

I-Finity Cloud Services

Cloud Services Overview

I-Finity are experienced Azure specialists who can improve your business agility, security and compliance using Microsoft Azure's cloud platform.

As a Microsoft Silver partner, we use Azure to help you deliver the best online customer experience with high availability and fast applications. Speak to us to learn how we can use Azure development services to support your online growth.

I-Finity can help you set up and manage your Microsoft Azure cloud hosting. Where your website or software application is hosted can impact its performance and level of security protection. Seeking to realise the benefits of true cloud with securing your infrastructure and have better management of your operating costs, our Azure cloud services will guide and support your journey to an improved cloud solution.

Utilising a range of tools and frameworks available in Azure, I-Finity's Azure cloud consultants can help you to host, manage, migrate, optimise and deploy applications at scale.

Our team of Azure specialists will guide, consult and plan your cloud solutions to deliver business agility and cloud benefits.

Public Cloud Services

We specialise in many products, including:

- Microsoft Azure Cloud Services
- Azure Architecture and App Configuration
- Azure security, backup & disaster recovery
- Azure SQL Database
- Azure Logic Apps
- Azure Functions
- Azure Blob Storage

I-Finity Associates Ltd.

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Microsoft Azure Cloud: Our Technical Services

Our Microsoft Azure services can help you to optimise business operations and get the most from cloud solutions:

- **Azure Cloud Support & Maintenance:** Ongoing management, monitoring and auditing of your Azure hosting solution
- **Specialists in Technical Architecture:** Technical architecture design, development, secure access (Entra/Active Directory) and maintenance of new applications on Azure
- **Application Modernisation:** We provide Application Modernisation and management, which includes migrating existing apps and data
- **Azure integrations:** we can integrate Azure cloud with third party platforms
- **Cloud Management & Implementation:** Define robust data backup, restore, security best practises to keep your application available and resilient. Proactive real-time monitoring of uptime, performance and connectivity
- **Data-driven applications:** We are specialists in the design, development, testing and maintenance of data-driven applications
- **Azure Audits:** We can audit your existing use of Microsoft Azure with documented recommendations. We can also audit and review ongoing Azure optimisations including SQL Azure.
- **Technical strategy:** Our Azure specialists can help strategize the right business cloud operating model, for a successful move and adoption of cloud.
- **Optimisations:** Our Azure consulting service will help you optimise your setup from databases, storage, app service resources and more. Ongoing performance gains through database maintenance, such as re-indexing and archiving data to keep services running optimally.

End-to-end services for optimal Azure cloud operating model

Our Azure specialists provide full management of Azure Cloud services, handling everything from web apps, services, storage, databases, to backup and recovery. Plus, our Microsoft partnership ensures continuous learning around Azure, leading to new opportunities, advantages and capabilities at early stages.

Azure Management

I-Finity's Azure specialists support customers with their technical strategy, implementation, and ongoing management. Using their specialist skills in Azure cloud, and with a Microsoft Silver Partnership, we understand the importance of infrastructures that are secure, compliant and performant.

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Place your trust in us, and we will provide ongoing support for your Azure cloud infrastructure, optimising your website and apps for maximum efficiencies. Our team takes care of all your infrastructure needs, so you can be assured of having a compliant, secure and scalable Azure hosting solution that keeps you operational.

Benefits of our Cloud Support Services

- High availability to keep businesses operational
- Ease of scalability to grow or shrink as demand requires
- Secure backup, point in time recovery and robust disaster recovery for business continuity
- Proactive monitoring for ongoing high performance and speed
- Full flexibility and control of where data is located and who can access it
- Built-in security protection for evolving online threats to keep websites, data and applications secure
- Complete compliance for both local and global standards (i.e. GDPR, Security, Privacy, PCI, ISO)
- Flexible processing power to businesses of all sizes should your application need to work harder

Our Approach: Technical and Project Management

We find it's beneficial to spend time collectively to explore the requirements with discovery and solution design phases. This enables us to scope the optimal cloud plan for your application.



Technical Discovery & Scope

We spend quality time upfront with our customers in planning, exploring ideas, reviewing insights and exchanging knowledge.

Where applicable we'll start by reviewing your current Azure setup to understand how it's implemented, the services it's running and supporting, and any challenges you're facing.

This will allow us to identify the areas we need to focus on to support your business objectives. It will also guide us in determining how we present our recommendations, whether they're immediate actions for quick wins or longer-term strategies.

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Based on the learnings from the Discovery phase, we'll create a clear scope of work. This document will outline our understanding of your current situation, your goals, and what key cloud elements are needed.

This scope will be sent to you for review and requires approval before we begin.



Solution Architect and Design

This is how we design and plan for architectural requirements in relation to Azure implementation, databases, system integrations and content. Optimal implementation from the start is imperative for performance and scalability. Our design phase is tailored to the requirements of each project



Implementation and Testing

Your Azure environment will be set up as per the agreed solution approach from the phase above. There will be staging, UAT, where necessary pre-production environments to ensure everything is running as it should be. Once it passes our internal QA process, we will ask you to confirm the application on the front end is working as it should be. On your approval we will provision for deploying your cloud solution to it's live/production environment.



Launch and Monitor

We will work with you to plan and manage deployment requirements needed to support making your technology available to your customers.

Proactive monitoring will be in place to enable proactive decisions to always keep your solution available. Our team will utilise analytics to make data driven recommendations for continuous improvements.

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Onboarding

Once a Statement of Work(s) has been approved and signed off, following required framework processes we will begin the cloud support project on our side.

When it comes to the customer responsibilities for any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, documentation, etc.) and agree these at the start of the work.

Ongoing Support & Maintenance

We provide overall cloud infrastructure management and our list of services delivering ongoing maintenance of your cloud hosted solution includes:

- maintaining all available environments (development, staging/test and production/live)
- managing and deploying required security updates to keep the cloud infrastructure protected from evolving online threats
- database maintenance such as re-indexing for performance gains to archiving data to keep the database size optimal and performant
- overseeing and managing backups of data
- proactive monitoring of uptime and connectivity, deploying corrective action within the hosting environment to maintain targets
- where applicable management and deployment of annual security certifications (SSL) includes domain name management and renewals

Service Level Agreements

We monitor system alerts from Azure to address early warning signs before they become problematic. Agreed SLAs for project delivery and ongoing support will be tracked, monitored and reported. We typically place in regular health checks to analyse results and review corrective action.

Our SLA's are agreed with each of our customers to best meet their needs, for context we typical measure and provide:

- Availability with monthly uptime percentage of 99.95%
- Response times: our time to respond and resolve critical and non-critical issues and requests

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- Non-critical issues, change requests and support requests typically have an initial response time within 4 hours during business hours
- Critical issues, change requests and support requests typically have an initial response time within 1 hour during business hours (separate SLA in place for out of hours support to deliver on initial response time within 1 hour)
- Defined process for scheduled and unscheduled downtime where required for maintenance or support

Why Partner with I-Finity

We are Azure development experts

We have proven experience in designing, developing and optimising Azure systems across a range of sectors, including:

- Geospatial
- Public Sector
- Financial Services
- Technology
- Manufacturing
- Publishing
- Education

...and more

We are agile and adaptable

We understand all customers and businesses have their own needs, goals, budget and timing restrictions. We'll work within your unique set of requirements to deliver a plan that meets your needs and can be broken down into phases.

We prioritise security

I-Finity is Cyber Essentials and Cyber Essentials Plus Certified - certification shows our data management, processes, infrastructure and systems have been verified by a third party.

We are Microsoft Azure Partners

I-Finity is an accredited [Microsoft Silver Partner](#). Our team of Azure specialists have proven expertise and experience across a breadth of Azure products

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About I-Finity

With our flexible platforms, we can make technology accessible to every business. I-Finity is a second-generation family business that has gained many credentials since establishment in 2002. With over 50 years of combined experience in the IT industry across public and private sectors.

We are specialists in cloud technology for **high-performance** web and software solutions. As specialists in cloud technology this gives us scope to architect, design and build software integrations and solutions that are **secure, scalable and reliable**.

Our Accreditations

We invest in training and partnerships to provide customers reassurance our skills are validated, and we are committed to providing the very latest technology:

- **Microsoft Silver Partner** with specialist Azure and .Net development skills
- **Umbraco Registered Partner** status and Umbraco Certified Master
- Cyber Essentials and **Cyber Essentials Plus Certified** – our commitment to keeping our system, data, and customers secure.
- Over 18 years expertise in architecting, designing, developing and supporting customers with their custom software requirements

Open & Honest Approach

Our Company Values

As a second-generation family business, the values of our company are extremely important to us.



Customer Focus

Customer focused company - we care about our relationships with our customers



Inclusion

Inclusion and accessibility – making technology available to all



Trust

Trust and integrity in everything we say, do and deliver



Accountability

Accountability and making good ethical business decisions

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What some of our customers say...

“

**Testimonial
from Financial
Services
Customer**

"I-Finity are a trusted partner and their Azure expertise, quality of their work and responsive communication has been invaluable for us."

“

"GradFinale has been a very happy customer of I-Finity for many years now. The team respond professionally and promptly to our diverse business needs including our development, support and integration requirements. As well as the technical expertise, they are also excellent at communicating and have a commercial mindset when arriving at solutions. I would not hesitate to recommend I-Finity to others looking for a technology partner."

Scott Dixon
GradFinale, Director (London, UK)

“

"Working with the I-Finity team over a number of projects has been a wonderful experience and really they are like an extension of our own team and family. The time difference between Toronto and the UK works nicely as work plans can be built, builds delivered and tested and the results communicated back through to mid-day EST. The next morning, there are fresh items to review.

I cannot speak highly enough of the relationship that we've built and the projects completed over the years and the absolute pleasure it has been working with them."

Kieren Tinning
Owner of TerraFlow Geomatics (Toronto, Canada)

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