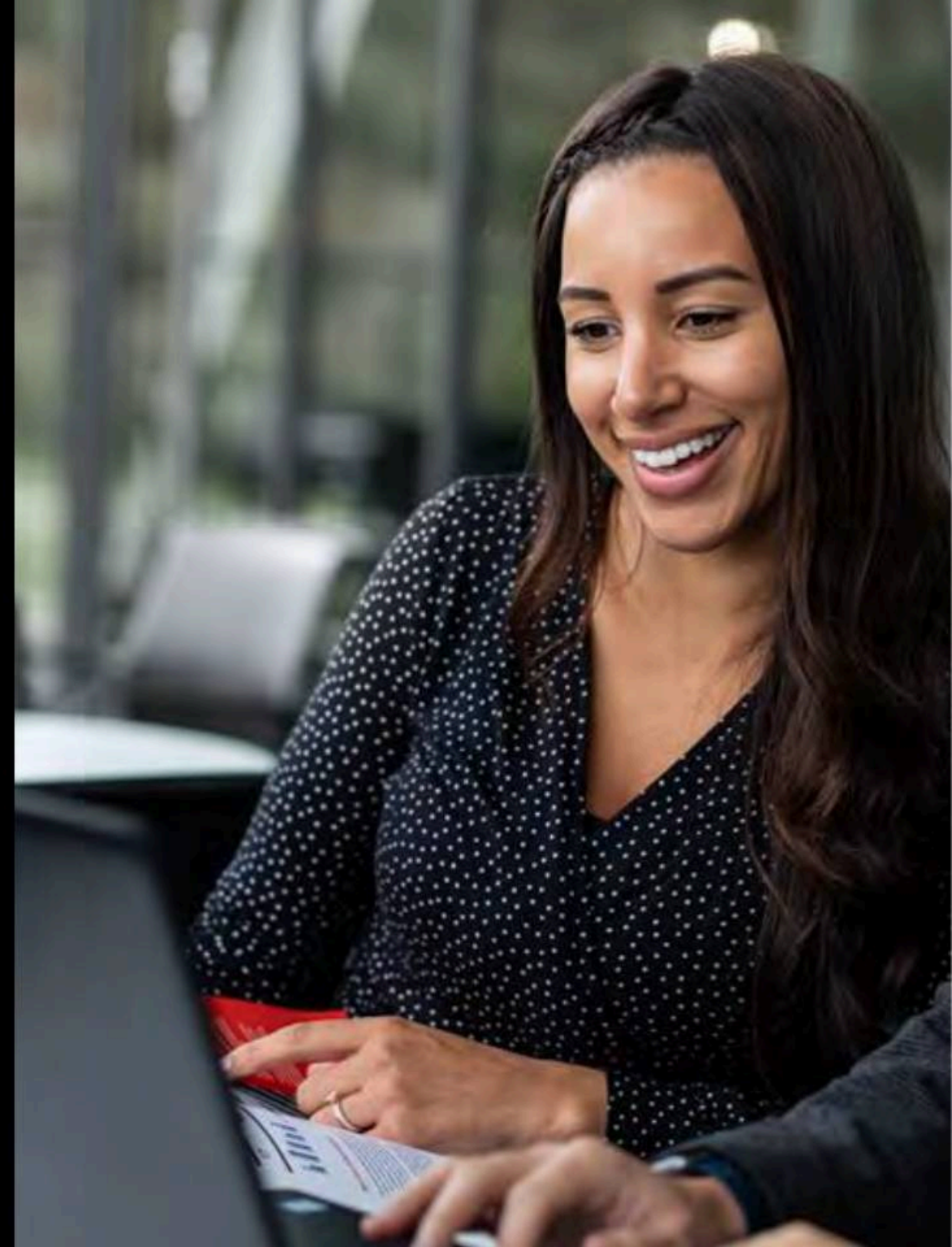


ROCK

Microsoft Azure Cloud

Design, Deployment and Managed Services

Microsoft



About ROCK

ROCK is a technology services group delivering cloud, cybersecurity and managed IT services to public sector, healthcare, education, housing and regulated organisations.

Headquartered in the UK, the ROCK Group supports clients globally across and beyond Europe and North America.

The group is structured for scale and resilience, combining disciplined delivery with deep regulatory understanding. This enables ROCK to operate as a trusted partner in complex, high-assurance environments where reliability and security are critical.

The group operates through two focused service disciplines:

- As a Managed Service Provider (MSP), ROCK runs and optimises cloud platforms, infrastructure and modern workplace environments.
- As a Managed Security Service Provider (MSSP), ROCK delivers continuous cyber defence, risk management and compliance-led security operations.

These services can be consumed independently or combined into a unified operating model.

Clients partner with ROCK for clarity and confidence. From a client standpoint, every partnership is shaped by three principles.

Commitment – Through clear ownership and long-term partnership.

Proof – Through measurable outcomes, service metrics and transparent reporting.

Certainty – Through predictable delivery, resilient design and controlled change.

ROCK supports organisations to modernise securely and operate more effectively. We pair technical depth with practical guidance to support informed decisions and keep technology aligned to business priorities.

The group operates within a mature governance framework aligned to ISO 27001:2022, ISO 9001:2015 and Cyber Essentials Plus.

Engineering and service practices are consistent, repeatable and auditable, enabling scale while managing risk.

Ongoing investment in people, platforms and innovation strengthens capability and keeps services responsive to evolving needs. As a strategic partner, ROCK helps clients improve today while building the foundations for long-term change.

Responsible & Sustainable Delivery

ROCK is committed to delivering Social Value alongside high-quality technology services. Our approach is aligned to the UK Government Social Value Model and focuses on creating good jobs, developing skills, supporting inclusive employment, strengthening supply chains, protecting the environment, and promoting workforce wellbeing.

Social Value is embedded into how we operate as an organisation and how we deliver services, including through fair working practices, skills development and training, responsible supply chain management, environmental sustainability, and community engagement.

For each contract, commitments are tailored to customer needs and local context, and agreed during mobilisation and contract governance.



Our Services

ROCK's Microsoft Azure Cloud - Design, Deployment and Managed Services support public-sector organisations in designing, migrating to and operating secure, resilient and well-governed Microsoft Azure environments.

The service enables organisations to adopt and adopt and operate cloud technology confidently while maintaining control over cost, security and operational performance.

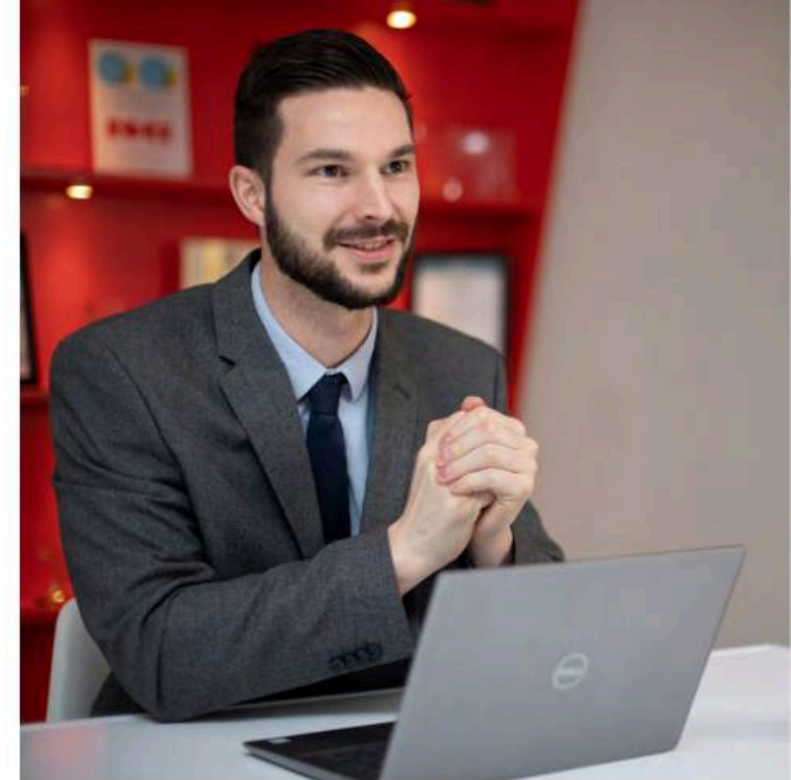
We provide end-to-end support across the Azure lifecycle, including assessment, architecture design, migration, optimisation and ongoing operational management.

Our approach ensures Azure environments are built correctly from the outset, aligned to organisational requirements and capable of supporting long-term growth and transformation.

The service can be delivered as:

- A discrete cloud migration or modernisation programme
- A fully managed Azure Virtual Desktop service.
- A co managed service augmenting internal digital workplace or IT teams.

By offering delivery as a discrete programme, fully managed service or co managed operating model, buyers can match cloud capability to internal capacity, ensuring cloud adoption progresses at a pace that reflects organisational readiness and risk appetite.



“Azure environments are designed for resilience, governance and performance from day one.”

Warren Walker, CTO at ROCK

Our Approach

Our approach begins with a clear understanding of the organisation's business strategy, service objectives and desired outcomes. This discovery phase typically takes 1–4 weeks, depending on estate size and complexity, and ensures cloud decisions are driven by business need rather than technology adoption alone and that the case for cloud migration and modernisation is fully understood.

This enables buyers to identify and prioritise cloud investment where it delivers the greatest operational and financial value.

In the discovery phase we assess applications, data and workloads to determine their suitability for cloud, considering performance, security, resilience, cost and operational complexity.

This assessment is delivered using a structured methodology and typically covers all in scope workloads, from small application portfolios to multi subscription estates.

The outcome is a clear, evidence based view of which workloads should be migrated, modernised or retained, reducing the risk of unnecessary cost or disruption.

Where clear opportunities exist, we take a pragmatic modernisation approach. Modernisation activities, such as re platforming or adopting cloud native services, are prioritised based on risk, complexity and benefit, and are typically delivered in iterative phases aligned to service roadmaps. This enables incremental improvement without large scale, high risk transformation.

Throughout delivery, we consider people, process and technology together. Operating model alignment, skills transfer and service management integration are addressed alongside technical delivery to ensure organisations are operationally ready at go live. This reduces dependency on external support and enables internal teams to operate and evolve the Azure platform confidently.

Once live, Azure environments are operated through a structured governance and service management model. Proactive monitoring is provided 24×7, with defined incident response and escalation pathways.

Formal service reviews are conducted monthly, with strategic and roadmap reviews held quarterly to ensure the platform continues to align with organisational objectives. Continuous optimisation activities ensure performance, security and cost remain controlled as demand scales.

Key Features

Each feature of our Microsoft Azure Cloud service is designed to reduce delivery risk, improve operational stability and ensure long term value from cloud investment.

Features are delivered consistently using proven methods and are aligned to public sector governance and assurance expectations.

Azure Architecture design

Aligned to the Microsoft Cloud Adoption Framework ensures environments are built on proven patterns, reducing technical debt and improving long-term supportability.

Secure Azure landing zones

With standardised networking, identity and governance controls provide a controlled foundation for cloud adoption, enabling consistent policy enforcement, reduced misconfiguration risk and faster onboarding of new workloads.

Workload assessment & Migration

Ensures only suitable workloads are moved to Azure, reducing unnecessary cost and disruption while enabling informed decisions on migration, modernisation or retention.

Migration & Modernisation delivery

Including hosting, replatforming and selective refactoring, enables incremental improvement of services without introducing operational risk.

Managed Azure operations

Compute, storage, networking and platform services provide predictable day to day performance, reducing internal operational burden and ensuring services remain available and responsive as demand changes.

Performance & availability monitoring

Continuous monitoring of performance, availability and configuration enables early detection of issues, supporting proactive remediation and improved service reliability.

Backup, resilience & recovery

Oversight aligned to agreed RTO and RPO requirements ensures business critical services can be restored within acceptable timeframes, supporting continuity and resilience objectives.

Cost oversight & optimisation

Cost visibility, optimisation and forecasting and anomaly detection using Azure native tools and FinOps principles provides buyers with predictable cloud spend, improved budgetary control and reduced waste.

Incident, request & change handling

Delivered through ROCK's ITIL-aligned service desk and cloud engineering teams.

Vendor coordination & escalation

Vendor coordination and escalation with Microsoft reduces administrative effort for buyers and ensures timely resolution of platform level issues, improving overall service assurance.

Key Benefits

Our Microsoft Azure Cloud services are underpinned by a cloud business case driven approach that ensures robust due diligence before migration decisions are made.

We assess service value, cost drivers and forecast spend alongside both tangible and intangible cloud levers, including operational efficiency, service resilience, risk reduction and organisational readiness.

This enables public sector organisations to meet value for money obligations, justify cloud investment decisions and avoid premature or unsuitable migration.

As a result, cloud adoption is aligned to demonstrable business benefit, financial sustainability and long-term service outcomes.

Improved service reliability

Achieved through well architected Azure environments, proactive monitoring and structured operational management, reducing the likelihood and impact of unplanned outages.

Reduced operational burden

With ROCK taking responsibility for day-to-day platform management, enabling client resources to focus on service delivery and organisational priorities rather than cloud operations.

Clear cost attribution

Aligned to services and outcomes, supported by consistent tagging strategies, ensures cloud spend is transparently mapped to the correct services, teams and functions.

Greater financial predictability

Delivered through continuous visibility of Azure consumption, proactive optimisation and FinOps practices, helping organisations remain within budget while scaling services responsibly.

Governance foundations

Enabling compliance with organisational and regulatory requirements while maintaining cloud delivery velocity. This ensures teams can innovate and scale services safely without unnecessary friction or delay.

Security & configuration governance

Delivered through consistent identity controls, policy enforcement and monitoring, reducing exposure to misconfiguration and security incidents.

Lower risk cloud adoption

Enabled by proven frameworks, controlled migration approaches and disciplined change management, minimising disruption to business critical services.

Fast & safe delivery of change

With scalable, cloud native services enabling responsive service improvement without long lead times or capital investment.

Accountability & transparency

Provided through defined service ownership, regular reporting and structured service reviews, supporting audit and stakeholder confidence.

Compliance & audit readiness

Supported by monitoring and governance controls aligned to public sector expectations.

Flexibility to scale services up or down

Enabling organisations to respond to changing demand while avoiding long term infrastructure lock in.

Management & Governance

Our service management and governance model is designed to ensure Azure services are reliable, secure, cost controlled and continuously improving, while supporting the pace and flexibility expected from modern cloud platforms.

We combine proven IT service management disciplines with cloud native and Site Reliability Engineering (SRE) aligned practices to deliver predictable outcomes.

Cloud Service Management Model

We operate Azure services using a cloud optimised service management model that balances control with agility. Traditional ITIL processes are adapted to reflect cloud operating principles, including automation, self-service and continuous optimisation. This governance enables delivery rather than introducing unnecessary overhead.

Service Desk & Operational Support

ROCK provides a single point of contact through its ITIL aligned Service Desk, supported by Azure engineering and cloud operations specialists. For platform critical services, we apply SRE style practices, including service level objectives, error budgets, proactive reliability management and rotation of staff between operational support and development activities.

Monitoring, Observability & Automation

Azure environments are monitored continuously using Azure native tooling, with a focus on observability rather than basic alerting. Performance, availability, security and cost signals are correlated to provide actionable insight. Where appropriate, automated remediation is implemented to address known failure patterns, reducing time to resolution and operational risk.

Incident, Problem & Change Management

Incidents are managed with a focus on rapid service restoration and clear communication, while problem management identifies underlying causes and drives long term improvement.

Change management is risk based and cloud aware. Low risk, repeatable changes are automated and pre approved, while higher risk changes are subject to appropriate review and governance. This enables safe change delivery without slowing service evolution.

Vendor & Supplier Management

Where required, ROCK manages coordination and escalation with Microsoft and third-party suppliers. This reduces administrative effort for buyers and ensures issues are resolved efficiently through established escalation routes.

Governance, Cost Management & FinOps

Governance is embedded through policy as code, tagging standards, and role-based access controls to ensure consistent enforcement while enabling teams to innovate within defined guardrails, while cost governance is delivered through FinOps principles to make spend visible, attributable, and actively managed, with cloud consumption reviewed alongside service performance to support informed trade-offs between cost, resilience, and performance.

Service Reviews & Continuous Improvement

Formal service reviews take place monthly, with quarterly strategic and roadmap sessions, focusing on outcomes over activity by assessing performance against objectives, cost and consumption trends, security and risk, automation and optimisation opportunities, and improvement priorities to ensure services evolve with organisational goals and changing demand.

Reporting, Assurance & Transparency

Buyers receive regular, actionable reporting that provides clear insight into service health, cost, risk and improvement activity. Reporting supports audit, assurance and senior stakeholder oversight without requiring manual data collation.

Security & Data Protection

Security is embedded throughout our Microsoft Azure Cloud services. We combine cloud-native security controls, disciplined operational processes and ISO-aligned governance to protect environments and data.

Security Framework & Best Practice Alignment

Azure environments are designed and managed in line with Microsoft security guidance and the shared responsibility model, including encryption, network isolation and audit logging.

Data Handling & Privacy

ROCK processes only the operational data required to deliver the service, such as logs and configuration metadata. Customer production data remains within Azure and is governed by UK GDPR and Cyber Essentials Plus requirements.

Identity & Access Controls

Access is governed through Microsoft Entra ID using least-privilege permissions and MFA. All access is approved, logged, reviewed regularly and removed promptly when no longer required.

Monitoring & Threat Visibility

Security monitoring using Azure-native tooling to identify suspicious activity, misconfigurations and policy deviations. Findings are investigated and escalated where appropriate.

Backup, Continuity & Recovery

Where in scope, we oversee backup and resilience configurations to ensure recovery arrangements remain aligned to organisational requirements.

Incident Response

Security incidents are handled using documented processes aligned to ISO standards, with clear escalation and communication pathways.

Data Retention & Secure Disposal

Operational data is retained only for as long as required to deliver the service and is securely deleted at contract end in line with ISO-aligned sanitisation practices.



Values & Outcomes

Our Microsoft Azure Cloud services deliver value across operational, financial, security and strategic dimensions, enabling public sector organisations to adopt and sustain cloud services that are resilient, cost effective and aligned to long term objectives.

Value is realised not only at the point of migration, but continuously throughout the service lifecycle.

Operational Value

Reduced operational overhead, with ROCK assuming responsibility for day to day Azure operations, monitoring and optimisation, enabling internal teams to focus on service delivery rather than platform management.

Improved service stability and resilience, achieved through well architected environments, proactive monitoring, automation and modern cloud service management practices, reducing unplanned disruption.

Faster issue resolution and recovery, supported by observability, automation and SRE aligned practices that prioritise prevention and rapid restoration of service.

Clear operational ownership and accountability, provided through defined service roles, governance structures and regular service reviews.

Financial Value

Robust value for money assurance, enabled through cloud business case driven decision making, accurate cost forecasting and continuous validation of cloud spend against service outcomes.

Predictable and controlled cloud expenditure, supported by consistent tagging, cost attribution and FinOps practices that align spend to services, teams and outcomes.

Reduced waste and improved efficiency, achieved through ongoing optimisation of Azure resources, rightsizing and consumption management as demand evolves.

Avoided capital expenditure, with scalable cloud services enabling organisations to pay only for what is required.

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Security & Compliance Value

Stronger and more consistent security posture, delivered through embedded governance, identity controls, monitoring and policy enforcement across Azure environments.

Improved audit and assurance readiness, supported by logging, reporting and evidence aligned to public sector and regulatory expectations.

Reduced risk of misconfiguration or unmanaged exposure, through standardised patterns, continuous oversight and controlled change processes.

Strategic & Organisational Value

Cloud adoption aligned to organisational strategy, ensuring platforms support service priorities, transformation goals and long term planning rather than becoming technical constraints.

Improved leadership insight and decision support, with clear visibility of performance, cost, risk and improvement opportunities.

Greater organisational readiness for change, achieved by aligning people, process and technology, enabling teams to operate and evolve cloud services with confidence.

A scalable and adaptable cloud foundation, capable of supporting future digital initiatives, service modernisation and policy change.

Accreditations & Certifications

ROCK maintains a proven, independently assessed way of working that underpins every service, helping us provide the best IT solutions to our clients. Our certifications and partnerships show that we take security, governance and quality seriously, strengthening our credibility through best-practice services, recognised standards, and ongoing accreditation.

Security Clearances

BS7858:2019 Screening

All staff undergo background screening aligned to BS7858:2019 for roles with access to client systems or sensitive information.

Security Check

Staff can hold UK Government Security Check clearance where required by the service scope, buyer requirements or contractual obligations.

Enhanced DBS Checks

Enhanced DBS checks are performed for staff supporting regulated or sensitive environments where required by client contracts or service scope.

Strategic Partnerships

ROCK works with a range of leading cloud and technology providers to deliver secure, resilient and well-governed services.



Microsoft Partner

Cloud, identity, security and productivity services across Azure, Microsoft 365, Microsoft Entra ID and Microsoft Defender.



AWS Partner

Infrastructure and platform services including compute, storage, networking and security.



Cisco and Meraki

Cloud-managed networking, SD-WAN and secure connectivity solutions.



Cloud Security & SASE

Secure access, firewalling, SD-WAN and ZTNA capabilities, including cloud security.



Backup & Recovery | N-Able & Cove

Cloud-based backup, replication and disaster recovery solutions supporting cloud, hybrid and endpoint environments.



Endpoint & Device Management

Endpoint security, configuration, monitoring and lifecycle management tooling across user devices and servers.



SonicWall

Network security, firewalling, secure remote access and SD-WAN capabilities for on-premise and cloud-connected environments.

Certifications & Compliance



ISO 27001:2022

Certified information security management system demonstrating effective controls for data protection, access management and operational security.



ISO 9001:2015

Certified quality management system supporting consistent service delivery, continuous improvement and effective governance.



Cyber Essentials Plus

Independently verified assurance of strong baseline cybersecurity controls across all operational systems.



ICO registration

Fully registered with the Information Commissioner's Office for data processing compliance.

How To Buy

This service can be procured quickly and compliantly through the Crown Commercial Service (CCS) G-Cloud 15 Framework under the Cloud Support lot.

This provides a streamlined route for public-sector organisations to access high-quality managed support without needing to run a full tender.

What Buyers Can Expect

- Fast mobilisation, with service commencement scheduled quickly after award.
- No contract negotiation, as all terms follow the standard G-Cloud framework.
- Transparent pricing, published and fixed in accordance with the G-Cloud catalogue.
- Clear onboarding processes, including asset discovery, documentation intake and communication setup.

Purchasing Steps

1. Search for ROCK on the Digital Marketplace under: Managed IT Services - Cloud Support
2. Review the Service Definition, pricing document and terms.
3. Shortlist ROCK based on your technical, operational and commercial criteria.
4. Evaluate shortlisted suppliers following CCS guidance.
5. Award a Call-Off Contract directly to ROCK through G-Cloud 15.
6. Agree service scope and onboarding timelines with our mobilisation team.

Support with Procurement

ROCK can support buyers with:

- Responding to clarification questions
- Helping shape scope within the boundaries of G-Cloud
- Providing guidance on service levels, onboarding and shared responsibilities
- Supporting internal approvals or business case preparation

We remain fully compliant with CCS rules - no pre-award customisation of terms.





Your Cloud and AI provider to
accelerate business transformation.

rock.co.uk