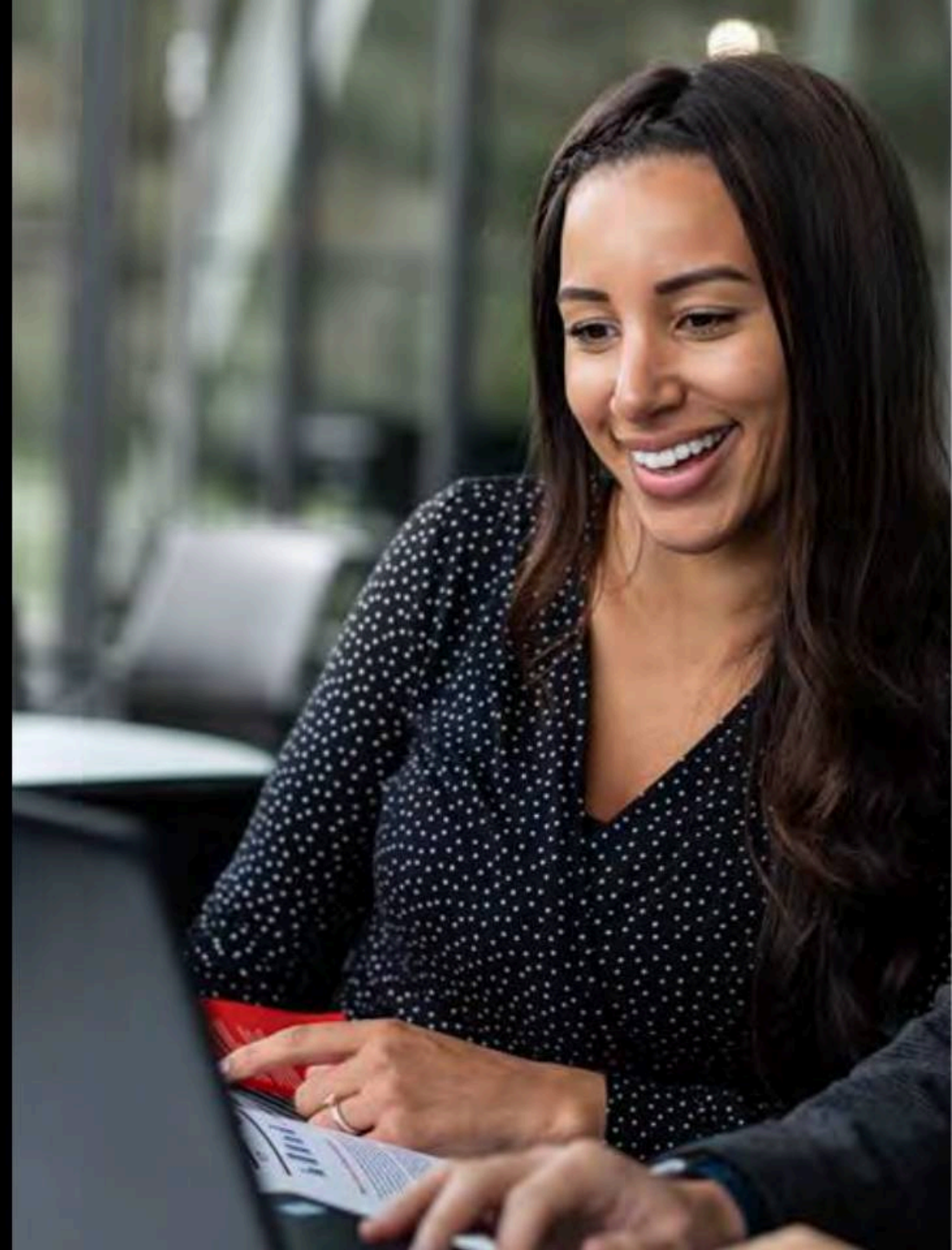


ROCK

Microsoft Azure Data and AI

Advise, 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 Azure Data & AI Advise, Design, Deployment and Managed Services support public sector organisations to design, implement and operate secure, scalable and well governed data and artificial intelligence platforms on Microsoft Azure.

The service addresses the full lifecycle of data and AI capability, enabling organisations to:

- Consolidate and modernise fragmented data estates.
- Deliver reliable, timely analytics and insight.
- Adopt Machine Learning (ML) and Generative AI (GenAI) in a controlled, ethical and auditable manner.
- Operate data platforms sustainably under public sector governance, assurance and value for money obligations.

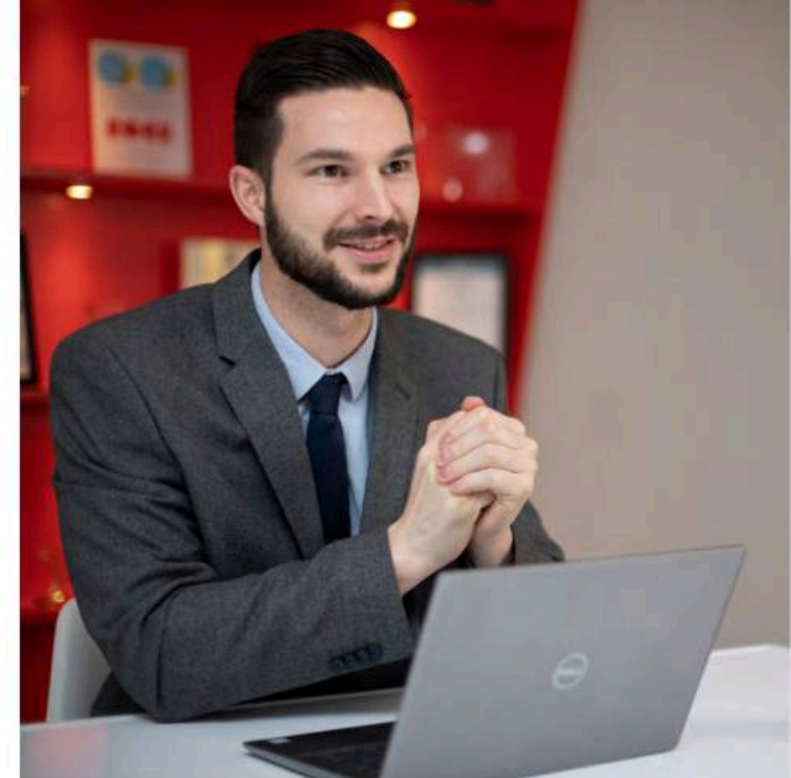
The service supports Azure managed data, analytics, ML and AI services including, but not limited to:

- Microsoft Fabric, including OneLake, Lakehouse and Data Warehouse workloads.
- Azure SQL Database, Azure SQL Managed Instance and Azure Cosmos DB.
- Azure Data Factory and Fabric Data Pipelines for data integration, orchestration and lifecycle management.
- Azure Machine Learning for model development, deployment and operations.
- Azure AI services and GenAI platforms including Azure OpenAI and Foundry, implemented with defined guardrails and controls.

Platforms are designed to support **OFFICIAL** and **OFFICIAL SENSITIVE** data, aligned to public sector security, data protection and audit requirements.

The service can be delivered as:

- A discrete data or AI discovery, design or delivery engagement.
- A fully managed Azure Data and AI operating service.
- A co managed service that augments internal data, digital or analytics teams.



The service covers the following activities:

- Data and AI discovery, assessment and roadmap development.
- Architecture design and assurance.
- Secure Azure landing zone configuration for data and AI workloads.
- Data platform build, migration & modernisation.
- ML and GenAI platform implementation.
- Data integration and pipeline engineering.
- Ongoing managed operation, optimisation and governance.

The service does not mandate wholesale migration. Decisions are evidence based, proportionate and aligned to organisational readiness.

Our Approach

Public Sector Aware Design

Public sector data estates commonly include legacy platforms, shared services, varied data sensitivity and multiple suppliers. The service is explicitly designed to operate within these constraints.

Delivery prioritises:

- Incremental modernisation over wholesale replacement.
- Clear control of data movement, access and usage.
- Designs that remain operable within constrained skills and capacity environments.
- Explicit documentation to support audit, assurance and supplier accountability.

Architecture & Platform Design

Azure data and AI platforms are designed in line with:

- The Microsoft Azure Well Architected Framework.
- Microsoft Fabric, Azure Data and AI reference architectures.
- Public sector security, assurance and data protection expectations.

Design decisions are documented, reviewed and traceable.

Architectures typically include:

- Purpose specific use of Microsoft Fabric, Azure SQL and Azure Cosmos DB based on workload characteristics.
- Decoupled data ingestion, transformation and storage layers using Azure Data Factory and Fabric pipelines.
- Logical separation of analytical, operational and AI workloads.
- Secure integration with on premise, SaaS and third party systems using private connectivity and managed identity.

ML & GenAI Implementation

ML platforms using Azure Machine Learning are implemented with full lifecycle controls including:

- Model development, validation and testing.
- Deployment, versioning and rollback.
- Performance, bias and drift monitoring.
- Controlled retirement and replacement.

GenAI services using Azure OpenAI and Foundry are implemented with:

- Explicitly approved and documented use cases.

- Controls over training and retrieval data sources.
- Prompt, response and content filtering guardrails.
- Access logging, monitoring and usage reporting.
- Clear ownership, accountability and escalation paths.

This ensures AI adoption remains controlled, ethical and auditable.

Governance & Guardrails

Governance is embedded through automation rather than manual oversight.

Key controls include:

- Policy as code using Azure Policy to enforce encryption, logging, networking and identity controls.
- Role based access control aligned to least privilege principles.
- Data classification, sensitivity labelling and access segregation.
- AI usage guardrails, content filtering and service level constraints.
- Cost controls, budgets and consumption limits.

This approach enables delivery velocity while maintaining assurance and compliance.

Key Features

Each feature is designed to address the practical complexity of operating data and AI platforms in public sector environments, while remaining auditable, cost controlled and sustainable.

Data & AI architecture design

Architecture aligned to the Azure Well Architected Framework and Microsoft data and AI best practices. Designs explicitly address data sensitivity, regulatory controls, legacy integration and multi supplier environments, reducing long term risk and technical debt.

Secure Azure data and AI landing zones with enforced guardrails

Azure landing zones implemented with standardised identity, networking, security and policy controls. Guardrails are applied consistently across data platforms, ML environments and GenAI services, reducing misconfiguration and unmanaged adoption risk.

Discovery, classification & assessment

Structured assessment of data sources, sensitivity, quality and usage constraints before ingestion or AI enablement. This ensures only appropriate data is processed or exposed.

Purpose driven data platform implementation

Design and deployment of Microsoft Fabric, Azure SQL and Azure Cosmos DB selected based on workload characteristics rather than a single platform approach, reducing operational overhead and avoiding over engineered solutions.

Data integration & pipeline engineering

Repeatable ingestion, transformation and orchestration patterns using Azure Data Factory and Fabric pipelines. Pipelines are observable, recoverable and auditable.

Operationalised ML platforms using Azure Machine Learning

End to end ML platforms operated as production services with defined ownership, monitoring and lifecycle controls.

Controlled adoption of GenAI using Azure OpenAI and Foundry

GenAI implemented with explicit guardrails, approved use cases, controlled data sources, prompt handling constraints and usage monitoring.

Embedded governance & policy as code

Automated enforcement of encryption, logging, identity, network and AI usage policies, improving consistency and audit readiness.

Continuous monitoring & observability

Monitoring of data pipelines, performance, ML behaviour, GenAI usage, security posture and cost signals using Azure native tooling.

Resilience, backup & recovery

Backup, resilience and recovery aligned to agreed recovery time objectives and recovery point objectives.

Cost transparency & FinOps

Consistent tagging, cost attribution and FinOps practices applied across data, analytics, ML and GenAI services.

ITIL aligned service management

Incident, request and change management adapted to the operational characteristics of data pipelines and AI platforms, with automation for low risk change.

Vendor coordination & escalation

Coordination and escalation with Microsoft for platform level issues, reducing administrative burden while maintaining accountability.

Key Benefits

ROCK's Microsoft Azure Data and AI services are underpinned by a business case driven approach that ensures data and AI investments are justified, proportionate and aligned to organisational outcomes.

The service is designed to support sustained delivery rather than short term experimentation.

Improved reliability & availability

Azure data platforms are designed with resilience, monitoring and recovery built in, reducing the risk of data unavailability impacting service delivery, reporting or statutory obligations.

Reduced operational burden

Use of Microsoft Fabric, Azure SQL and Azure Machine Learning reduces infrastructure management overhead and reliance on bespoke engineering, enabling teams to focus on service outcomes.

Transparent cost attribution

Consistent tagging and cost allocation enable spend to be traced to services, datasets and AI workloads, supporting internal chargeback, budgeting and scrutiny.

Greater financial predictability

Proactive FinOps practices identify cost drivers early, reducing the risk of unexpected spend and enabling informed decision making.

Governance that enables innovation

Automated guardrails and policy enforcement enable teams to deliver at pace without bypassing security, data protection or assurance controls.

Reduced security & data misuse risk

Identity, access, data classification and AI usage controls are applied consistently across platforms, reducing the risk of unauthorised access or inappropriate data use.

Improved audit readiness & assurance

Logging, monitoring, lineage and configuration evidence are generated by default, reducing manual effort during audits, reviews or assurance activities.

Flexibility to scale analytics & AI capability

Azure native elasticity supports changing service demand without over provisioning or long term contractual lock in.

Management & Governance

ROCK's Azure Data and AI services are operated using a cloud optimised service management model combining ITIL, automation and Site Reliability Engineering (SRE) practices. Governance is designed to enable delivery rather than introduce unnecessary overhead.

Service Desk & Specialist Support

A single point of contact is provided via ROCK's ITIL aligned service desk, backed by Azure certified data, analytics, ML and platform engineers. Support covers:

- Microsoft Fabric and Azure data platforms.
- Data pipelines, integrations and orchestration.
- Azure Machine Learning and GenAI platforms.
- Platform reliability, security and cost management.

Specialist support is provided in line with agreed service levels and escalation paths.

Monitoring & Observability

Continuous monitoring and observability are implemented across:

- Data availability and pipeline health.
- Microsoft Fabric, Azure SQL and Cosmos DB performance and capacity.
- ML model behaviour, accuracy and drift.
- GenAI service usage, throughput and cost.
- Security events, policy compliance and configuration drift.

Signals are correlated to enable early detection of issues and proactive remediation before service impact occurs.

Incident, problem & change Management

- **Incident management** prioritises data integrity, availability and timely service restoration.
- **Problem management** focuses on root cause analysis and permanent resolution to reduce repeat incidents.
- **Change management** is risk based. Low risk and repeatable changes are automated, while higher risk changes are governed with appropriate approval and evidence.

This approach balances control with delivery velocity.

Cost Management & Value for Money

Cost management is integral to service operation rather than an afterthought. Controls include:

- Consistent tagging and cost attribution across data and AI services.
- FinOps practices aligned to service outcomes and business cases.
- Rightsizing and optimisation of storage, compute, ML and GenAI consumption.
- Ongoing validation of spend against expected benefits and demand.

This supports transparency, predictability and value for money obligations.

Reporting & Assurance

Regular reporting provides visibility of:

- Platform health and availability.
- Data pipeline reliability and throughput.
- ML and GenAI usage, performance and trends.
- Cost drivers, forecasts and optimisation actions.
- Security posture and control effectiveness.

Reporting supports senior oversight, assurance and audit requirements without manual effort.

Security & Data Protection

Security is embedded throughout ROCK's Azure Data and AI services using Azure native controls and disciplined operational processes.

The service recognises the shared responsibility model and clearly defines customer, Microsoft and supplier responsibilities.

Framework, controls & data

Key elements include:

- Alignment to the Microsoft shared responsibility model and Azure security best practice guidance.
- Data handling and privacy controls ensuring customer data remains within Azure and is processed only for agreed operational purposes.
- Identity and access management using Entra, role based access control and multi factor authentication, aligned to least privilege principles.
- Threat detection and monitoring using Azure native security services.
- Backup and recovery oversight aligned to organisational recovery objectives.
- Incident response and escalation using documented ISO aligned processes.
- Data retention, archiving and secure disposal aligned to public sector and ISO sanitisation requirements at contract end.



Values & Outcomes

Our Azure Data and AI services are designed to help public sector organisations realise measurable value from data investment while avoiding common causes of under delivery.

The service focuses on establishing strong foundations, controls and operating models before introducing advanced AI capabilities.

Operational Value

Data platforms that deliver usable outcomes, not unused capability

Platforms are designed around defined service needs, data consumers and operational processes. This avoids technically capable but under used platforms that fail to deliver return on investment.

Reduced complexity through appropriate Azure service selection

Workloads are matched to the most suitable Azure services, including Microsoft Fabric, Azure SQL or Cosmos DB, based on data structure, access patterns and performance requirements.

Operational readiness before advanced AI adoption

Automation, data quality controls and reliable pipelines are prioritised before ML or GenAI introduction, ensuring platforms are trusted and stable.

Financial Value

Clear linkage between spend & service

Investment decisions are grounded in defined objectives, benefits and total cost of ownership, addressing common public sector challenges around unclear value realisation.

Avoidance of premature GenAI adoption

GenAI is introduced only where evidence supports it. Automation or targeted ML delivers faster and more reliable returns.

Cost efficiency through right sized solutions

Selecting appropriate Azure services avoids over engineered platforms that are expensive to operate and difficult to exit.

Improved financial predictability

Consistent forecasting and FinOps practices provide early visibility of cost drivers.

Security & Compliance Value

Clear data ownership and accountability

Ownership, stewardship and platform responsibilities are explicitly defined, reducing governance gaps.

Controlled progression from data to AI

ML and GenAI are layered onto governed data platforms rather than operating as standalone solutions.

Embedded data governance by design

Classification, access control, lineage and retention are built into platform automation, reducing reliance on manual processes.

Audit ready data and AI platforms

Logging, monitoring and evidence generation are enabled by default, supporting assurance and regulatory review.

Strategic Value

Sustainable capability rather than dependency

Platforms, processes and governance build internal capability over time, reducing reliance on specialist intervention.

Improved decision making

Clear reporting on cost, usage, data quality and AI supports informed decision making.

Reduced risk of stalled or abandoned initiatives

By prioritising foundations, governance and ROI, the service reduces the likelihood of initiatives failing to progress beyond pilot stages.

Future ready platforms aligned to policy and strategy

Azure data and AI platforms are designed to adapt to policy change, service reform and emerging technology without redesign.

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