



G-Cloud 15

Lot3 – Cloud Support Services (Additional Services)

Avanade Microsoft Platform Modernisation and Consolidation



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1. Service Overview

Microsoft Platform Modernisation and Consolidation is a comprehensive service designed to help organisations transition from fragmented, legacy, duplicated and high-risk technology estates to a unified, secure and cloud optimised Microsoft platform. The service combines structured assessment, modernisation planning, landing zone deployment, phased migration, validation, and optimisation to create a resilient and cost-efficient cloud foundation that supports long-term digital transformation.

Organisations undergoing mergers, acquisitions, restructures, divestments or simply looking to replace ageing infrastructure gain a clear, low risk path to consolidation and cloud adoption. The service ensures alignment to Microsoft best practices—including Cloud Adoption Framework (CAF), Well Architected Framework (WAF), and Security best practice—while reducing operational disruption and supporting secure, sustainable growth.

Key outcomes include:

- A unified and secure Microsoft cloud platform aligned to organisational strategy
- Reduced operational risk by retiring technical debt and unsupported systems
- Improved agility through modern, scalable and cloud native services
- Consistent governance, identity, and security across the estate
- A platform ready for ongoing optimisation, automation and innovation

2. Service Scope & Constraints

Scope of the Service

Assessment & Discovery

- Complete application, infrastructure, data and collaboration estate analysis
- Technical debt scoring, dependency mapping, and migration readiness assessment
- Identification of blockers, risks, licensing issues and support challenges
- Review of security posture, identity architecture, compliance position, and operational maturity

Target State Design & Landing Zones

- Design of Microsoft aligned Azure landing zones including:
 - Management groups, policies and RBAC
 - Networking, connectivity and identity integration
 - Logging, monitoring, backup and DR patterns
- M365/Azure AD/Entra ID target architectures for identity and tenant alignment
- Platform governance framework (FinOps, compliance, data governance, operations)

Migration Planning & Execution

- Wave based migration scheduling to minimise business disruption
- Migration of applications, devices, databases, servers, file services, and collaboration workloads
- Tenant to tenant migration support (Exchange, SharePoint, OneDrive, Teams, Devices, PowerApps, Power Automate, Power BI)
- Modernisation of legacy workloads (e.g., InfoPath, SharePoint Designer Workflows) to cloud native equivalents where appropriate
- Cutover planning, migration rehearsal, rollback strategy and change governance

Consolidation

- Directory and identity consolidation (AD/Entra)
- Tenant consolidation and coexistence strategies
- Rationalisation of duplicated systems following mergers or restructures
- Unified operating model definition for cloud platform operations

Validation & Optimisation

- Pre-migration and post-migration validation, security reviews and performance baselining
- Resilience, cost and performance optimisation
- FinOps setup including budgets, guardrails, governance and cost reporting
- Knowledge transfer to operational teams

Typical Constraints

- **Dependency complexity** within legacy estates may limit the pace of migration
- **Availability of SMEs** for critical in-house applications
- **Change freeze periods** may restrict when cutovers can occur
- **Third-party application limitations** or outdated OS versions may require remediation
- **Data sovereignty or regulatory requirements** may restrict hosting options
- **Licensing constraints** that impact target platform choices
- **Non Microsoft workloads** requiring specialist tools or separate commercial agreements

Out of Scope

- Long term managed services or operational run services
- Full application re-engineering or deep refactoring beyond minor remediation
- Network transformation outside the requirements of cloud connectivity
- Security incident response or 24×7 SOC services (available separately)
- Data platform modernisation beyond migration ready alignment (e.g., analytics platform build out)

3. Service Approach & Outcomes

Our approach is based on the Microsoft Cloud Adoption Framework (CAF), Well Architected Framework (WAF) and proven Avanade methodologies developed across global public sector and enterprise transformations.

Approach

Discover & Assess

- Collect inventories, conduct interviews, analyse telemetry and performance data
- Determine business criticality, compliance requirements and application dependencies
- Identify legacy risk factors, technical debt and end of life technologies
- Define consolidation opportunities, duplication, and rationalisation candidates

Design & Plan

- Develop target architecture for Azure, M365 and identity services
- Define landing zones, guardrails, governance and operational model
- Build a migration backlog and wave plan prioritised by risk and business need
- Prepare co-existence models for identity, directory and tenant consolidation

Foundations Deployment

- Implement landing zones aligned to Microsoft best practice
- Configure identity protection, access controls, network connectivity and monitoring
- Establish logging, backup, patching and DR processes
- Implement FinOps frameworks for cost management

Migration & Consolidation

- Execute app and data migrations using proven tools and automation
- Perform tenant to tenant migrations across M365 and Power Platform workloads
- Decommission legacy workloads following successful cutovers
- Validate performance, reliability, resilience, security, and compliance

Optimisation & Handover

- Fine-tune performance, cost, security posture and governance
- Deliver training, knowledge transfer and handover documentation
- Prepare continuous improvement roadmap for cloud operations

Outcomes

- Modernised cloud aligned estate with reduced operational risk and increased operational efficiency

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- Unified identity and tenant architecture improving collaboration and control
- Higher levels of platform resilience and performance
- Reduced total cost of ownership through rationalisation and cloud economics
- Governance and security models aligned to organisational and regulatory requirements
- Risk reduction and strengthen compliance by identifying risks and inefficiencies, informs decisions, and bolsters compliance and data security through targeted recommendations.
- A future ready platform that can support analytics, automation, AI and innovation

4. Tools, Assets & Accelerators

This service leverages a blend of Microsoft-native & 3rd party tooling and Avanade proprietary accelerators.

Microsoft Tooling

- Azure Migrate, Movere, Data Migration Assistant
- Azure Database Migration Service
- Entra ID / Active Directory migration and consolidation tools
- SharePoint Migration Tool, Migration Manager, Teams migration utilities
- Microsoft Defender for Cloud, Sentinel, Monitor, Log Analytics
- Bicep/Terraform templates for cloud automation

Avanade Accelerators

- Predefined landing zone blueprints and governance templates
- Identity consolidation playbooks
- M365 tenant consolidation accelerators
- Application dependency mapping toolkits
- Structured migration wave-planning templates
- Repeatable runbooks for cutover, rollback and validation
- Cost optimisation dashboards aligned to FinOps
- Accelerate 365 - enterprise-grade platform designed to plan, manage, and execute large-scale technology deployments and migrations with speed, accuracy, and control. It provides a single end-to-end framework that supports rollout planning, automated execution, data management, and project visibility—helping teams deliver complex programmes efficiently and at scale.

3rd Party Tooling

- Quest On-Demand Migration
- ShareGate Migration

5. Trials & Associated Services

Our Microsoft Platform Modernisation and Consolidation service includes optional trials, proof of value activities, and complementary services designed to help organisations derisk decisions, validate approaches, and accelerate largescale cloud adoption.

Proof of Value (PoV) Trial Migrations

We offer structured PoV migrations to demonstrate feasibility, performance, security, and functional outcomes prior to committing to wider migration waves. Typical PoVs include:

- **Application migration pilot:** Move a low risk but representative application into Azure to validate tooling, runtime performance, connectivity, logging, scaling, and resilience.
- **Data migration pilot:** Validate schema compatibility, throughput, latency, security, encryption and DR considerations for database or file migrations.
- **M365 tenant to tenant pilot:** Migrate a small subset of mailboxes, Teams channels, or SharePoint sites to test coexistence, identity mappings, licensing considerations, and cutover readiness.
- **Landing zone readiness PoV:** Deploy a baseline landing zone to confirm policies, RBAC, networking, guardrails and compliance posture before full-scale rollout.

A PoV typically includes success criteria definition, execution, validation, performance baselining, user or SME feedback sessions, and clear recommendations for next steps.

6. Customer Responsibilities

The customer plays an essential role in ensuring successful delivery of migration and modernisation activities. The following responsibilities support collaborative delivery, reduce risk, and maintain delivery momentum.

Information, Access & Engagement

- Provide timely access to existing systems, environments, documentation, administrative accounts (as agreed), and network paths required for discovery and assessment.
- Ensure availability of Subject Matter Experts (SMEs) for critical applications, databases, network architecture, identity systems and business processes.
- Nominate a Product Owner or decision-maker with authority to approve scope, wave plans, remediation backlog, change requests, and cutover timings.

Governance & Change Management

- Participate in scheduled governance checkpoints, risk reviews, and programme steering meetings.
- Define change windows, blackout periods, approval workflows and dependencies across business units.
- Review and approve key deliverables such as target architectures, wave plans, risk assessments and migration runbooks.

Data, Security & Compliance

- Confirm organisational policies for data handling, retention, residency, privacy, encryption and classification.
- Ensure third party vendors provide migration permissions or necessary unlocks for supported products.
- Confirm any statutory or regulatory requirements affecting target architecture decisions.

User Readiness & Adoption

- Prepare communications for impacted users, including service changes, downtime notifications and behavioural changes.
- Engage with adoption/change leads (if provided by the customer) to enable training, awareness and onboarding activities.
- Support UAT (User Acceptance Testing) of migrated workloads and sign-off based on agreed criteria.

Licensing & Environment Readiness

- Ensure that required Microsoft licences (Azure, M365, Security, Identity) are in place or procured ahead of deployment.
- Provide non-production environments for validation if required.

Ongoing Accountability

- Provide timely feedback on blockers, risks and issues.
- Own and maintain any customer-side tools, systems or configurations that remain outside Avanade delivery scope.

7. Service Pricing

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

8. Contact Information

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9. 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 main 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.