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Lot 3: Cloud Support

Cloud Support – Service Definition

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1. Service Description

Fitzrovia IT provide Cloud Support for Compute (Virtual Machines, Azure Kubernetes Service), Databases (Azure SQL Database), AI&Machine Learning (Azure Machine Learning, Azure AI Search), and Analytics (Microsoft Fabric, Azure Data Factory), Networking (Virtual Network, Azure Firewall), Storage (Data Lake Storage, Blob Storage), Developer Tools (Azure DevOps), Security (Microsoft Defender for Cloud) on the Microsoft Azure platform.

2. Service Features and Benefits

The following are some of the service features:

- Support for Business Continuity
- Support for Scalability and Optimisation
- Support for Security & Compliance
- Support for Operational Efficiency
- Tailored Support
- Support for Strategic Enablement
- Support for Global Regions
- Support for Hybrid Clouds
- Support for Infrastructure Alignment
- Support for Best Practices

The following are some of the service benefits:

- Rapid issue resolution minimises downtime and protects mission-critical workloads
- Expert guidance helps optimise performance and cost across Azure services
- Support includes help with security configurations and regulatory compliance alignment
- Streamlined troubleshooting and proactive monitoring reduce IT overhead
- Plans scale with business needs from development to enterprise
- Backed by Microsoft's worldwide data centre network and multilingual support
- Premier and ProDirect tiers offer strategic planning and workload migration

3. Onboarding

We first select a team to manage the onboarding process. It will include your account manager, who will be with you throughout the transition and beyond, as well as service management and technical specialists who will guide you through the setup of your service. We will also assign a dedicated project manager to oversee this process.

4. Offboarding & End-of-contract Data Extraction

At the end of the contract process, Offboarding activities are initiated, and a project task is created to execute the Offboarding work once agreed. Additional costs will apply depending on the time and effort required in the depth of the Offboarding activities undertaken, which will be pre-agreed with the client. Should any data extraction be required, the client will need to discuss the requirements with the Account Manager, who will assist with them.

5. Service Constraints

Developer Plan: Limited to business hours and guidance for non-production environments.

Standard Plan: Includes 24/7 support for critical issues but excludes proactive advisory services.

ProDirect & Premier: Offer architectural guidance, onboarding assistance, and account management—but at higher cost tiers

6. Support

Support Response Times

Immediate Telephone Technical Response is provided.

For Critical Systems Failure (P1) - 2-hour fix or workaround.

For VIP or Service Affecting (P2) - 2-hour fix or workaround.

For Standard Support (P3) - 4-hour fix or workaround.

Support is available through Email, Online Ticketing Portal, Phone Support 24 x 7.

Support Levels

Fitzrovia provides an immediate telephone response from technical personnel for all service desk tickets logged by phone; you will never be placed in a call queue. Our technical team will log your support ticket and collect all necessary information from you to ensure a fast, effective resolution. Once a support representative has logged your ticket, our engineers will implement a permanent fix or workaround within the response times detailed previously.

7. Security

Fitzrovia IT provide full security support for all Microsoft 365 and Microsoft Azure Cloud solutions.

Support includes the following:

- Support for technical solution design and architecture
- Support for solution and tooling deployment
- Troubleshooting deployment and architectural issues
- Assisting with security integrations with 3rd party solutions
- Assisting with break-fix issues for services within Microsoft 365 and Azure
- Responding to security alerts and incidents
- Providing a best-in-class managed service for Microsoft Sentinel SIEM (Security Information and Event Management)
- Data breach investigation
- Data breach support
- Cyber Incident Management
- Threat hunting and investigations
- Remedial actions arising from security tool issues
- Remedial activity arising from compliance scans
- Support for third-party auditing
- Compliance reviews and gap analysis