

G-Cloud 15

Service Definition Document

Lot 3: Cloud Support

Microsoft Azure Migration and Consultancy Services

Provider:	Zartis
Framework:	G-Cloud 15 – Lot 3: Cloud Support
Document Version:	1.0 – January 2026
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1. Executive Summary

Zartis provides Microsoft Azure Migration and Consultancy Services to public sector organisations through the G-Cloud 15 framework. As a Microsoft Solutions Partner, we bring deep expertise in the Azure platform to help organisations migrate, modernise, and optimise their cloud environments. Our consultants combine technical depth with practical delivery experience to ensure successful outcomes.

Our service is delivered by experienced consultants who combine deep technical expertise with proven delivery experience across regulated industries. We hold ISO 27001 and Cyber Essentials certifications, and our methodologies align with NCSC Cloud Security Principles.

Key service highlights:

- Proven delivery methodology with defined phases and deliverables
- Experienced team with regulated industry track record
- Flexible engagement models including Time & Materials and fixed-price options
- Comprehensive knowledge transfer ensuring client self-sufficiency
- ISO 27001 and Cyber Essentials certified delivery

This document provides a complete description of the service, including our delivery methodology, team structure, case studies demonstrating relevant experience, support arrangements, and governance framework.

2. Service Overview

2.1 Service Description

Zartis provides Microsoft Azure Migration and Consultancy Services to public sector organisations seeking to leverage the capabilities of Microsoft Azure. As a Microsoft Solutions Partner, we bring deep expertise in Azure services and architectures, combined with practical delivery experience across regulated industries.

We help organisations migrate and modernise workloads on Azure, leveraging native Azure services and integration with the broader Microsoft ecosystem including Microsoft 365 and Dynamics. Our consultants guide clients through platform selection, architecture design, and implementation while ensuring alignment with security and compliance requirements.

The service is designed for organisations at any stage of their Azure journey. We provide comprehensive services from initial assessment and landing zone deployment through to workload migration, optimisation, and ongoing managed support.

Our consultants bring experience across multiple sectors including healthcare, financial services, education, utilities, and logistics. This cross-sector experience enables us to apply proven patterns and avoid common pitfalls, while respecting the specific regulatory and operational requirements of each industry.

2.2 Target Audience

This service is designed for:

- Central government departments
- Local authorities and councils
- NHS trusts and healthcare organisations
- Educational institutions
- Arm's length bodies and agencies
- Any public sector organisation seeking cloud capabilities

2.3 Key Features

The service encompasses the following capabilities:

Azure Migration Assessment and roadmap development

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Azure Landing Zone design and deployment

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Application and data migration execution

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Azure Active Directory and identity migration

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Hybrid cloud architecture design

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Azure security and compliance configuration

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Cost management and Azure Advisor implementation

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Ongoing Azure managed support options

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

2.4 Benefits

Organisations engaging this service can expect:

Leverage Microsoft Partner expertise and support

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Seamless integration with Microsoft 365 and Dynamics

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Enterprise-grade security and compliance

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Hybrid connectivity for phased migrations

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Predictable costs with Azure cost management

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Access to latest Azure services and features

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

3. Delivery Methodology

3.1 Overview

Our delivery follows the Microsoft Cloud Adoption Framework (CAF), a proven methodology for Azure migration and modernisation. This structured approach ensures consistent quality, appropriate governance, and clear progress visibility throughout the engagement.

The methodology comprises four phases: Assessment and Planning, Infrastructure Setup, Iterative Migration, and UAT and Optimisation.

3.2 Phase 1: Assessment and Planning

The assessment phase establishes understanding of the current environment and creates the migration strategy aligned with CAF principles.

Activities

- Current state assessment using Azure Migrate and discovery tools
- Dependency mapping and application portfolio analysis

- Cloud Adoption Framework readiness assessment
- Landing zone pattern selection (CAF or Enterprise-Scale)
- Migration wave planning and prioritisation

Gate Criteria

Phase 1 concludes with a formal gate review where the Assessment Report and Migration Strategy are presented for approval.

3.3 Phase 2: Infrastructure Setup

The infrastructure phase establishes the Azure foundation including landing zones, networking, and security baselines.

Activities

- Landing zone deployment using CAF or Enterprise-Scale patterns
- Network topology and connectivity configuration (ExpressRoute, VPN)
- Identity and access management setup (Entra ID integration)
- Security baseline and policy configuration
- Governance framework and management group structure

Gate Criteria

Phase 2 concludes with infrastructure validation. Landing zone deployment requires security review and sign-off before migration begins.

3.4 Phase 3: Iterative Migration

The migration phase executes workload migrations in planned iterations, using appropriate strategies for each application.

Activities

- Iterative data and application migration using Azure Migrate, DMS, and ASR
- Database migrations with minimal downtime
- Application testing and validation after each iteration
- Hybrid connectivity validation and cutover planning
- Documentation and runbook updates

Gate Criteria

Each migration iteration has formal go/no-go decisions. Iteration completion requires successful validation before proceeding.

3.5 Phase 4: UAT and Optimisation

The final phase ensures production readiness through user acceptance testing and optimisation before go-live.

Activities

- User acceptance testing coordination and support
- Performance testing and optimisation
- Cost optimisation and right-sizing
- Knowledge transfer to client teams
- Go-live support and hypercare

Gate Criteria

Phase 4 concludes with UAT sign-off and go-live approval. Formal handover and project closure require documentation acceptance.

3.6 Deliverables

The engagement produces the following tangible deliverables:

- **Migration Readiness Report:** Comprehensive assessment documenting current-state architecture, dependencies, risks, and recommended migration approach
- **Target Architecture Design (TAD):** Detailed technical design documentation including architecture diagrams, component specifications, security controls, and integration patterns
- **Migration Runbooks:** Procedural documentation providing step-by-step migration execution guidance, validation checkpoints, and rollback protocols
- **Knowledge Transfer Sessions:** Structured training workshops and recorded sessions ensuring capability transfer to the Contracting Authority's internal technical teams

4. Team Structure and Roles

4.1 Engagement Team

Engagements are staffed with experienced consultants in defined roles. Team composition scales based on engagement size and complexity.

Solution Architect

Leads technical design and ensures architectural decisions align with business requirements and best practices. Responsible for technical quality assurance.

Azure Cloud Engineer

Implements technical solutions and activities. Expertise in relevant platforms and tooling. Executes implementation plans and resolves technical issues.

DevOps Engineer

Implements technical solutions and activities. Expertise in relevant platforms and tooling. Executes implementation plans and resolves technical issues.

Security Consultant

Ensures security requirements are met throughout delivery. Configures security controls, conducts security reviews, and validates compliance.

Project Manager

Manages engagement delivery including planning, risk management, stakeholder communication, and governance. Ensures delivery against agreed scope, timeline, and budget.

Business Analyst

Supports requirements gathering, stakeholder engagement, and documentation. Facilitates workshops and ensures business requirements are captured and traced through delivery.

4.2 Client Team Requirements

Successful delivery requires client participation. We typically request:

- Executive Sponsor with authority to make decisions and remove blockers
- Technical Lead with knowledge of current systems
- Subject Matter Experts for relevant business areas
- Operations representatives who will support systems post-implementation
- Security and compliance representatives for reviews and approvals

5. Case Studies

5.1 Regulatory Technology: Cloud-Native Transformation

Client Context

A fintech company providing regulatory compliance solutions to global enterprises in electronics, chemicals, and consumer goods sectors needed to modernise their core platform architecture.

Challenge

The existing monolithic application needed transformation to a cloud-native microservices architecture to support growing customer demands, enable faster feature delivery, and improve system resilience while maintaining service continuity for enterprise customers.

Our Approach

Zartis engineers worked alongside the client team to incrementally decompose the monolith into microservices. We implemented an event-driven architecture using modern frameworks to decouple components and enable independent scaling. New services were built while maintaining integration with existing functionality.

Outcomes

- Successful transition from monolithic to microservices architecture
- Event-driven architecture implemented enabling loose coupling
- Improved deployment frequency through independent service releases
- Enhanced system resilience through service isolation

5.2 Financial Services: OpenAI Integration Platform

Client Context

A global financial services provider required development of an AI-powered assistant platform to enhance operational efficiency across their business units.

Challenge

The client needed to implement a secure Azure OpenAI-based ChatGPT application that could integrate with existing systems while meeting stringent financial services compliance and data security requirements.

Our Approach

Zartis engineers designed and implemented an Azure-hosted AI assistant platform leveraging Azure OpenAI services. We established secure integration patterns, implemented appropriate data handling controls, and developed user interfaces enabling business users to interact with the AI capabilities.

Outcomes

- Azure OpenAI platform successfully deployed
- Secure integration with existing business systems established
- Compliance requirements validated and documented
- Platform adopted across multiple business units

6. Tools and Technologies

We utilize industry-standard tools and Microsoft Azure native services:

We utilize a comprehensive suite of native Microsoft tools including Azure Migrate for discovery and assessment, Database Migration Service (DMS) for data-tier transitions, and Azure Site Recovery (ASR) for efficient lift-and-shift workload replication.

7. Service Capabilities

This section provides detailed answers to common questions about our service capabilities, technical approach, and delivery practices.

What Azure migration tools do you use? (e.g., Azure Migrate, DMS, ASR)

We utilize a comprehensive suite of native Microsoft tools including Azure Migrate for discovery and assessment, Database Migration Service (DMS) for data-tier transitions, and Azure Site Recovery (ASR) for efficient lift-and-shift workload replication.

What is your typical migration approach/methodology?

Our approach follows the Microsoft Cloud Adoption Framework (CAF), beginning with a 1-4 week assessment and planning phase to identify dependencies, followed by infrastructure setup, iterative data/application migration, and a final 1-3 week UAT and optimization cycle before go-live.

What landing zone patterns do you deploy? (CAF, Enterprise-Scale)

We deploy standardized landing zone patterns based on the Cloud Adoption Framework (CAF) and Enterprise-Scale architecture to ensure that governance, identity, and network security are baked into the foundation from day one.

What Microsoft Partner status do you hold? (e.g., Solutions Partner for Infrastructure)

Zartis is a Microsoft Solutions Partner with designated expertise in Data & AI, Infrastructure, and Digital & App Innovation, ensuring high-tier support and access to the latest Azure architectural best practices.

Can you migrate Azure AD/Entra ID tenants?

Yes, we provide full support for migrating and synchronizing identity tenants, including transitioning from on-premises Active Directory to Microsoft Entra ID with seamless Single Sign-On (SSO) and Multi-Factor Authentication (MFA) configurations.

What hybrid connectivity options do you support? (ExpressRoute, VPN, Arc)

We support diverse connectivity patterns tailored to client needs, including high-bandwidth ExpressRoute for dedicated links, secure Site-to-Site VPNs for encrypted tunnels, and Azure Arc for unified management of resources across hybrid environments.

8. Pricing

Services are priced on a Time and Materials basis using SFIA-aligned day rates. Fixed-price engagements are available for well-defined projects with clear scope and acceptance criteria. All rates are quoted in GBP excluding VAT.

Please refer to the separate Pricing Document for the full rate card and engagement pricing details.

9. Support Arrangements

9.1 Delivery Model

Services are delivered remotely by UK and EU based teams. Our consultants follow ISO 27001 standards and connect to client environments via secure VPN with multi-factor authentication.

9.2 Working Hours

Standard delivery is conducted during UK business hours: 09:00 to 17:30 GMT/BST, Monday to Friday, excluding UK public holidays. Extended support including 24/7 coverage is available by prior agreement subject to commercial terms.

9.3 Support Channels

Channel	Availability	Use Case
Email	Yes – included	General queries, non-urgent issues, documentation requests
Ticketing System	Yes – included	Issue tracking, change requests, formal support requests
Phone	No	–
Web Chat	No	–

9.4 Support Levels

Standard support includes Priority 1–5 incident management with response times from 1 business hour (P1 Critical) to 5 business days (P5 Service Requests). Enhanced support with accelerated response times and dedicated resources available at additional cost. Support operates via monthly retainer; unused hours roll over monthly but forfeit at engagement end.

9.5 Hypercare

Following go-live, we provide a standard hypercare period. During hypercare, the delivery team remains engaged to monitor systems, resolve issues, optimize performance, complete knowledge transfer, and support transition to client operations.

10. Security and Compliance

10.1 Our Certifications

Zartis maintains the following certifications relevant to secure service delivery:

Certification	Status	Reference
ISO 27001:2013	Certified	34/5700/19/10070
Cyber Essentials	Certified	7f243da7-4b18-402f-973d-90fe65086dc2
Microsoft Solutions Partner	Active	Data & AI, Infrastructure, Digital & App Innovation

10.2 Compliance Frameworks

Our delivery approach aligns with:

- NCSC Cloud Security Principles
- ISO 27001 Information Security Management
- Cyber Essentials
- UK GDPR and Data Protection Act 2018

10.3 Data Handling

During delivery:

- All client data remains within client-controlled environments
- We do not extract or retain client data beyond engagement requirements
- Any data used for testing is anonymised or synthetic
- Data handling procedures are documented and agreed at engagement start
- Data is encrypted in transit and at rest

10.4 Insurance

Zartis maintains appropriate insurance coverage:

Insurance Type	Cover Level	Provider
Professional Indemnity	£10,000,000	Hiscox SA
Public Liability	£10,000,000	Hiscox SA
Employer's Liability	£13,000,000	Hiscox SA
Cyber Insurance	£5,000,000	Hiscox SA

11. Engagement Governance

11.1 Onboarding

New engagements begin with a structured onboarding process:

- Kick-off meeting to confirm scope, objectives, and ways of working
- Access provisioning for required systems and environments
- Introduction to key stakeholders on both sides
- Communication channels and meeting cadence established
- Project governance framework agreed

11.2 Governance and Reporting

Throughout delivery, we maintain governance through:

Weekly Status Reporting

Written status reports covering progress against plan, risks and issues, upcoming activities, and decisions required.

Steering Committee

Regular steering meetings with senior stakeholders to review progress, address escalated issues, and make strategic decisions.

Risk Management

RAID (Risks, Assumptions, Issues, Dependencies) log maintained throughout delivery. Risks are assessed for probability and impact, with mitigation actions tracked.

11.3 Change Control

Changes to agreed scope are managed through a formal Change Request process:

- Change Requests documented with description, rationale, and impact
- Impact assessment covering timeline, cost, risk, and dependencies
- Client approval required before change implementation
- Changes tracked and reflected in project documentation

11.4 Acceptance and Sign-Off

Deliverables are accepted through formal sign-off at defined milestones:

- Phase gate reviews with documented acceptance criteria
- Technical deliverables validated against requirements
- Sign-off required before proceeding to next phase
- Final acceptance upon successful hypercare completion

11.5 Exit and Termination

Engagement conclusion includes:

- Knowledge transfer to client teams or successor provider
- Documentation handover
- Access revocation and security credential rotation
- Project closure meeting and lessons learned

12. Social Value

Zartis is committed to delivering social value through our G-Cloud engagements. Our approach addresses the five social value themes defined in the Social Value Model.

12.1 Tackling Climate Change and Reducing Waste

Cloud adoption inherently supports environmental sustainability by enabling organisations to leverage hyperscale providers with strong renewable energy commitments.

Our delivery model further reduces environmental impact through:

- Remote-first delivery reducing travel-related emissions
- Digital-first documentation and collaboration eliminating paper waste
- Optimisation services reducing compute resource consumption
- Guidance on sustainable architecture patterns that minimise energy usage

12.2 Creating Jobs, Skills and Growth

We contribute to skills development and employment through:

- Knowledge transfer programmes that build client team capabilities
- Training and coaching as part of engagement delivery

12.3 Tackling Economic Inequality

As an SME ourselves, we understand the importance of supporting smaller businesses:

- We actively engage SME and VCSE subcontractors where appropriate
- We support local economies through distributed team employment across UK and Europe
- Our services help public sector organisations deliver more efficient services to citizens

12.4 Equal Opportunity

Zartis is committed to diversity and inclusion:

- We maintain inclusive hiring practices and actively work to increase diversity in technology roles
- Our remote-first model enables participation from individuals who may face barriers to traditional office-based work
- We provide equal opportunities regardless of background, disability, or personal circumstances

12.5 Wellbeing

We prioritise wellbeing:

- Flexible working arrangements supporting work-life balance
- Mental health support and employee assistance programmes
- Public sector digital transformation enables better citizen access to essential services

13. About Zartis

13.1 Company Overview

Zartis is a technology consultancy established in 2009, with over 280 professionals delivering cloud transformation, software development, and digital services to organisations across Europe and North America. We combine deep technical expertise with practical delivery experience to help organisations achieve their technology objectives.

Zartis UK Limited is our UK-registered entity (Company Number: 11207666), through which we deliver services to UK clients.

13.2 Our Expertise

We have particular depth in:

- Cloud platforms: AWS, Microsoft Azure
- Cloud-native development: Kubernetes, containers, microservices
- Data platforms: Data engineering, analytics, machine learning
- DevOps and platform engineering: CI/CD, Infrastructure as Code, SRE
- Application development: Full-stack, mobile, API development

13.3 UK Client Experience

We serve a range of UK-based clients including:

- Kaluza (OVO Group) – Energy technology platform development
- Kooth – NHS-partnered digital mental health services
- SMS Group – Smart metering and energy services
- EcoOnline – Environmental health and safety software
- Nourish Care – Digital care planning software
- EML Payments – Payments technology platform

13.4 Contact Information

Legal Entity	Zartis UK Limited
Company Number	11207666
Registered Address	128 City Road, London, EC1V 2NX
Website	www.zartis.com
G-Cloud Enquiries	ricky.hill@zartis.com

We welcome the opportunity to discuss how Zartis can support your requirements. Please contact us to arrange an initial consultation.