



Azure CSP & Managed Services

Version 1.13



Table of Contents

..... 1

Document Control 3

Confidentiality..... 3

Contact Us..... 3

Introduction 4

Service Overview 4

In Scope 4

Service Delivery Model 5

Service Tiers & Options 6

Commercial & Consumption Characteristics 8

Customer Responsibilities & Dependencies..... 8

Document Control

The Document is issued by:	Infrashift Solutions Limited
Classification	Confidential
Version	1.12

This document may be updated from time to time to reflect changes to service offerings, operational processes, or supporting vendor services.

Confidentiality

Infrashift Solutions Limited exclusively made this document to address specific requirements. Distributing this document to any other organisation without the clear consent of Infrashift Solutions Limited is prohibited.

Contact Us



020 8132 6980



sales@infrashift.co.uk



71-75 Shelton Street, Covent Garden, London, WC2H 9JQ

Introduction

This Service Description sets out the scope, delivery model, and operational characteristics of the Azure Cloud Solution Provider (CSP) and Azure Managed Services provided by Infrashift Solutions Limited (“Infrashift”).

This document forms part of the Service Descriptions referenced in the General Terms and Conditions and is intended to describe what the services are and how they are delivered. It does not constitute a contract and does not create service level commitments, warranties, response times, availability guarantees, or service credits.

Any service levels, response targets, availability commitments, or remedies applicable to these services are defined solely in a separate Service Agreement and/or Service Level Agreement (“SLA”), where expressly agreed. Priority 1 service levels shall be delivered on a 24x7 basis, in accordance with the applicable Service Level Agreement.

Service Overview

The Azure CSP & Managed Services provide customers with access to Microsoft Azure through Infrashift’s Cloud Solution Provider (CSP) programme, together with optional managed services for the ongoing operation and management of agreed Azure resources.

Under the Azure CSP model, Infrashift acts as the customer’s Microsoft Cloud Solution Provider, enabling the provisioning, management, and billing of Azure services. In addition, Infrashift offers a range of Azure Managed Services designed to support the operational management, optimisation, and ongoing governance of the Azure platform.

The services are delivered in defined service tiers, allowing customers to select the level of operational support appropriate to their requirements. The precise scope of services provided depends on the selected service tier and the Azure resources agreed in scope.

In Scope

The Azure CSP & Managed Services cover the operational management and support of agreed Microsoft Azure platform and infrastructure components. Subject to the selected service tier and the Azure resources agreed in scope, the services may include the following activities:

- Provisioning and management of Azure services through the Cloud Solution Provider (CSP) programme;
- Configuration and maintenance of Azure monitoring and alerting for agreed resources;

- Review of alerts and Azure platform events, and coordination of investigation activities for potential service issues;
- Support for the application of security updates and patches to agreed virtual machines;
- Visibility into Azure usage and costs, together with cost management insights and optimisation observations;
- Coordination of incident investigation and remediation activities within the Azure platform;
- Management of backup configurations and assistance with restore activities, where applicable;
- Support for SSL certificate lifecycle management for agreed certificates;
- Periodic service, optimisation, and governance reviews, where included in the selected service tier.

The precise scope of services provided is determined by the selected service tier and the Azure subscriptions, resources, and services expressly agreed between the parties.

Out of Scope

Unless expressly agreed in writing, the Azure CSP & Managed Services do not include:

- Application-level support or troubleshooting;
- End-user or desktop support services;
- Software development or application enhancement;
- Architectural redesign or major remediation activities;
- Management or remediation of third-party services or platforms not operated within Microsoft Azure;
- Support for customer-owned software beyond the underlying Azure infrastructure.

Service Delivery Model

Under the Azure CSP & Managed Services, Infracore acts as an operational partner for the customer's agreed Azure environment. Services are delivered in accordance with the selected service tier and are focused on the ongoing management and operation of Azure platform and infrastructure components.

As part of the service delivery model, Infrashift typically performs the following activities for Azure resources included in scope:

- Configuration and ongoing maintenance of Azure monitoring and alerting;
- Review of alerts, Azure platform events, and service notifications;
- Coordination of investigation and remediation activities relating to Azure platform incidents;
- Support for the application of security updates and patches to agreed virtual machines;
- Provision of visibility into Azure usage, consumption, and cost trends;
- Management of backup configurations and assistance with restore activities, where applicable;
- Support for SSL certificate monitoring and lifecycle management for agreed certificates;
- Conducting periodic service reviews and optimisation reviews, where included in the selected service tier.

Services are delivered remotely unless otherwise agreed. The frequency, depth, and formality of service activities vary depending on the selected service tier and the operational characteristics of the customer's Azure environment.

Service Tiers & Options

The Azure CSP & Managed Services are delivered through defined service tiers, allowing customers to select the level of operational support that best aligns with their technical requirements and internal capabilities.

Each service tier builds on the capabilities of the preceding tier and provides an increased level of operational involvement, governance, and optimisation activity. The services included within each tier are set out below.

The availability of specific activities and features is determined by the selected service tier and is subject to the Azure resources and subscriptions agreed in scope.

Service	Basic CSP	Essential MSP	Business MSP
Azure Platform Support	✓	✓	✓
Access to Microsoft support channels	✓	✓	✓
Cloud Management Portal	✓*	✓	✓
FinOps Cost Management Insights	✓*	✓	✓
FinOps Cost Management Recommendations	✓*	✓	✓
Security Insights	✓*	✓	✓
Monitoring, Alerting, and Resolution		✓	✓
Managed Server Patching		✓	✓
SSL Certificate Monitoring & Management		✓	✓
Service Delivery Escalation Contact		✓	✓
Automated Service Report			✓
Assigned Service Delivery Manager			✓
Inclusive Change Request Allowance (per Month)		5	10
Optimisation Review		Quarterly	Monthly
Service Management Review		Quarterly	Monthly
Backup Validation & Restore Testing			✓
System and Security Maintenance			✓

✓* Subject to applicable Microsoft terms and the General Terms and Conditions

Basic CSP

The Basic CSP service provides access to Microsoft Azure through Infrashift's Cloud Solution Provider programme, together with standard platform support and access to Microsoft support channels. This tier is intended for customers who primarily require Azure consumption, billing, and vendor support, and who retain responsibility for day-to-day operational management of their Azure environment.

Essential MSP

The Essential MSP tier extends the Basic CSP service by introducing proactive operational management activities, including monitoring, alerting, patching support, and cost management insights. This tier is suitable for customers seeking ongoing operational support for their Azure platform while retaining a degree of internal operational responsibility.

Business MSP

The Business MSP tier provides a more comprehensive managed service, incorporating enhanced operational management, regular service and optimisation reviews, assigned service management oversight, and structured reporting. This tier is designed for customers who require a higher level of operational partnership and ongoing governance of their Azure environment.

Commercial & Consumption Characteristics

Azure services provided under the Azure CSP & Managed Services are consumed on a usage-based basis through Infrashift's Cloud Solution Provider (CSP) arrangement with Microsoft. Azure consumption charges are calculated in accordance with Microsoft's published pricing and applicable CSP terms.

Unless otherwise agreed, no minimum Azure consumption commitment applies. Where customers elect to use Azure Reserved Instances or other Microsoft commitment-based offerings, those services are subject to separate Microsoft terms, commitment periods, and billing requirements.

Azure consumption is typically billed on a monthly basis. Managed service charges, where applicable, are provided separately and are subject to the commercial terms agreed between the parties.

Customer Responsibilities & Dependencies

In order for Infrashift to deliver the Azure CSP & Managed Services described in this document, the customer is responsible for providing timely and appropriate access to relevant Azure subscriptions, systems, administrative permissions, documentation, and suitably authorised personnel.

The customer is responsible for ensuring that its Azure environment, configurations, operating systems, applications, and any third-party services are appropriately licensed, supported, and maintained in accordance with applicable vendor requirements.

The customer must ensure that changes made outside of Infrashift's control, including changes performed directly by the customer or third parties, do not adversely impact the stability, security, or supportability of the Azure environment.

Failure by the customer to meet these responsibilities may impact service delivery and shall constitute a Customer Cause for the purposes of the General Terms and Conditions. Infrashift shall not be responsible for service failures or delays arising from such circumstances.