

# **Managed Fabric and Data Services & Resold Azure and Fabric Services**

**G-Cloud 15 Service Definition**

**Lot 3 – Cloud Support**

## Table of Contents

|     |                                                                |   |
|-----|----------------------------------------------------------------|---|
| 1   | Introduction.....                                              | 2 |
| 2   | Who this Service is For? .....                                 | 2 |
| 3   | Fabric and Data Management Services - an overview .....        | 2 |
| 4   | Service Description.....                                       | 3 |
| 4.1 | Resold Azure and Fabric Services (Direct CSP).....             | 3 |
| 4.2 | Database Administration as a Service (DBAaaS) .....            | 3 |
| 4.3 | Fabric as a Service .....                                      | 4 |
| 5   | Onboarding and Offboarding.....                                | 7 |
| 5.1 | Onboarding Managed Data Services .....                         | 7 |
| 5.2 | Offboarding Managed Services.....                              | 7 |
| 6   | Support.....                                                   | 8 |
| 6.1 | Baseline CSP Support for Resold Azure and Fabric Services..... | 8 |
| 6.2 | Standard Management.....                                       | 8 |
| 6.3 | 24x7 Management .....                                          | 8 |
| 6.4 | Database Management Tiers.....                                 | 8 |
| 7   | Pricing .....                                                  | 9 |
| 8   | Compliance and Security .....                                  | 9 |
| 9   | Contact and Next Steps .....                                   | 9 |



## 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.

## 3 Fabric and Data Management Services - an overview

The Managed Fabric and Data service provides UK Public Sector organizations with a fully managed solution for Microsoft Fabric environments and Database Administration as a Service (DBAaaS). This ensures secure, scalable, and cost-effective management of data platforms and analytics capabilities, enabling organizations to unlock insights, maintain compliance, and optimise performance without the overhead of in-house administration.

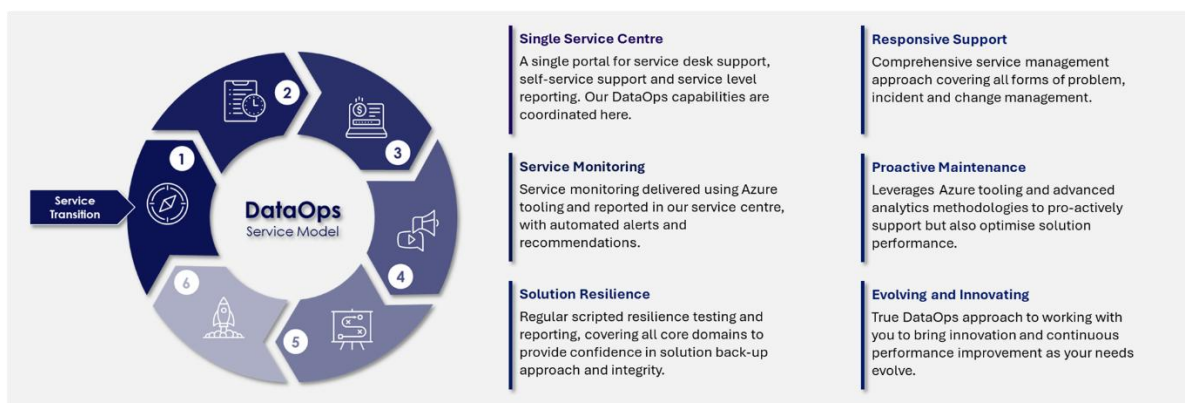


Figure 1 - Agilisys Data Operations



## 4 Service Description

We provide a comprehensive range of Managed Services across Microsoft Fabric and other database platforms. 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](mailto: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 Database Administration as a Service (DBAaaS)

To complement our resold Azure and Fabric Services (Direct CSP) managed cloud services, through GCloud 15 Lot 3, our Database Administration as a Service (DBAaaS) service provides a fully managed solution for the administration, monitoring, and optimization of enterprise-grade databases across cloud and hybrid environments. Designed for UK Public Sector organizations, this service ensures the availability, security, and performance of critical data assets without the overhead of in-house DBA resources. Delivered by experienced data specialists,

DBAaaS combines effective, efficient maintenance, incident management, and compliance assurance with flexible service tiers to meet varying business-criticality requirements. Whether supporting Microsoft Fabric, SQL Server, Oracle, or other supported platforms, our approach aligns with ITIL good practice and Cloud Security Principles, enabling organizations to reduce risk, optimise licensing costs, and maintain operational resilience while focusing on strategic objectives.

#### 4.2.1 Monitoring and Incident Management

Our Monitoring and Incident Management service ensures the continuous health, availability, and performance of your cloud or on-premises database environment through proactive oversight and rapid response. Key Features include:

- 24x7 Monitoring: Comprehensive monitoring of database instances, storage, and performance metrics using advanced tooling and automated alerts.
- Proactive Health Checks: Regular assessments to identify potential issues before they impact service, including disk space, query performance, and backup integrity.



- Incident Detection and Response: Automated alerting for critical events such as service outages, failed backups, or security breaches, with immediate escalation to our resolver teams.
- Root Cause Analysis: Post-incident reviews to identify underlying issues and implement preventive measures.

#### 4.2.2 Backup & Recovery

Backup and Recovery will protect your critical data assets and ensure rapid restoration in the event of an incident. This capability provides confidence in the resilience of your database environment and minimises downtime, helping to maintain continuity and performance. Key Features:

- Automated Backups: Scheduled and monitored backups for all supported database platforms, including Microsoft SQL Server and Oracle, with configurable retention policies.
- Recovery Objectives: Tiered Recovery Point Objective (RPO) and Recovery Time Objective (RTO) options
- Failure Alerting: Automated alerts for backup failures and proactive remediation to maintain continuity.
- Disaster Recovery Support: Integration with your organization's continuity plans to ensure rapid restoration in the event of a major incident.
- Secure Storage: Backups stored in encrypted environments with robust access controls.

#### 4.2.3 Service & Performance Optimisation

Service & Performance Optimization focuses on maintaining peak database performance and ensuring efficient resource utilization across your environment. This approach helps to prevent issues before they impact operations and supports continuous improvement for evolving business needs. Key Features:

- Regular Health Checks: Scheduled reviews of database performance, including query execution times, indexing efficiency, and storage utilization.
- Performance Tuning: Identification and resolution of bottlenecks through optimization of queries, indexes, and configuration settings.
- Capacity Planning: Analysis of growth trends to forecast future requirements and ensure adequate resources for scalability.
- Configuration Reviews: Validation of database settings against best practices to maintain stability and performance.
- Optimization Reporting: Detailed reports highlighting improvements, recommendations, and actionable insights for ongoing enhancement.

### 4.3 Fabric as a Service

To complement our resold Azure and Fabric Services (Direct CSP) managed cloud services, through GCloud 15 Lot 3, our Fabric as a Service provides a fully managed environment for Microsoft Fabric, enabling organizations to harness the power of integrated analytics, data engineering, and business intelligence. This service covers the provisioning, monitoring, and optimization of Fabric workloads, including Data Factory, Lakehouse, Power BI, and Real-



Time Analytics, ensuring secure, scalable, and compliant operations aligned with UK Government Cloud Security Principles.

Fabric as a Service combines proactive governance, capacity planning, and cost optimization with continuous improvement to help organizations unlock actionable insights and accelerate digital transformation. By leveraging ITIL-aligned processes and best practices, this service ensures resilience, performance, and compliance while enabling your teams to focus on strategic objectives rather than operational overhead.

#### **4.3.1 Environment Setup and Configuration**

Our Environment Setup and Configuration service ensures that your Microsoft Fabric environment is deployed securely, efficiently, and tailored to your organization's needs. This includes provisioning workspaces, configuring capacities, and establishing governance frameworks to enable seamless analytics and data integration. Key Features:

- **Workspace Provisioning:** Creation and configuration of Microsoft Fabric workspaces, including assignment of capacities and resource allocation.
- **Capacity Configuration:** Setup of dedicated or shared capacities to optimise performance and cost, aligned with your usage requirements.
- **Connectivity and Integration:** Secure integration with existing data sources, Azure services, and on-premises systems to enable unified data workflows.
- **Access Control Setup:** Implementation of role-based permissions and security groups to ensure appropriate access for users and administrators.
- **Baseline Configuration:** Application of best-practice settings for data pipelines, Lakehouse environments, and Power BI services to ensure stability and scalability.

#### **4.3.2 Data Pipeline Management**

Data Pipeline Management ensures that data flows within Microsoft Fabric are reliable, efficient, and optimised for performance. This capability covers the full lifecycle of data ingestion, transformation, and delivery, enabling your organization to maintain consistent, high-quality data for analytics and reporting. Key Features:

- **Pipeline Monitoring:** Continuous oversight of Data Factory pipelines and Lakehouse ingestion processes, with automated alerts for failures or performance degradation.
- **Error Handling and Recovery:** Rapid identification and resolution of pipeline issues, including failed data loads and transformation errors.
- **Performance Optimization:** Regular tuning of pipeline configurations to reduce latency and improve throughput for large-scale data processing.
- **Scheduling and Automation:** Implementation of automated workflows for recurring data loads, ensuring timely availability of data for analytics.
- **Integration Support:** Secure and seamless connectivity to multiple data sources, including on-premises systems, cloud services, and third-party applications.

#### **4.3.3 Governance and Security**

Agilisys' Governance & Security service ensures that your Microsoft Fabric environment operates within a robust framework of controls, delivering secure, compliant, and well-managed analytics capabilities. This includes implementing governance policies, access



controls, and monitoring mechanisms to protect data integrity and maintain operational confidence. Key Features:

- **Role-Based Access Control (RBAC):** Configuration of user roles and permissions to ensure appropriate access to data and resources across Fabric workspaces.
- **Data Classification and Sensitivity Labels:** Application of classification policies to identify and protect sensitive data within Lakehouse, Data Factory, and Power BI environments.
- **Audit and Activity Logging:** Continuous tracking of user actions and system changes for transparency and accountability.
- **Policy Enforcement:** Implementation of governance rules for data usage, sharing, and retention to maintain consistency and prevent unauthorised access.
- **Secure Connectivity:** Integration with identity management and authentication services to safeguard access to cloud and on-premises data sources.

#### 4.3.4 Performance and Cost Optimisation

Our Service & Performance Optimization capability ensures that your Microsoft Fabric environment operates at peak efficiency, delivering fast, reliable analytics and reporting while controlling costs. This proactive approach focuses on continuous improvement and scalability to meet evolving business needs. Key Features:

- **Capacity Planning:** Analysis of usage patterns and growth trends to forecast future requirements and optimise resource allocation.
- **Performance Tuning:** Identification and resolution of bottlenecks across Fabric workloads, including Data Factory pipelines, Lakehouse queries, and Power BI dashboards.
- **Configuration Reviews:** Regular validation of workspace and capacity settings to maintain stability and performance.
- **Cost Optimization:** Monitoring consumption and applying best practices to reduce unnecessary spend while maintaining service quality.
- **Optimization Reporting:** Detailed reports highlighting improvements, recommendations, and actionable insights for ongoing enhancement.

#### 4.3.5 Integration

Our Integration service ensures that Microsoft Fabric seamlessly connects with your existing data ecosystem, enabling unified workflows and consistent analytics across multiple platforms. This capability focuses on secure, efficient, and scalable integration with both cloud and on-premises systems. Key Features:

- **Connectivity to Data Sources:** Establish secure connections to diverse data sources, including SQL databases, data lakes, ERP systems, and third-party applications.
- **Hybrid Integration:** Enable smooth data flow between on-premises environments and cloud-based Fabric services using secure gateways and connectors.
- **API and Service Integration:** Configure APIs and service endpoints for real-time data exchange and interoperability with other enterprise applications.
- **Authentication and Identity Management:** Implement robust identity and access controls for integrated systems to maintain security and consistency.





- Performance Optimization for Integration: Monitor and tune integration processes to ensure minimal latency and optimal throughput for large-scale data operations.



## 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 Data 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 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 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 24x7 managed SLAs that are typically delivered under a managed Azure service.

### 6.2 Standard 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 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.

### 6.4 Database Management Tiers

- **Standard Tier:** Weekly backups, RPO of 1 week.



- Managed Tier: Enhanced backups with 4-hour RPO and 12-hour RTO.
- Highly Available Tier: Advanced backups with 2-hour RPO and 1-hour RTO for mission-critical workloads.

## 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](mailto: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](mailto:info@agilisys.co.uk).