

**Kick**

SERVICE DEFINITION DOCUMENT

Azure Consultancy as a Service

About Kick

Kick ICT Group are one of the UK's leading independent ICT services businesses, with a talented and highly skilled team that provide outstanding service and value to our clients. Our four divisions, Technical, Dynamics, Infor and Communications allow us to deliver tailored expertise to each client.

Founded in 2015, we've grown rapidly with **nine** acquisitions, combining over **40 years** of expertise and service from respected industry players Castle and Talon.

We pride ourselves on our commitment to providing outstanding IT solutions, services and support. Yet we believe that it's how we work with people that is most important to us.

You can trust in our expertise. *We're here to help.*

Service Description

Azure Consultancy as a Service (CaaS) is a structured, ongoing consultancy service delivered by Kick ICT to support public sector organisations in the effective management, governance, security, and optimisation of their Microsoft Azure environments. The service provides continuous, scheduled expert engagement, moving beyond ad-hoc support to deliver proactive, consultative oversight that helps organisations realise the full value of the Azure platform.

Objectives:

The service is designed to ensure Azure environments remain secure, resilient, compliant, and cost-effective. Key objectives include improving cloud governance, strengthening security posture, optimising performance and cost, and aligning Azure services with organisational and business objectives through regular expert input and strategic guidance.

Scope of Service:

Azure CaaS covers ongoing consultancy and advisory services across Azure infrastructure and platform services. This includes regular health and security reviews, performance optimisation, disaster recovery assurance, compliance support, and delivery of minor change requests. The service is tailored to individual customer requirements and delivered through an agreed allocation of consultancy time, without replacing core Microsoft support services.

Service Components

Azure Health Checks

Regular reviews of the Azure environment to assess platform health, configuration, availability, and operational efficiency. Findings are documented with clear recommendations to improve stability, performance, and alignment with Microsoft best practice.

Security Posture Management

Ongoing security assessments and remediation activities to maintain a strong security posture. This includes review of identity and access controls, network security, logging, monitoring, and alignment with Microsoft security benchmarks.

Small Works Requests

Delivery of minor configuration changes and adjustments within the

agreed consultancy allocation. This enables rapid implementation of low-risk improvements without the need for separate statements of work.

Partner and Third-Party Liaison

Coordination with Microsoft and third-party suppliers where required to support Azure configuration changes, integrations, or service improvements, ensuring clear communication and effective resolution of dependencies.

Disaster Recovery and Backup Assurance

Design review, testing, and validation of backup and disaster recovery arrangements. This includes documented testing outcomes and Business Continuity and Disaster Recovery (BCDR) documentation to support organisational resilience.

Performance and Cost Optimisation

Analysis of Azure infrastructure to identify performance bottlenecks and cost optimisation opportunities. Recommendations focus on right-sizing, resource optimisation, and improved efficiency without compromising service quality.

Compliance and Audit Support

Support for compliance with regulatory, audit, and industry standards through structured reviews, evidence gathering, and reporting aligned to recognised frameworks and organisational requirements.

Service Delivery and Approach

Azure CaaS is delivered through a continuous and proactive consultancy model. An agreed schedule of engagement is established, providing regular access to Azure specialists throughout the year.

The service is consultative and collaborative, with Kick ICT acting as a trusted advisor rather than a reactive support function. Activities are prioritised jointly with the customer to ensure consultancy time is focused on the areas of greatest value, from operational assurance to strategic cloud initiatives. Regular reviews ensure the service remains aligned with evolving organisational needs.

Performance and Service Levels

Service performance is measured through agreed Key Performance Indicators (KPIs), which may include completion of scheduled reviews, delivery of agreed actions, security posture improvements, and customer satisfaction.

Service Level Agreements (SLAs) define response times for consultancy requests, scheduling of regular engagements, and escalation routes. Service outcomes and recommendations are documented and reviewed with customers on a regular basis.

Data Protection and Privacy

Azure CaaS is delivered in compliance with UK GDPR and the Data Protection Act 2018. Any access to customer environments is strictly controlled using role-based access and least-privilege principles. Kick ICT operates in line with recognised information security standards, including ISO 27001 and Cyber Essentials Plus. All customer data remains within the customer's Azure tenancy and is handled in accordance with agreed security and confidentiality requirements.

Engagement Process

The engagement process begins with an initial consultation to understand the customer's Azure environment, objectives, and priorities. This is followed by service onboarding, establishment of a delivery plan, and scheduling of regular consultancy sessions.

Ongoing engagement includes continuous review, prioritisation of activities, delivery of agreed actions, and regular service reviews to ensure objectives are being met and adjusted as required.

Ordering and Invoicing Process

The service can be ordered through the G-Cloud Digital Marketplace or directly via Kick ICT in accordance with CCS framework terms. Orders are confirmed through agreed documentation outlining scope, consultancy allocation, and pricing.

Invoicing is typically issued monthly or quarterly in arrears, with payment terms agreed at the point of order.

Service Constraints

The service provides consultancy and advisory support and does not replace Microsoft Premier or Unified Support. Delivery is dependent on appropriate customer access to Azure environments and timely customer engagement.

Activities are delivered within the agreed consultancy allocation, with additional work requiring separate agreement. Planned maintenance or testing activities are scheduled in collaboration with the customer to minimise operational impact.

Further Information

For additional details or to arrange a consultation:

Contact Information: 01698 844 600

ask@kickict.co.uk

Website: kickict.co.uk

Delivering a strong, sustainable financial performance

The efforts of our highly skilled and talented team have been demonstrated through our continued year-on-year growth. We are transparent in sharing our financial performance, detailed below, to provide customers and stakeholders with the continued assurance in the strength and sustainability of our business model and suitability of Kick as your IT partner of choice.

2024/2025 Financials



Why Kick for Managed IT & Support?

45+

Skilled
Specialists

300 years

Combined
experience

4.9/5

for customer
support

24/7

Support

Expertise

We are experts. Add over 300 years of combined experience across our managed IT team into your business, rated 4.9/5 for customer support from thousands of customer reviews.

Solutions

We work with the best. From support to datacentre to virtualisation to digital transformation within the modern workplace, we provide solutions from the world's leading technology vendors.

Innovation

We provide next-generation services. With leading solutions backed by our in-house team of experts from Microsoft Azure through to the latest vulnerability scanning functionality included within our standard Managed Services offering.

Accreditations

We have the badges. With Microsoft Solutions Partner, N-Able Elite, Citrix and Cyber Essentials accreditations, we ensure our people have the specialist skills to provide outstanding support and products to our customers.

Strategy

We are here to help. Alongside your appointed account manager, we will work collaboratively to implement the technology that will secure and modernise your IT environment today and set in place your roadmap for the future.

Find out more by searching
'Kick Managed IT'