

Service Definition

Security-Led Azure Cloud Support & Operations

Supplier: Virtual Edge Ltd

Service Type: G-Cloud 15 – Lot 3 (Cloud Support)

Last updated: 20 December 2025

1. Service Overview

Virtual Edge provides operational and security-focused support for customer-owned Microsoft Azure environments. The service supports configuration, monitoring, security posture, and ongoing operation of Azure services and workloads while customers retain full ownership of their Azure tenant and subscriptions. Customers contract directly with Microsoft for cloud hosting services. Virtual Edge does not provide cloud hosting or resell Azure infrastructure.

2. Service Scope

This service includes operational support, secure configuration and hardening, identity and access management support, monitoring and alerting configuration, backup and recovery configuration support, incident triage and escalation, and operational documentation and reporting. The service excludes infrastructure ownership, resale of cloud services, and physical data centre services.

3. Service Delivery

Delivery is provided remotely. Support is delivered primarily from the UK, with additional remote support resources where appropriate. Overseas-based staff operate under UK management, UK GDPR-aligned processes, and contractual confidentiality obligations. Support hours are 9am–5pm UK time, Monday to Friday, unless otherwise agreed at call-off.

4. Support Levels

Virtual Edge provides flexible support levels agreed at call-off, including Standard Support and Enhanced Support. Customers are supported by a dedicated cloud support engineer. Technical account management may be included as part of Enhanced Support.

5. Security & Data Protection

Service delivery aligns with UK GDPR requirements. Customers retain full ownership of data. Access is controlled using least-privilege principles, with audit logging and monitoring supported. Incident and breach management processes are in place.

6. Onboarding & Offboarding

Onboarding includes access scoping, service configuration, and confirmation of support processes. Offboarding includes access removal, documentation handover, and secure closure of service accounts.

7. Pricing

Pricing is provided as a monthly support fee based on scope, complexity, and support level. Discounts for educational organisations may be agreed at call-off.

8. Dependencies & Assumptions

The customer maintains ownership of the Azure tenant and subscriptions. Internet connectivity is required. Microsoft services are provided under the customer's agreement with Microsoft.

9. Contact Details

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