



Operate predictably. Innovate safely.

Microsoft Entra Privileged Identity Management (PIM) automation

G-Cloud 15 Lot 3 (Cloud Support)

Service Overview

- \\ We provide Microsoft Entra Privileged Identity Management (PIM) automation support services to help organisations implement, configure, and operate secure, just-in-time privileged access controls.
- \\ The service covers the design and implementation of automated, declarative PIM configurations, including time-bound access, approval workflows, notifications, and role management policies. We support integration with common CI/CD platforms to enable repeatable, auditable access management aligned to Microsoft best practices, alongside hands-on engineering support and knowledge transfer.

Key Features & Benefits

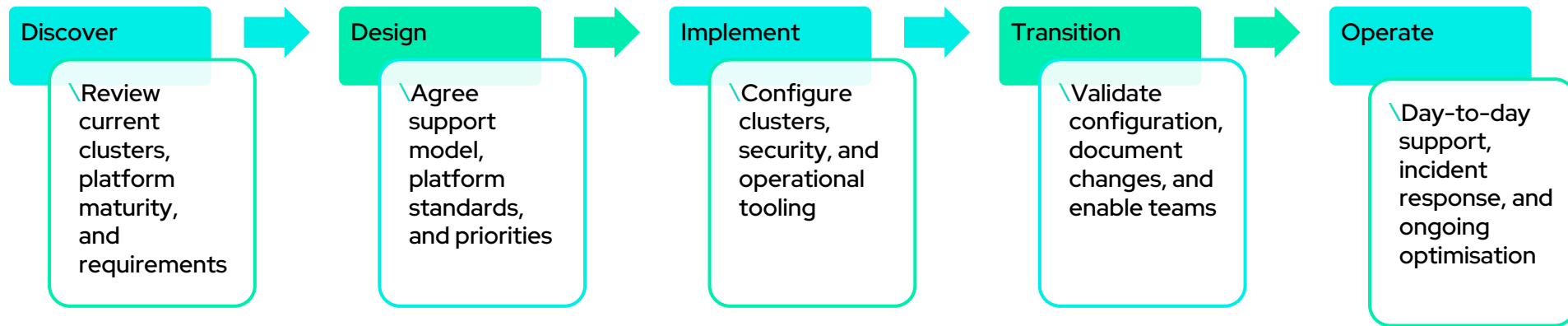
Key features

- \ End-to-end automation of Microsoft Entra PIM for users and groups.
- \ Single source of truth for access configuration.
- \ Support for Azure resources, Entra roles, and Groups included.
- \ Secure by default role management policy mechanism included.
- \ Help on following vendor best practice access configuration included.
- \ Integration support for all common CI/CD systems.

Key benefits

- \ Delivered by an accredited team of UK-based experts.
- \ Built secure by default, cost-effective and ready to scale.
- \ Automated following best practices to be predictable, repeatable, and maintainable.
- \ Provisioned and documented to enable you to operate successfully.
- \ Supported by a team when and where you need them.

Methodology



Delivery Format

Delivery format:

- \\ **Format:** Remote delivery (Teams/Zoom) as standard, with on-site support available by agreement.
- \\ **Engagement model:** Delivered on either a time-and-materials (T&M) basis or as a fixed-price engagement, depending on scope and requirements.
- \\ **Duration:** Delivered as a fixed-duration implementation and automation activity with optional follow-on support, optimisation, or managed service engagements.
- \\ **Capacity:** Delivered by Frontier cloud and identity engineers working with customer security, platform, and operational teams.
- \\ **Materials:** Configuration documentation, automation artefacts, CI/CD integration guidance, and recommendations provided where applicable.

Prerequisites (onboarding)

- \\ **Access:** Appropriate access to the customer's Microsoft Entra tenant, subscriptions, and relevant identity and automation tooling, as agreed.
- \\ **Permissions:** Administrative or delegated permissions required to configure Microsoft Entra PIM roles, policies, and automation components.
- \\ **Documentation:** Existing identity architecture, access policies, approval workflows, and security or governance requirements where available.
- \\ **Skill level:** Customer technical contacts with working knowledge of cloud identity, access management, and operational processes.

Service Constraints

- \ **Scope:** Services are delivered within the agreed scope of Microsoft Entra PIM automation and support defined at engagement start.
- \ **Access:** Delivery is dependent on timely access to the customer's Microsoft Entra tenant, subscriptions, and supporting systems.
- \ **Platforms:** Support is limited to Microsoft Entra PIM and related identity services agreed as part of the engagement.
- \ **Language:** Services are delivered in English.

Service Levels

- \\ **Support hours:** Support provided during standard business hours, with optional enhanced or premium support offering extended availability.
- \\ **Response times:** Initial response times depend on the agreed support level and incident priority, with faster response for enhanced and premium support.
- \\ **Escalation:** Issues are escalated to senior engineers where required, in line with the agreed support model.
- \\ **Scheduling:** Planned support activities are scheduled by mutual agreement.
- \\ **Hyper-care support:** Where applicable, up to five (5) business days post-implementation, onboarding, or migration.

Security & Accreditations

- \\ **Security posture:** We are committed to meeting the highest standards of security for public sector engagements.
- \\ **Vetting:** All consultants are UK-based and hold BPSS clearance as a minimum, with SC-cleared consultants available where required.
- \\ **Data handling:** Services are delivered within the customer's secure environment. We do not host or remove customer data unless explicitly agreed.
- \\ **Certifications:** We hold Cyber Essentials Plus and ISO/IEC 27001 certification.

Why Frontier?

- \\ **Cloud and platform engineering specialists:** We provide hands-on support and consultancy across cloud and platform services.
- \\ **Trusted partnerships:** We work with leading cloud and technology partners to support customer environments using industry-recognised platforms and tools.
- \\ **Public sector ready:** Experienced in secure and regulated environments, with a strong understanding of public sector delivery and procurement.
- \\ **Practical delivery:** We work alongside customer teams to bridge strategy and day-to-day operational needs.
- \\ **Flexible engagement:** Our engineers integrate with existing teams and delivery models, including Agile ways of working.



Ordering & Pricing

- \ **Ordering:** Services are ordered via the G-Cloud Digital Marketplace in line with framework rules.
- \ **Pricing:** Priced using SFIA-aligned day rates (see attached Pricing document).
- \ **Invoicing:** Invoiced monthly in arrears based on days delivered.
- \ **Contact:** hello@frontierhq.com for service enquiries.



Who we are

Who we are
Engineering philosophy

Operate predictably. Innovate safely.

It's not just a tagline, it's our engineering philosophy.
It influences everything we do.





Solid foundations

At the core of our engineering philosophy lies a
commitment to building solid foundations.

Operate predictably

Operate predictably, as an integral facet, represents our pursuit to enable trust and confidence in technology.





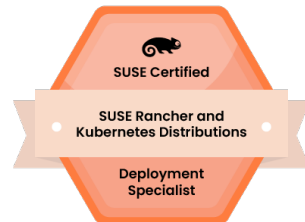
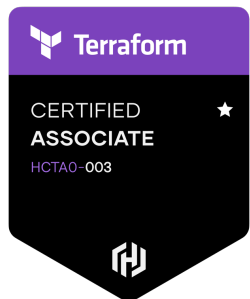
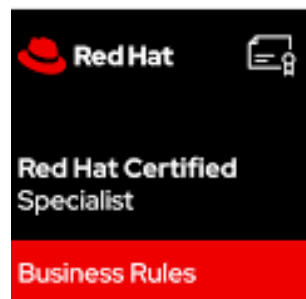
Innovate safely

Innovate safely, as a leading edge, represents our resolve to ensure safe exploration and advancement.

Who we are Certifications

We know our stuff

Here's just some of the certifications our engineers hold.



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Our customers

Who we've helped before



M&G wealth



HM Revenue
& Customs



HSBC



Finance, energy, travel & more

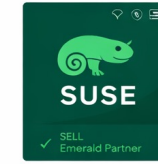
We get it right, again and again.

We're passionate about helping organisations to use technology in a way that enables long term success. And we've done that with some names you might recognise.

\ Our partners

Partners

Partners that share our values



Operate predictably. Innovate safely.

We partner with companies that value the same things we do. That's good for us, and great for our customers.



Frontier

Operate predictably. Innovate safely.

\ Thank you

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frontierhq.com

github.com/frontierhq