

Managed Cloud Services & Resold Azure and Fabric Services

G-Cloud 15 Service Definition

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1 Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

2 Who this Service is For?

Our managed cloud services are designed specifically for UK public sector organisations, such as local authorities, central government departments, the NHS, and emergency services, which require reliable, high-performing, and optimised IT environments. We support organisations operating with complex legacy systems, hybrid infrastructures, and demanding compliance standards by delivering tailored solutions that address sector-specific operational requirements and regulatory obligations.

Through our deep domain expertise, technology-neutral advice, and established service methodologies, we provide continuous, proactive management to ensure secure, scalable, and resilient cloud platforms. This approach allows public sector clients to benefit from consistent service reliability, enhanced system performance, and ongoing optimisation, all while maintaining uninterrupted operations and supporting improved outcomes for citizens.



3 Cloud Management Services - an overview

Our cloud services are designed to support organisations at every stage of their cloud journey, from initial discovery and readiness assessments to migration, optimisation, and ongoing management. Agilisys' Cloud Services form a comprehensive range of turnkey solutions for organisations that are looking to move to the cloud for the first time, migrate additional services to the cloud, or manage their existing cloud environment.

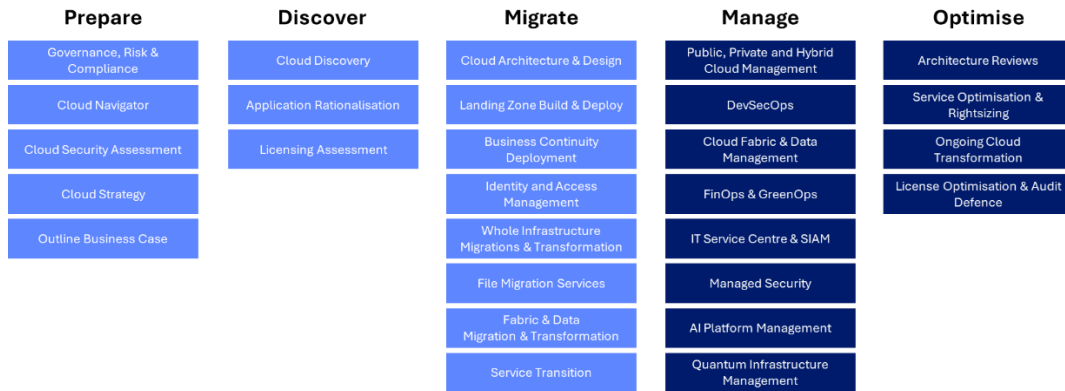


Figure 1 - Agilisys Cloud Transformation and Management Services

4 Service Description

We provide a comprehensive range of Managed Services across Microsoft Azure, VMWare and on-premises infrastructure and hybrid cloud implementations. Services can be selected and combined as required to provide a tailored service to meet the specific needs of your organisation.

Our range of services are described below, customers are able to call-off these services individually, or in any combination in order to customise the call-off to meet their specific requirements. Please contact us at info@agilisys.co.uk to discuss your needs further and we will be delighted to help.

4.1 Resold Azure and Fabric Services (Direct CSP)

Agilisys provides customers with access to Microsoft Azure services as a Cloud Solution Provider (CSP). As a Direct CSP, Agilisys provisions Azure subscriptions and invoices monthly in arrears based on actual consumption. Agilisys also offers baseline support, assisting customers with day-to-day queries and initial troubleshooting, and coordinating escalation to Microsoft where appropriate. This ensures customers receive practical guidance and a clear route for issue resolution without overstating the support dependency.

Agilisys maintains Premier Support for Partners (PSfP). This provides enhanced escalation capabilities, faster response SLAs, and access to Microsoft engineering experts, enabling Agilisys to manage escalations on behalf of our clients efficiently, and draw on specialist guidance when needed.

4.2 Managed Cloud Services

Our day-to-day managed cloud services are designed to provide continuous, reliable, and secure operational support across public, private, and hybrid cloud environments. Delivered



by experienced professionals, the service encompasses proactive monitoring, infrastructure management, performance optimisation, and security oversight - ensuring systems remain resilient, compliant, and cost-effective.

With flexible service tiers and 24/7 support for critical incidents, our managed services enable organisations to focus on strategic priorities while we maintain the health, efficiency, and governance of their cloud platforms. From patching and backup to tenancy management and workload optimisation, we deliver a comprehensive service that aligns with UK Government and NHS standards, tailored to meet the evolving needs of public sector clients.



4.2.1 Public, Private and Hybrid Cloud Management

Our cloud management services provide comprehensive support across public, private, and hybrid environments, enabling organisations to operate with agility, resilience, and control. Whether managing legacy infrastructure, modern cloud-native platforms, or complex hybrid estates, we deliver consistent governance, performance optimisation, and security oversight tailored to each environment.

Leveraging tools including Azure Arc, we ensure seamless integration and unified operations across on-premises and cloud platforms.

4.2.2 DevSecOps

Our DevSecOps services integrate development, security, and operations into a unified framework that accelerates cloud-native delivery while embedding security and compliance throughout the software lifecycle. By combining agile methodologies, automated pipelines, and robust governance controls, we enable public sector organisations to build, deploy, and manage applications with speed and confidence.

Security is not an afterthought—it's built into every stage of the CI/CD process, ensuring that vulnerabilities are identified and mitigated early. Our approach leverages cloud-native tools, Zero Trust principles, and continuous monitoring to maintain resilience and regulatory alignment, empowering teams to innovate securely and deliver value faster.

4.2.3 Cloud Fabric & Data Management

Our Cloud Fabric & Data Management services provide the foundational architecture and governance needed to support secure, scalable, and high-performing data environments across public, private, and hybrid platforms. By designing and implementing robust cloud data platforms, and integration frameworks, we enable organisations to manage infrastructure and data assets with agility and control. Leveraging best practice, our approach ensures consistent policy enforcement, seamless connectivity, and resilient data operations.

Whether consolidating legacy systems, deploying cloud-native analytics, or orchestrating hybrid workloads, we deliver the tools, expertise, and automation required to optimise data flow, enhance compliance, and unlock the full value of cloud transformation.

4.2.4 IT Service Centre & SIAM

Our IT Service Centre and SIAM (Service Integration and Management) services provide a seamless, integrated support model that complements and enhances managed cloud environments.

Delivered from UK-based, 24x7x365 service centres, our offering combines ITIL-aligned service desk operations, incident, problem, and change management, and advanced automation to ensure efficient, high-quality support.

Through SIAM, we can coordinate and govern multiple service providers, ensuring consistent service delivery, robust process alignment, and continuous improvement across the supply chain. With a focus on accessibility, automation, and strong governance, we enable the achievement of operational stability, improved service outcomes, and maximum value from your cloud and IT investments.



4.2.5 Managed Security

Agilisys' managed cloud services are underpinned by a robust, security-first operating model that ensures compliance, resilience, and continuous improvement. Leveraging extensive experience across UK local government and the broader UK Public Sector, our approach integrates Zero Trust principles, threat detection, and proactive governance aligned to the NCSC Cyber Assessment Framework (CAF) Enhanced Profile.

We deploy a suite of cloud-native tools - including Microsoft Sentinel, Defender, Entra ID, and Azure Monitor – to meet client requirements to deliver real-time visibility, adaptive access control, and automated incident response across hybrid environments. Our service includes continuous vulnerability scanning, privileged access reviews, and compliance dashboards, ensuring that clients maintain a secure posture while meeting regulatory obligations.

As part of our managed service, we support client governance teams with monthly assessments, audit-ready evidence, and structured reporting. This ensures that security controls are not only implemented but actively monitored and improved, enabling public sector organisations to confidently deliver secure, scalable digital services.

4.2.6 AI Platform Management

Our managed service empowers clients to harness the full potential of Microsoft Azure AI for their own development and innovation, or development of bespoke applications on their behalf (see our other GCloud offers).

We provide comprehensive management of Azure AI resources, including secure deployment, model lifecycle governance, and integration with existing cloud environments.

Our team ensures compliance with UK data protection standards, delivers proactive monitoring and performance optimization, and offers expert guidance on AI best practices.

4.2.7 Quantum Infrastructure Management

Our managed service enables clients to confidently adopt and leverage Microsoft Azure Quantum for their own development initiatives. We provide end-to-end support, including workspace provisioning, secure configuration, access management, and integration with existing Azure environments.

Our team ensures compliance with UK data governance standards and offers ongoing monitoring, and cost optimisation. Whether you are experimenting with quantum algorithms or scaling workloads, we deliver a reliable, managed platform so that you can focus on innovation without operational complexity.



4.3 Cloud Optimisation Services

Our ongoing cloud optimisation services are designed to ensure that your cloud environment continues to deliver maximum value over time - technically, operationally, and financially.

Through continuous performance tuning, cost-efficiency reviews, and proactive governance, we help organisations refine their cloud usage to align with evolving business needs. This includes consolidating workloads, enhancing automation, improving security posture, and leveraging advanced analytics to identify opportunities for improvement.

Our approach ensures that cloud platforms remain resilient, scalable, and cost-effective - enabling organisations to focus on innovation and service delivery while we maintain and enhance their cloud foundation.

4.3.1 Architecture Reviews

Structured, expert-led architecture reviews to ensure cloud environments remain aligned with evolving business needs, security standards, and performance expectations. These reviews are designed to assess the effectiveness, scalability, and resilience of existing cloud architectures.

Leveraging deep public sector experience and proven methodologies, our specialists evaluate workloads, infrastructure configurations, and integration patterns to identify opportunities for cost reduction, performance enhancement, and improved governance. This proactive approach enables organisations to maintain a secure, efficient, and future-ready cloud estate, while ensuring compliance with UK Government Cloud Security Principles and best practice frameworks such as the NCSC and CAF.

Architecture reviews are conducted collaboratively with client stakeholders and feed directly into actionable optimisation roadmaps, ensuring continuous improvement and strategic alignment across hybrid and multi-cloud environments.

4.3.2 Service Optimisation and Rightsizing

Agilisys integrates service optimisation and rightsizing into every stage of our cloud support lifecycle. Our approach to service optimisation focuses on enhancing the performance, resilience, and cost-effectiveness of cloud environments by identifying opportunities to streamline operations, consolidate workloads, and modernise legacy systems.

We work closely with clients to assess their existing cloud and hybrid infrastructures, applying best practice frameworks to refine architectures, automate processes, and improve governance and security postures.

In parallel, our rightsizing methodology ensures that cloud resources are precisely aligned with actual usage and business demand. Through detailed audits, performance analytics, and cost modelling, we identify underutilised or overprovisioned assets and recommend adjustments that reduce waste and improve return on investment.

These practices are not one-off interventions but part of an ongoing optimisation cycle, enabling organisations to adapt to changing needs while maintaining operational efficiency and financial control.



4.3.3 Ongoing Cloud Transformation

Agilisys supports ongoing cloud transformation as a continuous journey rather than a one-time event. Our approach ensures that cloud environments evolve in line with changing business needs, emerging technologies, and sector-specific priorities.

Through structured assessments, iterative optimisation, and strategic enablement, we help organisations move beyond initial migration to embrace cloud-native architectures, automation, and modern operating models. This includes refining governance, enhancing security, and embedding DevOps and agile practices to drive innovation and resilience.

Our services are designed to unlock long-term value by aligning cloud capabilities with organisational goals, enabling public sector clients to adapt confidently to future demands while maintaining operational excellence and cost efficiency.

4.3.4 License Optimisation and Audit Assistance

Agilisys' License Management as a Service provides a strategic, cloud-aware approach to software license optimisation, tailored for public sector organisations navigating hybrid and multi-cloud environments. With the proliferation of cloud-based services and evolving licensing models, our service helps clients maximise the value of their software investments by aligning entitlements with actual usage across on-premises and cloud platforms.

We focus on optimising hybrid usage rights - such as Microsoft Azure Hybrid Benefit and other vendor-specific cloud entitlements - to ensure organisations avoid unnecessary duplication of licenses and take full advantage of cost-saving opportunities. Through the establishment of an Effective License Position (ELP), we provide visibility into current consumption, identify overprovisioning or shortfalls, and guide procurement strategies that support agile, scalable cloud operations.

Complementing our optimisation services, Agilisys offers audit response assistance to support organisations during vendor-initiated reviews. Our experienced consultants support clients throughout the audit lifecycle - from interpreting scope and gathering entitlement data to preparing submissions and participating in vendor negotiations.

By helping to establish a defensible position and enabling accurate, transparent engagement, we can help to mitigate financial exposure, reduce operational disruption, and maintain compliance.

This dual focus on proactive optimisation and audit support ensures that public sector organisations can confidently manage their software estates while maintaining control and resilience in a dynamic cloud landscape.



5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for clients seeking to transition services into or away from our Cloud Managed Service.

5.1 Onboarding Managed Cloud Services

Onboarding begins with a collaborative discovery phase to understand the current architecture, operational practices, and service dependencies. We assess the environment's health, security posture, and governance controls, and establish a baseline for service delivery.

Our team works with client stakeholders to align service levels, access protocols, and reporting requirements, ensuring continuity and minimal disruption. Where appropriate, we integrate with existing subscriptions and tooling, adopting client-specific configurations and documentation into our management framework. This approach enables rapid service mobilisation while maintaining full visibility and control for the client.

5.1.1 Resold Azure and Fabric Services

For the onboarding of Resold Azure and Fabric Services, we are required by Microsoft to confirm Customer acceptance of the Microsoft Customer Agreement, (name, email, timestamp) prior to any subscription provisioning.

5.2 Offboarding Managed Cloud Services

When transitioning out of our managed service, Agilisys ensures a secure and orderly handover to the client's internal teams or a nominated successor provider.

We transfer ownership of the cloud subscription, along with all client-specific designs, operational documentation, and configuration records. Environment credentials and access details are securely handed over, and any client data retained within Agilisys systems—such as monitoring logs or support records - is securely deleted in accordance with our data governance policies.

Upon request, we provide formal confirmation of data destruction. Our offboarding process is designed to preserve service integrity, maintain compliance, and support a smooth transition with minimal operational impact.

5.2.1 Resold Azure and Fabric Services

For the offboarding of Resold Azure and Fabric Services, we will assist with:

- **Subscription Transfer/Termination:** at customer request, Agilisys will assist with transferring the CSP relationship to another provider or terminating the subscription(s); customer must give notice in line with Microsoft terms for any auto renewed services.
- **Final Billing & Consumption:** final invoice will reflect usage up to the effective transfer/termination date; charges may continue until resources are deprovisioned by the customer. Consumption remains the customer's responsibility.
- **Data & Records:** provide subscription configuration snapshots and service records; delete Agilisys held operational data per our data governance policies and issue destruction confirmation on request.



6 Support

Our flexible service tiers offer scalable support, proactive monitoring, cost optimisation, and 24/7 incident response, empowering public sector organisations to focus on service delivery while we maintain the health, compliance, and efficiency of their cloud ecosystems.

Agilisys offers baseline support for Resold Azure and Fabric Services, with two primary service tiers for its managed cloud services:

6.1 Baseline CSP Support for Resold Azure and Fabric Services

Baseline CSP support is not a managed service; it is limited to first-line break/fix and subscription/billing assistance (intake and triage of tickets, troubleshooting tenant/configuration issues, and escalating undocumented service defects/outages to Microsoft) and therefore does not include proactive monitoring, solution architecture/design, day-to-day operations (e.g., backups, patching, incident response), cost governance/FinOps, or 24×7 managed SLAs that are typically delivered under a managed Azure service.

6.2 Standard Cloud Management

Provides core business hours support (08:00–18:00, Monday to Friday), with 24/7 incident response for Priority 1 issues. It includes tenancy management, patching, monitoring, basic cost optimisation reporting, and monthly service performance reviews. This tier is ideal for organisations seeking reliable, foundational cloud management with essential governance and support.

6.3 24x7 Cloud Management

Builds on the Standard offering with enhanced capabilities such as proactive security incident response, customised patching cycles, Privileged Identity Management (PIM), and detailed monthly performance reviews led by a dedicated service delivery manager. It also includes proactive execution of optimisation and security recommendations, making it suitable for organisations with complex environments or higher compliance and performance demands.

7 Pricing

Pricing is based on the specific service requirements, service levels, scale and scope of services using the rate card provided in the accompanying pricing document for this GCloud service.

We provide UK based onshore, and offshore resources that can be leveraged to meet your specific needs, the prevailing rates are detailed within our Pricing documents.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.



Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

From initial discovery through to optimisation, we assess and enhance security controls, including identity governance, privileged access management, encryption, and continuous monitoring.

Our managed services provide proactive threat detection and response, patching, and compliance reporting, while our cloud identity and access management solutions ensure Zero Trust principles are applied across hybrid environments. Whether supporting Azure, multi-cloud or hybrid estates, Agilisys ensures that governance frameworks are in place to maintain operational integrity, data protection, and audit readiness throughout the cloud lifecycle.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.