

MICROSOFT CLOUD CORE MANAGEMENT

A GCloud15 service designed for SMEs,
managing the core aspects of Azure and M365.



About This Service

Modern Microsoft Cloud services sit at the centre of today's operations — but getting the best from Azure and Microsoft 365 requires ongoing attention, experience, and an understanding of how these ever-evolving platforms behave. Keeping pace with change, maintaining secure and well-governed environments, and doing more than simply “keeping the lights on” demands focused expertise.

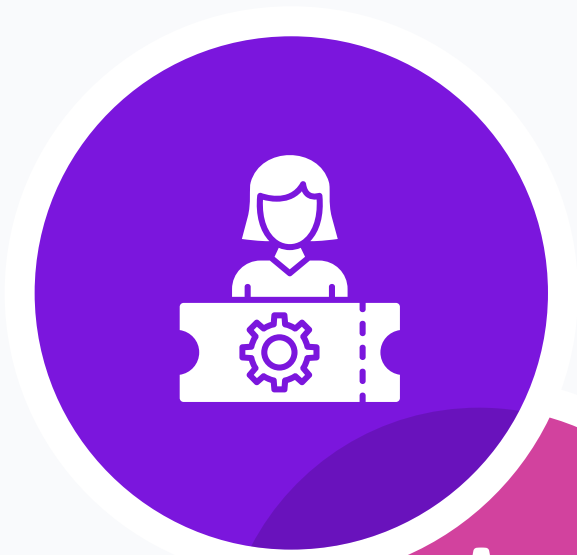
Your IT team already delivers value with Azure and M365, but you also recognise the challenges: new initiatives introduce unfamiliar areas of the Cloud, issues can originate nationally or globally, and effective systems management relies as much on experience as it does on best practice.

Indiko Data's Microsoft Cloud Core Management service gives you direct access to that experience and capability. We support IT teams of all sizes — smaller teams lean on us to broaden their capacity and free up time for stakeholder engagement, while larger teams value our specialist knowledge and our familiarity with common Cloud issues.

BRIGHTNESS BEYOND CLOUD

Beyond day-to-day operations and support, we contribute strategic insight. Monthly or quarterly reviews connect you with our senior team to discuss upcoming projects, product developments, and future planning.

Above all, our aim is to be your trusted partner — a dependable extension of your team, providing empathetic support, stable and expert management, and clear, confident leadership. This service offers a flexible and compelling way to strengthen your IT function without replacing it.



1

**Reactive,
empathic
Support**

A modern remote support service based on email and web ticketing with phone support. Intelligent and professional team members at a variety of levels. Daily checks attuned to customer needs.



2

**Continuous,
proactive
Management**

Experienced systems engineers, aware of best practise and prevailing security issues. Proactive oversight of your systems with intelligent and thoughtful feedback. Process based systems oversight leading to repeatable quality.



3

**Trustworthy,
strategic
Leadership**

Monthly and quarterly management meetings give access to experienced views and guidance. Senior level service oversight. Advice and insight given to future planning conversations.

About Our Team

Our established and settled team are aligned with typical concepts of service delivery, incidents, problems, changes, projects and strategy.

Most of our team are available remotely but some can be offered in-person. All these resources are experienced to different levels in Microsoft Modern Work, Microsoft Azure and a range of common third-party systems. They are always delighted to assist where they can, and we encourage our team members to see each customer as unique.



Systems Engineers

2-4 years' experience spanning support and engineering tasks. They operate remotely and cover both infrastructure and end user topics. They can be allocated complex tasks to complete under direction.



Senior Systems Engineers

Qualified to Microsoft Azure Architect level but also cover end user systems. They deal with managing change, complex problem solving, DevOps and optimisation. They are capable of independent working and decision making.



Chief Technology Officer

Our Chief Technology Officer sets the highest standards of technical design, security and competence. They are available for strategy level discussions and planning as well as key decision-making activities.



Technical Managers

Expert level and primarily deal with complex project delivery, systems and service design and optimisation. They are capable and confident leaders and will engage in high level dialogue around customer needs.



Support Technicians

Our Support Technicians have 1-3 years' experience in remote and onsite support. They can work competently under clear direction and are very customer facing in their approach.

Technical Coverage

Getting the best from us means understanding where our skills and experience truly lie.

This service is designed with a strong Microsoft focus, but it isn't just about products. It's about supporting, optimising, and assisting customers who operate within Microsoft-based environments, helping them get real value from the technology they already use.

BRIGHTNESS BEYOND CLOUD



Microsoft Azure

Tenant and Subscription Level Admin
Identity & Access (Entra ID)
Networking & Connectivity
Compute
Storage (Blobs, Files, ADLS Gen2)
Security, Key Management & Threat Protection
Monitoring, Observability & Automation
Governance, Compliance & Cost
Role Based Access Control
Azure Backup, ASR
Azure ARC and AUM
Enterprise Apps, SAML, OAuth



Microsoft Modern Work (Digital Workplace)

Microsoft Office Apps
OneDrive for Business
SharePoint Online
Exchange Online
Teams (incl. Phone and Places)
Autopilot and MDT/WDS
Virtual Desktops (AVD and Windows 365)
Intune (Windows, Mac, ABM and Managed Google Play) + BYOD



General Support

Core Network Services –
DHCP, DNS etc.
Printing Services – Universal
Print, plus experience with HP,
Canon, Ricoh and others
Email protection systems –
Proofpoint, Mimecast
Fortinet and Palo Alto Firewalls
JamF MDM
Acronis Cyber Protect



Microsoft Security and Compliance

Defender (general)
Defender for Endpoint
Defender for Cloud
Defender for Cloud Apps
Defender for Identity
Defender for Office 365
Sentinel
Secure Score analysis
Conditional Access
Purview, DLP and Compliance products via add-on or E5

At the Edge of Systems and Scope

IT services don't always fit into neat boxes, and we recognise that real-world environments evolve. While our service has a clear **Cloud-first focus**, we also design it to flex where it makes sense — so you always feel supported, even when something sits at the edges of scope.

Many organisations run **Hybrid** environments, and we're here to make those work smoothly. When Azure or Microsoft 365 relies on **on-prem** components, we support the Hybrid features and configuration that keep your Cloud services running well. The physical hardware or local infrastructure stays outside our scope, but the key software elements enabling Hybrid functionality are very much included.

Your users may be on-site, but their tools are Cloud-driven. Although this isn't a desktop support contract, **we fully support Cloud applications and services used at the endpoint** — whether that's Outlook, Microsoft 365 apps, or Intune managing your devices.

We also understand that every customer has important **non-Microsoft systems**. Requests involving tools outside our published scope aren't covered under SLA, but we'll always take a look. These are handled as non-SLA requests, and if we can help, we will — and if not, we'll let you know quickly and clearly.

And when you rely on a key system that we're not contracted to support, **we're open to learning more**. It may remain outside formal scope, but we're happy to build familiarity and create simple internal notes so our team can respond more confidently when you need guidance.

A More Detailed View of Our Services

In these pages we will set out what we do as part of our service to you.

Remote Support Desk

We're very proud of our Support Team, who are very settled, hard-working and enthusiastic.

We have a hard-working and dedicated Support Team Leader who takes care to work directly with customer IT Managers to understand their needs and help manage ticket priorities or important issues.

All staff work remotely, from home. As well as technical training, we have invested in training for GDPR/DPA awareness, information security awareness, and effective remote working amongst others.

We are always looking to improve how we work and are always open-minded about constructive criticism or service suggestions.

Key points:

- Remote support desktop accessible through email, web and phone.
- Web based ticketing system records all communications.
- Internal KB systems help our team build intelligence and process.
- Daily checks on key vitals as agreed with each customer.
- Monthly governance meeting provides feedback on performance against SLA, ticketing trends and common issues or opportunities.
- All staff have at least Microsoft Azure and Modern Work fundamentals level skill or better.

Systems Management

Our Professional Services Team perform two important functions; they oversee and deliver customer projects, and they work with our Support Team to manage change and address more complex support issues.

Led by our experienced and talented Professional Services Manager, our Systems Engineers and Senior Systems Engineers are our most technically gifted individuals, able to define and deliver complex projects and changes.

This Engineering function of our service is where we help customers drive value from their investments. We not only focus on keeping things running, but we also offer insight into where improvements can be made, promote improvements in best practice or security posture, and help customers make better choices.

Key points:

- Engineering works such as change management and projects are held within our ticketing platform, ensuring customer visibility.
- Daily checks on key vitals as agreed with each customer.
- Monthly checks look at systems usage, performance and alignment to best practice or security posture.
- Monthly governance meeting provides advice, updates on status of changes and projects.
- Small projects and/or some change management effort is included in our standard fees, so we can offer some continuous improvement without procurement complexity.
- Within the team we have certifications such as AZ-700, AZ-104, AZ-305, SC-900, SC-200

Technical Leadership

Beyond the churn of incidents, problems, changes and projects are our technical leaders including our CTO and CEO. These experienced individuals are here to help you, guide you, and maintain the standard of our services to you.

Our leadership team have decades of experience. Starting in the days of Windows NT and Netware, through Citrix Farms and Vmware Clusters. They have deployed Cisco switching and routing, large Storage Arrays, and complex DR infrastructures. They have worked in MSPs since early 2000s and also Public Sector organisations.

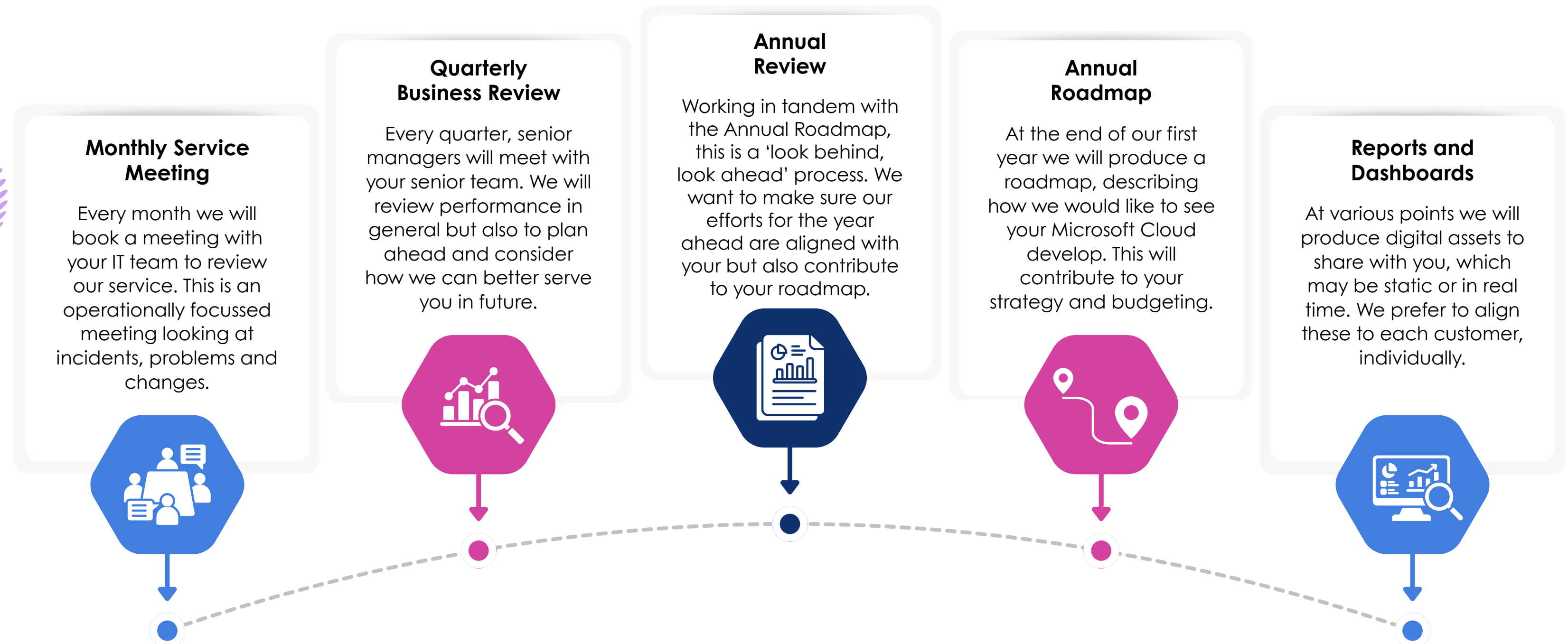
You are in very safe hands.

Key points

- One of our Senior team will be present in the monthly service meetings
- One of our Senior team will lead the Quarterly and Annual Service reviews
- One of our Senior team will produce your Annual Roadmap
- Senior team members oversee the Professional Services and Support Team works to ensure quality and technical excellence
- Senior team members oversee the handling of any P1 incidents
- Typically, we will align one senior team member to a customer based on a best fit

Governance

We want to ensure that we deliver good service but that we understand your own journey and how we can support you. We do this through governance at different levels. We encourage customers to share their IT Strategy and planning with us. In this way, our actions and recommendations always align with your goals.



Monitoring

Your IT needs to be constantly monitored. Some customers have their own monitoring, and some rely on us. You can invite us into your system, or **we can invite you into ours.** *

We have a monitoring system based on SNMP and WMI connectivity, requiring a local agent to be installed to collect metric data locally and send it to our server. This is a web-based system that records historic data in graphical format, useful when interrogating systems for trends.

In addition, alerts can be sent by email to notify of systems issues, such as servers or other forms of sensors going offline, or passing certain thresholds. We use those sensor alerts to create tickets for our team, but we can send them to you as well. For each new customer, we will open a discussion about how we your systems are monitored most effectively.

We can provide on request:

A system based on
SNMP and WMI with a
local, Windows based
agent

Web based view of
sensor info including
historic records

Email alerting on
sensor issues, sent to us
and duplicated to you
if needed

24x7 continuous
monitoring

*** 100 Sensors included
in service charges,**
more available at
additional cost

Included and Not Included

It helps to know where you stand. We believe we offer a great value service, and where we can't include everything in a set fee, we make it simple – where possible, we include a bit of everything. And where there is a limit, there is a fair and open way of billing.

	Included	Additional cost
Service tickets within service hours	Unlimited	n/a
Change request hours within service hours	4 hours per month	Via our Support on Demand service in GCloud
Minor Projects* within service hours	4 hours per month	Via our Support on Demand service in GCloud
Attending IT meeting not related to our service or governance (i.e. Supplier demo, planning meeting)	2 hours per month	Via our Support on Demand service in GCloud
Monitoring system sensors	100	£0.40 per sensor per month
All Microsoft costs – subscriptions, usage etc.	Not included	n/a

* A 'minor project' is a formal and well-defined request from a customer for new technology (that is not a change to existing technology) but is considered low-risk, low-impact and possible during working hours.

Service Hours

Our Microsoft Cloud Core Management service is available in normal UK business hours, 9am to 530pm Monday to Friday, not including UK Public Holidays.

Our team are staffed and available for extended service hours for additional fees on request. Tickets can be logged by email and web at any time, but service response happens only within service hours.

Standard Hours	Extended Service Hours	Follow the Sun
9am to 530pm Monday to Friday Not including UK Public Holidays	8am to 10pm 7 Days Including UK Public Holidays	24×7 support: Available on request.
Included in standard fees	50% premium added to standard fees	Pricing subject to agreement at Call-Off.

Onboarding and Trial Periods

We see these considerations as one and the same. To onboard a customer, we need to learn about their team, their environment and their business. The same is true of a trial period, as without proper onboarding or business awareness, we can't deliver an honest account of our services.

So, our approach is simple. The first 3 months of an engagement is a Trial and Onboarding phase. This precedes a commitment to a minimum 1-year term. A fee is charged for the Onboarding and Trial period, however if a customer decides not to proceed with a full term, we will cease services at the end of the 3-month period.

During trial and onboarding we will need to:

- Meet your team to introduce everyone and align proper contacts on both sides
- Have a half-day session from you to introduce us to the overall concept and structure of your IT
- Have a half-day session to establish access credentials and arrangements for key systems
- Have a half-day session to test access to all relevant systems and talk to your technical team about any access issues or concerns
- Have a half-day session to setup our monitoring system, if required (we will need a local Windows endpoint for an agent install)
- All sessions will be conducted remotely during UK working hours

We aim to accomplish this in the first two weeks of engagement, with the remainder of the 3-month period being your opportunity to test our services.

Our fees for this Onboarding and Trial phase are simply our base rate per user per month, multiplied by the number of users, with the scaling reduction applied for a less than 3-year commitment. This will be invoiced up front.

Pricing Table

Our service is priced with a simple mechanism. We have a standard per user per month fee. Discounts are applied for different sizes of business and applied within a range. The minimum term after a trial period (see previous page) is 1 year. A further discount is provided for a 3-year term.

Our base per user per month (pu/pm) fee is **£25** (ex VAT). The following scaled discounts are available.

User count range	Discount % - 1y term	Resulting pu / pm	Additional % - 3y term	Resulting pu / pm (3y)
0-49	0	£25.00	7.5	£23.13
50-99	5	£23.75	7.5	£21.97
100-249	10	£22.50	7.5	£20.81
250-499	15	£21.25	7.5	£19.66
500-999	20	£20.00	7.5	£18.50
1000+	25	£18.75	7.5	£17.34

Important notes:

- The minimum term after the 3-month trial and onboarding period is 1 year
- Fees above are for standard 9-5 M-F service hours. Please see elsewhere in this document the premiums applicable for wider service hours.
- User count will be based on visible Microsoft end user subscriptions, with the exact mix of products to be determined at call off
- Invoicing is in arrears and monthly unless agreed otherwise at call-off.
- If a customer grows during the contract period and moves into a better discount scale, we will honour that reduction once they are at least 5% beyond the threshold. E.g. if the threshold for a better discount is 500 users, we will apply the better discount mid-term once 525 users are detected.

A Little Bit About Us

We are a UK based and Microsoft-centric Managed Service Provider and CSP. We are privately owned, financially independent, and growing strongly.

Our team supports a variety of UK based SMEs, both privately owned and in the public sector. We have a proven track record in Microsoft Cloud deployments and migrations, service modernisation, performance and cost optimisation and in supporting ambitious and dynamic customer business.

As well as Microsoft, we are an Acronis Service Provider as well as being experienced in a wide range of common and complimentary products and technologies. We are Cyber Essentials Plus and ISO27001 which demonstrates our commitment to high standards of secure operations.

Our team are friendly, settled and thriving. We firmly believe that our customers view us as a trusted advisor.

We believe that working with Indiko Data will measurably assist your IT team.

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Acronis

PLATINUM
SERVICE PROVIDER

