



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Microsoft Managed Services and Support



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1. Scope of our services

1.1. Cloud Managed Services

Avanade's Cloud Managed Services delivers secure, end-to-end operations and continuous improvement across the **Microsoft ecosystem** - spanning Modern Workplace, Azure Apps & Infrastructure, Business Applications (Dynamics 365/Power Platform), Security, and Data & AI.

We provide **evergreen, resilient, and compliant run services** governed by clear service levels, measurable outcomes, and an operating model aligned to **NCSC guidance, Cyber Essentials**, and public-sector assurance requirements. Our services are enabled through **UK-based expertise**, standardised processes, intelligent automation, and proven delivery platforms trusted by government organisations.

Our mission is simple: keep mission-critical Microsoft services healthy, secure, and current; reduce operational risk and total cost of ownership; ensure UK data sovereignty where required; and free internal teams to focus on business-aligned change and transformation.

1.2. What we Support Across the Microsoft Cloud

Modern Workplace - End-user services, device and application management, Microsoft 365 collaboration, identity, mobility, and endpoint security. Delivered as shared or dedicated services with a transparent service catalogue, measurable KPIs/SLAs, and alignment to UK public-sector security and compliance requirements.

Azure Applications & Infrastructure - End-to-end platform operations for Azure IaaS/PaaS, including landing zones, governance, cost control, reliability engineering, and platform security. Services follow Microsoft Cloud Adoption Framework best practices and Avanade's proven blueprints for secure, scalable, and resilient public-sector cloud environments.

Business Applications (Dynamics 365 / Power Platform) - Managed support, functional enhancements, environment and release management, and administration across Dynamics 365 and Power Platform. Supports core finance, operations, customer service, and case management processes, ensuring stable, secure, and compliant business-critical workloads.

Security Operations - Integrated security operations spanning policy enforcement, identity and access management, endpoint protection, and cloud security controls. Services are delivered in line with NCSC guidance and Cyber Essentials requirements, with proactive monitoring and compliance embedded into day-to-day operations.

Data & AI Platforms - Operational management of data estates, pipelines, analytics platforms, and AI models/services. Focused on data governance, platform reliability, performance, and SLA-backed service management for analytics and advanced data workloads—including capabilities to meet UK data residency and sovereign cloud needs.

1.3. Manage & Evolve - Our Service Operating Model

Manage & Evolve is Avanade's product-centric managed services model that securely runs, improves, and modernises your Microsoft Cloud estate as a continuous, integrated lifecycle.

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It combines evergreen operations with structured, incremental change, using automation, analytics, and agile delivery practices to keep platforms secure, compliant, and continuously aligned to evolving public-sector needs.

Unlike traditional “keep the lights on” approaches that defer transformation to future projects, **Manage & Evolve embeds evolution into day-to-day service delivery**. Our teams operate with a product mindset and experience-centric approach—measuring the impact on users, automating routine activities, and delivering small, safe, frequent enhancements that maintain stability while accelerating innovation.

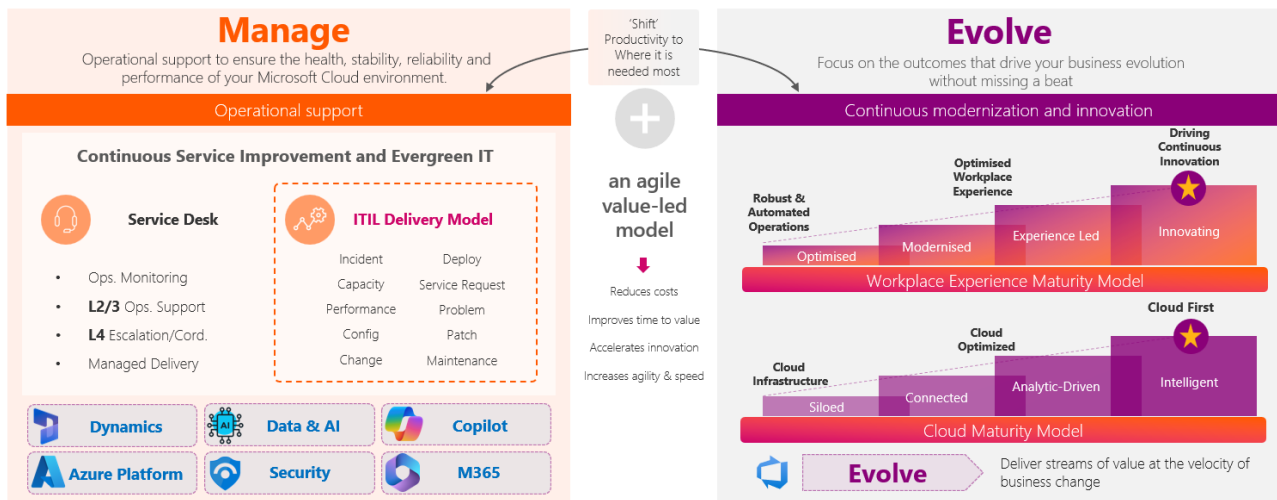


Figure 1: Avanade Manage and Evolve

Manage & Evolve is designed to ensure:

- **Continuous value delivery**, with a focus on measurable business outcomes.
- **Product-centric service management**, using modern engineering practices to keep platforms secure, current, and optimised.
- **Incremental evolution**, enabling frequent introduction of new features and capabilities without destabilising critical services.
- **Integrated user, application, and platform support**, ensuring end-to-end visibility and faster issue resolution.
- **Flexible, scalable, and cost-efficient delivery**, with predictable service levels and optimised consumption models.
- **Access to continually refreshed skills**, supported by global standards, engineered automation, and deep Microsoft expertise.
- **A pathway to transformation**, enabling organisations to adopt new cloud capabilities safely and efficiently.

This delivers clear benefits:

- **Faster time to value** through regular, low-risk enhancements.
- **Improved user experience** supported by proactive monitoring and data-driven improvements.
- **Reduced operational risk** through continuous compliance, guardrails, and engineered stability.
- **Measurable ROI** through optimisation, standardisation, and tight service governance.

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Manage & Evolve transforms cloud operations into a strategic capability—keeping mission-critical services healthy today while continuously unlocking new business outcomes, without disruptive stop–start transformation cycles.

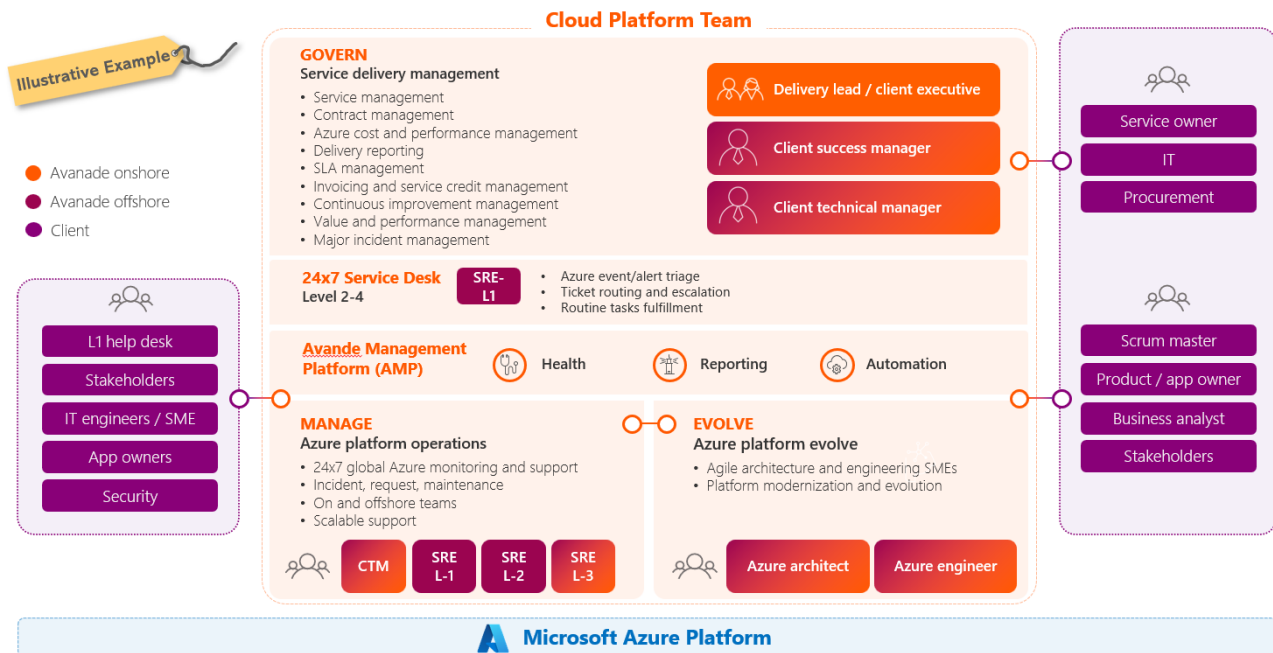


Figure 2: Illustrative Azure Cloud management operating model

1.4. Delivering Public-Sector Value Through Manage & Evolve

UK public-sector organisations face increasing pressure to run secure, resilient, and cost-efficient digital services while modernising at pace. Avanade’s **Manage & Evolve** model is designed specifically to meet these needs, helping departments, agencies, and public bodies maintain operational stability *and* steadily unlock new value from their Microsoft investments — all within the constraints of public funding, legislation, and governance expectations.

Manage & Evolve gives government organisations a secure, compliant, and continuously improving technology foundation, combining day-to-day operational excellence with structured, low-risk, incremental change. Rather than separating “run” and “transform,” we integrate them into a single service that keeps critical platforms **evergreen, secure, and aligned to continuously changing policy, security, and citizen-service needs**.

Government Priority	Avanade Manage and Evolve Alignment
Security, Compliance & Sovereignty First	Our services are built on ITIL-aligned operations, NCSC guidance, Cyber Essentials requirements , and best practices for public-sector cloud security. With options for UK-only service delivery , strict governance controls, and built-in compliance reporting, we help organisations reduce operational and security risk while meeting obligations under UK-specific regulatory frameworks.

Evergreen Operations with Continuous Value Delivery	Government workloads evolve constantly — from new policy requirements to emerging cyber-threats to changes in service demand. Manage & Evolve ensures your platforms keep pace. We apply continuous improvement across infrastructure, applications, data, security, and workforce experience, using analytics, automation, and modern engineering methodologies to deliver steady, safe enhancements without disruptive major releases or large transformation programmes
Cost Efficiency and Responsible Public Spend	Manage & Evolve supports the public sector mandate to deliver more with less. We drive cost effectiveness through: • FinOps-aligned cloud optimisation. • automation to reduce toil and manual effort. • flexible resourcing models blending onshore/nearshore/offshore. • a stable, predictable cost base aligned with demand. This ensures organisations can demonstrate responsible use of public funds while improving service performance and citizen outcomes.
Resilience, Reliability & Operational Assurance	Public services must be available when they matter most. Manage & Evolve provides 24x7 operational coverage, proactive monitoring, rapid incident response, and engineering excellence to safeguard uptime. Our approach reduces operational and technical debt, ensuring systems remain resilient, well-governed, and ready to support mission-critical services — from frontline operations to back-office functions.
Aligned to Public-Sector Priorities & Outcome-Driven	We work to measurable outcomes tied to service performance, user experience, cost efficiency, compliance, and organisational goals. Our value lies not only in maintaining the estate, but in ensuring government teams can: • allocate internal capacity to strategic policy, service design, and citizen-facing improvements, not technical fire-fighting. • accelerate safe adoption of new Microsoft capabilities. • unlock better insights, better security, and better collaboration. This is digital delivery in the way government requires it: reliable, transparent, controlled, and steadily improving.

1.5. Managed Services Portfolio

Manage and Evolve is relevant to all our Solution Areas

Avanade's Manage & Evolve operating model applies consistently across every Microsoft capability we support. Each Solution Area combines Manage services (evergreen operations, stability, reliability, risk reduction) with Evolve services (continuous improvement, modernisation, innovation). This ensures mission-critical platforms remain secure, current, and value-driven while steadily improving over time.

1.5.1. Azure Platform

We provide end-to-end Azure platform operations and continuous modernisation through a unified Cloud Platform Team, ensuring your estate remains secure, scalable, resilient, and optimised.

Manage	Evolve
Operational support that ensures the health, stability, reliability and performance of the Azure platform. - Ensures critical business workloads are available when it matters - Drives optimizations at all layers of the service to improve efficiency For example: - Managing Azure virtual machines - Managing Azure Kubernetes Service - Managing Azure Container Services - Managing Azure Logic App	Innovation, continuous evolution and modernisation of the Azure platform. - Realize faster time-to-value - Increase ROI technical - Improve agility and business speed For example: - Creating Infrastructure as Code - Implementing Azure cost and performance optimization recommendations - Architecting and implementing Azure Policies - Working with App owners to implement app modernization recommendations/ innovations

1.5.2. Modern Applications

We support and evolve your custom applications across their full lifecycle, ensuring stability today while continuously modernising to meet changing business and user needs.

Manage	Evolve
Operational support ensuring stable, reliable and high-performing custom applications. - Global operational support for custom applications - Preventative maintenance through monitoring, prediction, and proactive correction - Ensuring optimal performance and stability for critical services	Continuous enhancement and modernisation of applications to meet evolving needs. - Advisory and innovation services to improve user and business experience - Continuous delivery of new features and enhancements - Adoption of modern engineering, design patterns, and automation

1.5.3. Modern Workplace

We manage, secure, and enhance your workplace ecosystem to keep your people productive anywhere, while continuously improving experience, security, and collaboration.

Manage	Evolve
Operational support ensuring a secure, reliable and productive workplace environment. Full lifecycle management across devices, apps, identity, and collaboration tools	Continuous improvement and modernisation of the workplace experience, tools and security. Insights-driven service improvement through advanced analytics

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• Ensuring reliability, performance, and security using automation, AI, and self-healing • Multi-channel end-user support and operational excellence	• Cyber-risk reduction using prioritized, intelligence-driven adaptation • Enhancing digital dexterity through adoption and change services • Modernising workplace applications, workflows, and endpoint experience
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1.5.4. Data and AI

We operate and modernise your data platforms, pipelines, and AI solutions, ensuring reliable data operations while enabling scalable, future-ready analytics and intelligent capabilities.

Manage	Evolve
Operational support ensuring dependable, governed and efficient data platform operations. • Operational management of data platforms, pipelines, analytics, AI/IoT/RPA workloads and Power BI estates, ensuring reliability, accuracy, governance and cost efficiency • Leveraging Avanade frameworks and tools to streamline operations, increase transparency, and reduce cost • Shared services model delivering consistent value and predictable performance	Continuous enhancement and modernisation of data, analytics and AI capabilities. • Co-building data platforms, data factories, and business use cases using Agile and Pod-based delivery • Enabling citizen developers through Data & AI Academy enablement • Keeping platforms evergreen by anticipating new Azure data service releases

1.5.5. Business Applications

We manage, optimise, and continuously enhance your Microsoft Business Applications ecosystem — including Dynamics 365, Power Platform, and integrated line-of-business solutions — ensuring operational stability while driving ongoing innovation, automation, and business process improvement.

Manage	Evolve
Operational support ensuring stable, secure, and high-performing Business Applications environments. • End-to-end lifecycle management across Dynamics 365 apps (Sales, Customer Service, Finance, Supply Chain, HR, etc.) • Administration, monitoring, and issue resolution across Power Platform (Power Apps, Power Automate, Dataverse) • Governance, environment management, policy enforcement, and continuous system health checks • Ensuring compliance, reliability, data integrity, and performance for business-critical processes	Continuous enhancement and modernisation of your Business Applications footprint to meet evolving business needs. • Process optimisation, automation, and workflow modernisation using Power Platform and Dynamics 365 capabilities • Release management, feature enablement, and adoption of new via One Version updates • Expanding data-driven insights through integrated reporting, analytics, and AI-powered capabilities • Co-innovation and solution extension to improve customer engagement, operational efficiency, and user experience

1.5.6. Digital Marketing

We operate and enhance your digital marketing platforms to improve customer experience, performance, and engagement across all digital touchpoints.

Manage	Evolve
Operational support ensuring stable, reliable and high-performing digital marketing platforms. - Operational stability of digital marketing platforms - Site maintenance, application and infrastructure management, and user support - Ensuring consistent performance across content, commerce, and marketing engines	Continuous enhancement and modernisation of digital marketing capabilities and experience. - SEO enhancements, personalisation, and experimentation - Responsive design improvements and new front-end component development - Platform upgrades, eCommerce optimisation, voice search, multi-channel commerce - Bots, AI-driven personalisation, measurement improvements, and new engagement capabilities

1.5.7. Security

We deliver end-to-end cyber operations across identity, data, cloud, platform, and threat protection, using a three-pillar model—Manage, Defend, and Evolve—to secure and modernise your environment.

Manage	Defend	Evolve
Operational management ensuring secure, stable and compliant security platforms. 24×7 global operational support (incidents, service requests, break-fix) - Operational management of rules, dashboards, policies, configurations - Maximising built-in capabilities to reduce technical debt and improve platform posture	Proactive threat detection and protection against internal and external risks. - Proactive defence against internal and external threats - Intelligence-led threat mitigation and platform hardening Advanced threat hunting and automated detection	Continuous enhancement and optimisation of security capabilities and coverage. - Strategic roadmap alignment to maximise Microsoft Security investments - Increased coverage by onboarding additional applications and services - Automation to reduce cost, accelerate response, and improve service performance

1.6. Standard Services

These standard service components underpin the Manage & Evolve model across all clients and Solution Areas

Service Delivery Management	Every client is assigned a dedicated Client Success Manager responsible for overall service governance, relationship management, performance oversight, and ensuring contractual and service outcomes are met. They coordinate globally distributed teams and oversee compliance with SLAs, KPIs, and service quality frameworks.
24x7 Reactive Support	Avanade provides reactive operational support aligned to the client's contracted service hours, delivered from our globally distributed Service Delivery Centres. Support teams use standardised runbooks, automation tooling, and Microsoft-aligned operational practices to drive fast, consistent resolution and minimise business disruption. Reactive operations include: • Incident Management – Rapid triage, diagnosis, and resolution based on severity and business impact. • Request Management – Fulfilment of standard and non-standard service requests through controlled, auditable workflows. • Major Incident Management – Coordinated, structured response for critical events, including stakeholder updates, recovery leadership, and post-incident review.
Proactive Support	Proactive operations focus on preventing incidents, enhancing stability, and ensuring platforms remain healthy, secure, and aligned with best practice. Through continuous analysis and operational governance, Avanade reduces risk and maintains long-term service quality. Proactive capabilities include: • Change Management – Controlled evaluation and implementation of changes to ensure predictable, low-risk outcomes. • Patch Management – Structured assessment, testing, and deployment of updates to maintain security and stability. • Problem Management – Root-cause analysis, trend identification, and removal of recurring issues. • Knowledge Management – Maintenance of shared operational knowledge that accelerates resolution and improves consistency. • Capacity Management – Monitoring utilisation and forecasting demand to ensure resources remain sufficient and cost-effective. • Performance Management – Continuous assessment and optimisation of workload performance across the estate.
Service Transition	Avanade uses a structured, repeatable transition methodology to ensure a smooth move from project delivery or incumbent providers into steady-state operations. Focus areas include solution validation, due-diligence, operational readiness, documentation, knowledge transfer, and a formal go/no-go readiness assessment—ensuring stability and continuity from day one of operations.
Proactive Health Checks	Regular platform and workload health assessments benchmarked against best practices and desired configurations. Health insights feed into capacity, performance, and risk management processes, ensuring environments remain aligned with design intent and growth trajectories.

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Continuous Improvement	Ongoing assessment of service maturity, operational processes, and technology optimisation opportunities. Avanade drives consistency across delivery teams and implements productivity enhancements, process improvements, automation, and service evolution initiatives tailored to client needs.
Service Level Management and Reporting	Transparent reporting provides SLA performance, queue analytics, incident and request breakdowns, change performance, problem metrics, health advisories, risk updates, and executive-level commentary. Supports continuous improvement and governance decision-making.
Global Command Centre	Avanade's 24x7 GCC provides global oversight for Major Incident Management, coordinating priority escalations, communication bridges, recovery activity, and stakeholder communications—ensuring rapid containment and service restoration for critical events.
Subject Matter Experts	Deep and scalable expertise across Azure, M365, Dynamics, Data & AI, Security, Modern Workplace, and hybrid estates. SMEs drive advanced troubleshooting, solution optimisation, monitoring standards, automation opportunities, and roadmap insights.
Security and Compliance	Managed services are underpinned by ISO 27001 and SOC-certified processes, criminal background checks, regular audits, and data protection controls. The Avanade Management Platform enables advanced audit logging and traceability of administrative actions. Delivery aligns to Microsoft security practices and client compliance frameworks.
Vendor Management	Avanade's Managed Services include a coordinated Vendor Management function that handles communication and escalation with third-party product and service providers involved in the managed scope. This capability ensures smooth interaction across multi-vendor environments by managing client-to-vendor touchpoints, driving timely resolution of issues, and aligning vendor activities with operational processes such as incident, change, and problem management.
Patch Testing and Evaluation	Our patch management approach includes a structured process for assessing and validating software updates before they are introduced into production environments. Updates from Microsoft and supported third-party vendors are reviewed and tested to confirm stability, compatibility and operational impact, ensuring they behave as expected and meet service and compliance requirements. Once updates have been assessed and approved, they are deployed through the agreed change management process to support predictable, well-governed implementation.

1.7. Global Delivery Capability

Avanade Managed Services provides an ITIL-aligned, end-to-end managed services ecosystem delivered through a shared global team operating across six Managed Service Delivery Centres. Our operations are powered by the Avanade Management Platform (AMP), our industrialised tooling and automation solution that unifies service delivery, governance, and insight.



Figure 3: Our locations

Industrialized Global Network

We deliver managed services through a globally connected network of delivery centres, unified by our Avanade Management Platform (AMP). This virtual operating model enables seamless collaboration, shared visibility, and a consistent service experience across regions.

Standard Operations

Our Managed Services operate through a unified, ITIL-aligned operating model that ensures consistency and predictability across all global delivery centres. Standardised workflows, shared tooling, and common service practices enable reliable, repeatable operations at scale.

Security & Compliance Assurance

Avanade maintains globally recognised certifications including ISO/IEC 27001 for information security and ISO/IEC 27701 for privacy management, covering our corporate functions and Client Data Protection (CDP) programme across all locations. In the UK, Avanade also holds ISO 9001:2015 for quality management. Avanade additionally holds Cyber Essentials accreditation in the UK, SOC 2 Type II certification for ICOE Shared Services, and operates in alignment with CIS and NIST Cybersecurity Frameworks. Together, these accreditations demonstrate our commitment to delivering secure, compliant and high-quality Cloud Managed Services.

Adaptive Service Delivery

Our delivery model adapts to the size, complexity, and evolving needs of each organisation. We right-size our deployment, transition, and operational services to your Microsoft Cloud environment, enabling smooth scaling up or down in line with demand, budget, and business priorities.

1.8. Flexible Delivery Models

We offer a flexible blend of onshore, nearshore, and offshore delivery resources to meet your specific requirements — including geographic proximity, support hours, and the choice of dedicated or shared teams — while ensuring cost-effective service delivery aligned to your budget and operational needs.

Onshore	Nearshore	Offshore
- Proximity and ease of travel - Ability to meet strict data residency and data-security requirements - Strong familiarity with local public-sector policies, governance, and ways of working - Direct access to specialist Subject Matter Experts (SMEs) - Highest alignment with UK-specific assurance expectations	- Geographic proximity with the ability to travel when required - Mature delivery processes and standardised toolsets - Access to Subject Matter Experts (SMEs) - Local-language support to improve collaboration - More cost-effective than full onshore delivery while retaining strong alignment	- Highly cost-effective at hyperscale - Access to secure delivery bays for dedicated services where required - Flexible blending with onshore delivery management for governance, assurance, and stakeholder alignment 24×7 global delivery coverage - Highly mature operational processes and tooling frameworks

1.9. Service Level Agreements

Our Service Level Agreements define the response and resolution targets for all support tickets, ensuring timely handling of incidents, service requests, and operational issues across our managed Microsoft cloud environments. We can provide service-credit-linked SLAs and customer-defined service levels, giving you clear mechanisms for performance assurance and accountability.

1.9.1. Standard Service Level Agreement

Priority Level	Response Target	Response – Expected SLA	Response – Minimum SLA	Resolution Target	Resolution – Expected SLA	Resolution – Minimum SLA
P1	15 Minutes	95%	90%	4 Hours	95%	90%
P2	30 Minutes	95%	90%	8 Hours	95%	90%
P3	4 Hours	95%	90%	3 Business Days	95%	90%
P4	8 Hours	95%	90%	7 Business Days	95%	90%

1.9.2. Premium Service Level Agreement

Premium service levels are available at extra cost

Priority Level	Response Target	Response – Expected SLA	Response – Minimum SLA	Resolution Target	Resolution – Expected SLA	Resolution – Minimum SLA
P1	15 Minutes	95%	90%	2 Hours	95%	90%
P2	15 Minutes	95%	90%	4 Hours	95%	90%
P3	2 Hours	95%	90%	2 Business Days	95%	90%
P4	4 Hours	95%	90%	5 Business Days	95%	90%

2. Assets and tools

2.1. Avanade Management Platform

AMPx is Avanade's next-generation Managed Services platform, built on an Azure-native architecture to deliver automation, observability, and operational excellence across public sector cloud environments.

Developed on Azure PaaS, AMPx provides a secure, scalable, and highly integrated operational backbone. It can be deployed as an Avanade-hosted solution or within a customer's Azure tenancy, supporting data sovereignty, governance, and compliance requirements common across UK government and public sector organisations.

AMPx underpins our Cloud Managed Services with consistent tooling, standardised processes, and real-time service insights, enabling predictable operations, improved reliability, and measurable value.

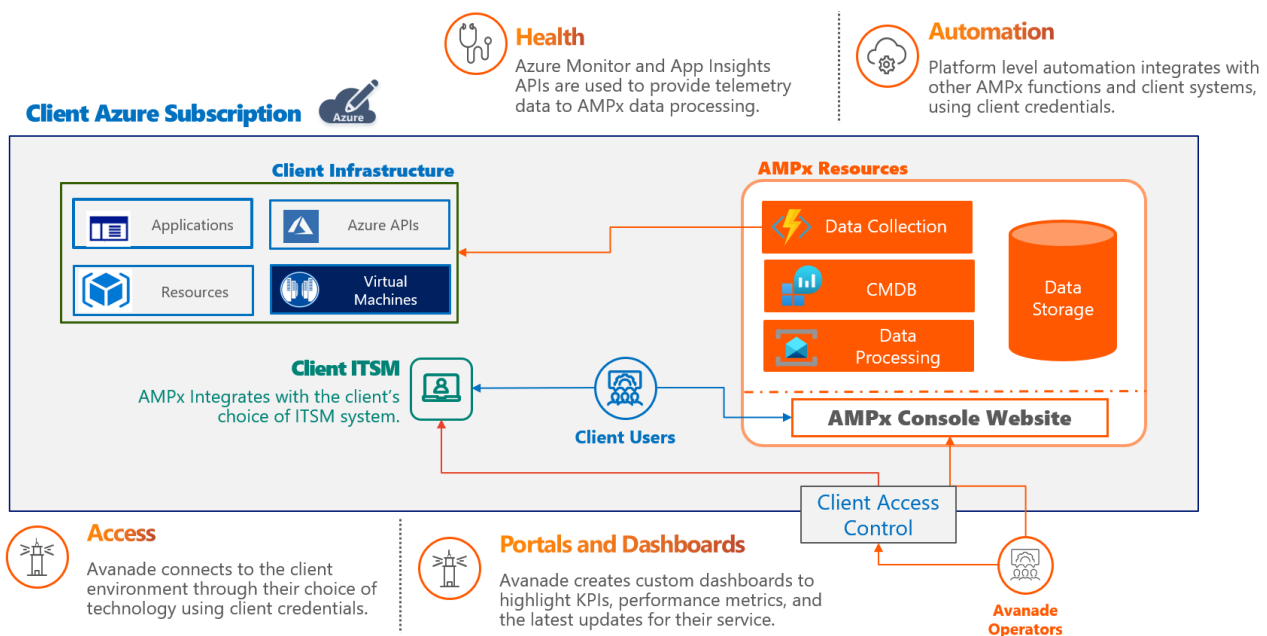


Figure 4: AMPx Framework

2.1.1. Platform Value Summary

AMPx delivers four core areas of value for public sector organisations:

- **Operational consistency and resilience** through automation, integrated monitoring, and repeatable run processes.
- **Improved service transparency** with dashboards, reporting, and governance data aligned to ITIL-based service management.
- **Enhanced security and control**, leveraging Azure-native access models, role-based permissions, and auditable workflows.

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- **Reduced operational effort and risk** through accurate configuration management, automated remediation, and AI-supported event processing.

2.1.2. AMPx Core Capabilities

Cloud Operations

AMPx delivers structured, data-driven cloud operations by combining workflow automation, operational insights, reporting and guided operator workflows. It enhances service efficiency and control by automating routine tasks, improving visibility of operational performance and enabling confident execution of Azure strategies. As a scalable, Azure-native managed application, Cloud Operations grows with the organisation without additional overhead or re-engineering.

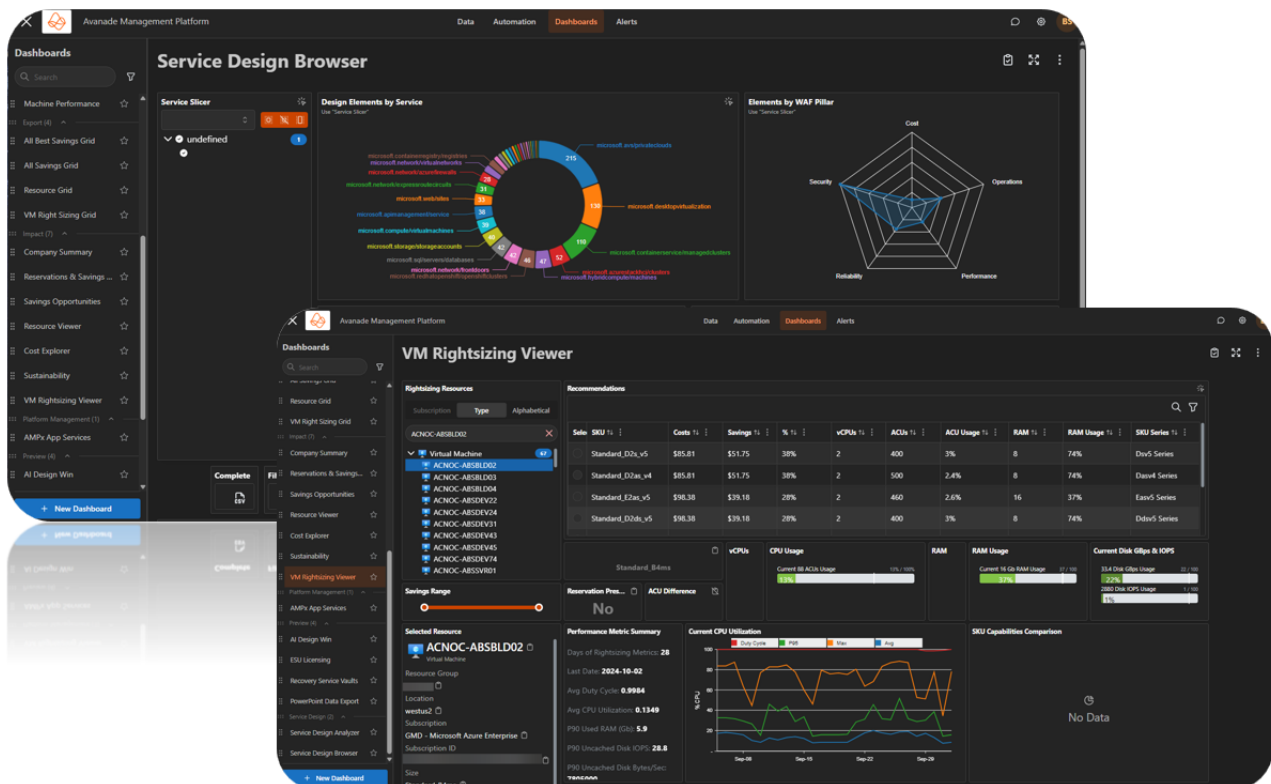


Figure 5: AMPx Cloud Operations

Benefits

- Smarter capacity planning and improved resource utilisation
- Reduced operational bottlenecks and faster response times
- Accelerated migration and reduced risk through automated discovery and assessments
- Strengthened compliance and performance visibility via robust reporting and monitoring
- Increased operator productivity through reduced manual intervention and fewer errors
- Ability to scale easily with evolving business needs

Event Management

AMPx Event Management provides the operational foundation for monitoring and responding to service events. Using data collectors across a variety of resource types, AMPx evaluates events against defined rules,

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generates alerts when conditions are breached, and allows automated remediation where appropriate. A centralised interface presents all alerts and events, enabling streamlined oversight and faster action.

Benefits

- Early issue detection through rules-based evaluation
- Immediate surfacing of breached conditions
- Automated corrective actions via alert rules
- Simplified triage with a single, consolidated alert view
- Reliable coverage across diverse resource types

AI Alert Triage

AMPx's AI Alert Triage enhances incident handling by analysing alerts using severity, historical behaviour and contextual patterns. The capability automatically enriches, categorises and prioritises alerts, ensuring that critical issues are addressed promptly. It reduces manual investigative effort and gives operators a clearer, more actionable understanding of each alert from the moment it appears.

Benefits

- Intelligent prioritisation of alerts based on history and context
- Faster incident response through automated enrichment
- Reduced manual analysis and investigation time
- Lower cognitive load for engineers
- More consistent and efficient operational handling

Modern Workflow

AMPx integrates seamlessly with client workflow technologies such as Logic Apps, Power Automate, Azure Functions and Automation Accounts. Workflows triggered by AMPx rules or events can incorporate client authentication, data inputs and logic, enabling aligned, client-specific automation journeys that extend beyond the boundaries of AMPx itself.

Benefits

- Integration with existing client workflow engines
- Consistent and controlled workflow execution via triggers, authentication and inputs
- Seamless connectivity between AMPx events/rules and client business logic
- Flexibility for clients to maintain ownership of logic, governance and processes

Service Experience Portal

The Service Experience Portal provides a unified view of performance across systems, operations, applications and business processes. Designed to improve governance and accountability, it displays critical service metrics, supports strategic alignment and offers insights that help identify areas for improvement and better resource allocation.

Benefits

- Clear visibility of operational and business-level performance
- Alignment of service performance with organisational objectives
- Data-driven identification of improvement opportunities
- Transparent governance and decision-support

Discovery

AMPx automates the discovery of infrastructure across on-premises, cloud and hybrid environments, building a complete and accurate repository of configuration and dependency data. This insight enables stronger governance, supports change decisions and reduces both operational and audit-related risk.

Benefits

- Improved visibility and control of IT resources
- Accurate, automated CMDB updates
- Reduced configuration drift and change-related risk
- Lower effort for audit preparation
- Clear linkage between infrastructure components and business impact

Secure Remote Access (Access)

AMPx provides governed, auditable remote access to client systems using Azure Lighthouse and role-based controls. Access is credential-managed, time-bound and tied to work items, ensuring tight governance while enabling engineers to resolve issues quickly and securely without the need for VPNs.

Benefits

- Strong governance via Azure Lighthouse delegated access
- Secure, credential-managed connections without VPN
- Full session logging for audit and compliance
- Least-privilege access enforced through RBAC
- Faster issue resolution through controlled direct access

Monitoring & Synthetic Transaction Monitoring

AMPx delivers real-time, end-to-end monitoring for hybrid environments, combining operational telemetry with synthetic user transactions to emulate real-world experience. Alerts are configurable and prioritised based on business impact, giving teams early visibility of degradation and user-affecting issues.

Benefits

- Early detection of performance issues
- Unified view across cloud and on-prem workloads
- Monitoring tailored to evolving client requirements
- Focus on high-impact alerts through prioritisation
- Identification of user-experience bottlenecks via synthetic testing
- Rapid deployment for immediate operational insights

Automation

AMPx supports catalogue-driven automation across client environments using PowerShell, ARM templates, Terraform and third-party automation tools. Automation accelerates provisioning, updates and cloning, while enabling proactive remediation and self-healing to strengthen service stability and improve customer experience.

Benefits

- Faster, consistent automation execution
- Flexible integration with existing automation tools
- Reduced operational errors through workflow tooling
- Automated provisioning and environment changes

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- Pre-emptive remediation and improved customer experience
- Routine maintenance and self-healing performed automatically

Service Management

AMPx supports ITIL-aligned service transition and operations with transparent service levels, consistent processes and integrated communication channels. It standardises delivery through a service catalogue and improves visibility of operational performance to drive better outcomes and continual improvement.

Benefits

- Predictable, ITIL-aligned operations
- Clear service levels and governance
- Enhanced visibility of operations and performance
- Faster incident and request handling via standardised processes
- Consistent delivery through service catalogue standardisation
- Improved communication and self-service
- Stronger compliance via robust change control

2.2. Avanade Cloud Impact

Avanade Cloud Impact is the digital advisor for your journey in the Cloud, helping organisations maximise the value of their Microsoft Azure investment. It provides clear, actionable insights across cost optimisation, technical risk reduction, platform readiness and sustainability. By analysing how your Azure environment is being used today, it identifies opportunities to improve efficiency and reduce risk and delivers a prioritised roadmap aligned to your business objectives.

Unlike traditional tools that generate raw data and leave interpretation to the client, Cloud Impact is delivered as a service, meaning Avanade does the analysis, interpretation and recommendations for you, presenting findings in a clear, business-aligned format. This allows you to optimise spend, modernise safely and progress confidently along your cloud transformation journey.

Cloud Impact' is made up of five modules (Plan, Build, Move, Optimise and Run)

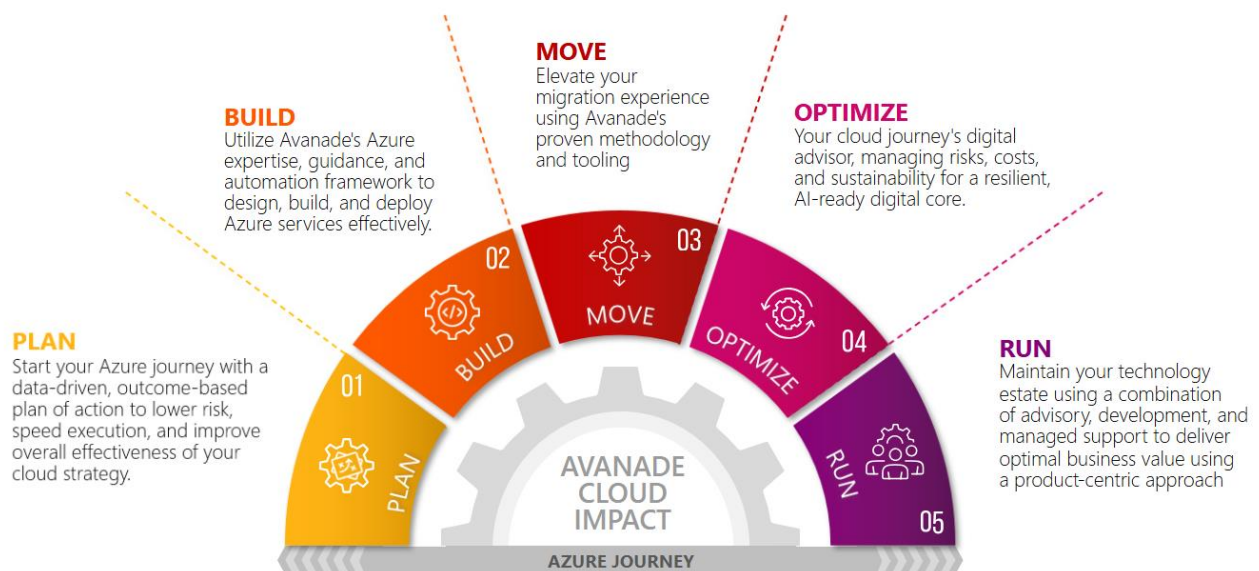


Figure 6: Avanade Cloud Impact

2.2.1. Platform Value Summary

Operational Efficiency and Cost Control - Cloud Impact identifies inefficiencies across utilisation, licensing, storage, logging, backups and reservations to help organisations reduce spend and ensure cloud resources are used effectively.

Improved Governance and Cloud Confidence - Insights enriched with business context and operational data provide stakeholders with a clear, confident understanding of risks, priorities and cloud improvement opportunities.

Risk and Technical Debt Reduction - Cloud Impact highlights architectural, configuration and operational risks—aligned to Microsoft’s Well-Architected Framework—giving organisations a structured path to reduce technical debt and strengthen platform resilience.

Accelerated Cloud Maturity and Transformation - Built on Avanade’s scaled methods and extensive Azure delivery experience, Cloud Impact supports organisations in progressing toward a modern, secure and AI-ready cloud environment.

2.2.2. Avanade Cloud Impact Core Capabilities

Cost & Utilisation Analysis

Cloud Impact performs a detailed analysis of cost drivers across the Azure estate, including workload utilisation, licensing, storage, backups, Log Analytics, disk configurations and reservation usage. It identifies underutilised resources, misconfigurations and optimisation opportunities to help organisations “do more with less.”

Benefits

- Reduction of unnecessary spend through workload right-sizing
- Savings from licensing and reservation optimisation
- Visibility of costly configuration gaps
- Clear, prioritised cost-saving actions

Business Risk & Technical Debt Insights

Cloud Impact assesses where architecture, configuration or operational practices introduce business risk or technical debt. Findings leverage the Microsoft Well-Architected Framework to help organisations focus on areas that most affect resilience, security, and operational performance.

Benefits

- Insight into high-risk areas affecting business performance
- Identification of structural issues impacting reliability
- Prioritised actions to reduce technical debt
- Supported alignment to Microsoft best practices

Azure Environment Assessment & Readiness

Cloud Impact evaluates how well the Azure environment aligns with recommended patterns, considering usage behaviour, configuration, operational processes and business context. This gives organisations a clear understanding of cloud maturity and areas for improvement.

Benefits

- Improved understanding of cloud readiness and maturity
- Stronger governance through configuration alignment
- Recommendations guided by Azure best practices
- Clear direction for modernisation

Cost Optimisation Roadmap

Based on the insights generated, Cloud Impact provides a structured and prioritised roadmap of recommended actions. Each action is categorised by business impact and effort, supporting informed investment and operational decision-making.

Benefits

- Prioritised improvements with clear justification
- Transparency around cost and effort
- Increased confidence in investment planning
- A practical, actionable sequence for optimisation

Delivered as a Service

Cloud Impact is delivered by Avanade specialists who configure the toolset, perform the analysis and interpret the findings. Organisations receive a clear, decision-ready set of insights without needing to process complex telemetry or data outputs themselves.

Benefits

- Faster time-to-value with minimal client effort
- Expert-led interpretation of findings
- Recommendations aligned to business objectives
- Ongoing support options through Avanade service management

3. Pricing

Please refer to the associated Pricing Document relevant to this Service.

4. Contacts

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5. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's core business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.