

Azure Expert MSP Services

Service Definition

Summary of Service

Our status as a Microsoft Azure Expert Managed Service Provider (MSP) is a top-tier accreditation that places Telana among the most capable Microsoft partners globally. This accreditation is awarded by Microsoft after a rigorous external audit of our managed service capabilities and demonstrates our deep expertise in architecting, managing, and optimising Azure environments. Our Azure Expert MSP service provides clients with a comprehensive, end-to-end cloud management solution, acting as a highly skilled extension of their own IT teams.

These services align to the [Microsoft Cloud Adoption Framework](#) model – establishing and tracking continuous improvement against the management baseline.

Service Features

- / UK based 24/7 Expert Led Support Service
- / Comprehensive Managed Services & Dedicated Service Management
- / Cloud Architecture and Transformation
- / Security and Governance
- / Strategic Advisory and FinOps

Service Benefits

- / Provides assurance of world-class expertise, validated by Microsoft's most stringent external audit.
- / Acts as a highly skilled extension of your internal IT team, freeing them to focus on core business initiatives.
- / Delivers a comprehensive, end-to-end cloud management solution for peace of mind.
- / Ensures your Azure environment is secure, governed, and financially optimised through continuous expert oversight.
- / Drives business transformation and innovation through strategic architectural guidance.

Service Description

UK based 24/7 Expert Led Support Service

Our service provides round-the-clock access to a UK-based team of accredited Azure experts. We deliver a tiered support model to handle escalations and resolve complex technical issues promptly, ensuring the smooth and continuous operation of your critical cloud services at all times.

Comprehensive Managed Services & Dedicated Service Management

We provide a complete, end-to-end management solution for your entire Azure estate. A dedicated Service Manager acts as your single point of contact, ensuring accountability and a deep understanding of your environment. This comprehensive oversight covers everything from proactive monitoring and maintenance to incident management, ensuring your platform is stable, performant, and reliable.

Cloud Architecture and Transformation

Our expertise goes beyond day-to-day management. We provide strategic architectural guidance to design, build, and evolve your cloud environment. We work with you to drive transformation, modernise applications, and ensure your Azure architecture is aligned with your long-term business goals, enabling innovation and agility.

Security and Governance

Security is at the core of our MSP service. We implement and manage robust security controls and governance frameworks across your Azure environment. Our team ensures your platform adheres to industry best practices and compliance standards, protecting your data and infrastructure from emerging threats.

Strategic Advisory and FinOps

We provide high-level strategic advice to ensure your cloud strategy delivers maximum business value. This includes a dedicated FinOps function focused on bringing financial accountability to your cloud spend. We help you understand, control, and optimise your expenditure, ensuring you achieve the most cost-effective and predictable financial outcomes from your Azure investment.

Service Level Agreement

The purpose of this document is to outline Telana's standard Support Terms & Conditions. Client specific terms and associated details would be documented and contained within the client contract and supporting documentation.

1. Managed Service Provision

The Telana MSP support service provision is specifically designed to provide comprehensive support to organisations requiring a discrete, yet highly effective support structure for their Microsoft estate, solution components and broader IT service provision.

We work alongside and collaboratively with your IT support and operational teams. We deliver an exemplary IT service experience as well as supporting the dissemination of relevant technical knowledge to support greater usage and adoption whilst adhering to best practice.

2. Contact Mechanisms

We provide discrete support mechanisms and interface directly with end users, specified support/operational functions, and key stakeholders/VIPs within the customer organisation. This can include authorised third parties acting on behalf of, and authorised by, the customer organisation.

Our preferred inbound contact route to the support team is via our interactive Portal. This enables support users to raise tickets and affords full visibility of ticket management and resolution. The use of the portal also drives reporting, audit, and compliance monitoring. Should a user be unable to access the portal a dedicated support email address is available.

All inbound support channels are continually monitored by our support team guaranteeing expedited acknowledgement, response, and resolution. Chat/Messaging channels will also be established to facilitate communication.

Direct contact via is available for escalation and this process will be detailed in the supporting onboarding documentation.

For Major Incidents (see section 2.3) the relevant process and contacts are defined as

per the specific customer agreement.

3. Service Level Agreement

Service Desk Hours

Determined by the contracted level of service standard support hours are as follows:

- 24/7/365 – Full 24hr support coverage 365 days per annum.
- Business Hours – 8:30 A.M. to 5:30 P.M. GMT Monday – Friday (Excluding Bank and National Holidays)
- Extended Business Hours – As agreed with the client but an extension to the core business hours

Support cases/calls/incidents can be raised via outside of Service Desk Hours. These will be addressed immediately once the Service Desk is operational, and the SLA will start from this point in time.

Support Provision – Ticket Acceptance

For L2/L3 support contracts support tickets will be submitted/accepted by authorised support and operational staff/teams within the customer organisation. Telana will only communicate with end-users on an exceptional basis and will track and report on these cases to ensure organisational alignment.

When required we can modify, extend, or adjust our support provision to further align with specific client requirements. This would be subject to a separate agreement including, but not limited to, revised scope, SLA terms and commercials.

SLA Definitions

SLA Action	Definition
Acknowledgement	The time taken by the Telana organisation to confirm that the support case has been received, assigned, and triaged by an engineer. This may include a request for further information, clarification or details to be added to the support ticket (see section 2.4) or implementation of a known resolution/mitigation.
Response	The time taken by the Telana Support organisation to respond to a support request. This will not be an automated response, but one provided by the assigned engineer. A 'response' may be the implementation of a known resolution, a known mitigation, a request for more information or a progress update on the investigation thus far.
Resolution	This is the time taken by the Telana Support organisation to resolve a ticket to the satisfaction of the customer. This 'resolution' may be temporary or permanent in nature and could also require mitigation in advance of a future planned change/permanent fix. The nature of a 'resolution' could be impacted by the architecture and infrastructure design upon which the solution/solutions are built and hosted e.g. the Azure Cloud Platform.

SLA Classifications & Timings

The SLAs for Acknowledgement, Response and Resolution are defined below and align directly to the Severity classification of the support case:

Classification	Description	Acknowledge & Triage Time	Response Time
1	Used for important cases, which require an immediate response. "Impacting all users who cannot reach, access or use some of their data/system"	Within 15 minutes	Within 2 Hours
2	Used for standard issues that require investigation "Some users, cannot reach, access or use some of their data/system"	Within 15 minutes	Within 4 Hours
3	Typically, a request for information, training, or non-urgent infrastructure related activity.	Within 15 minutes	Within 16 Hours
Major Incident	A major incident is where immediate support is required to help determine/mitigate the service impact. This is typically for a major service outage or time-critical event. During a Major Incident the current on-call Senior Engineer will engage and 'own' the incident.	Immediate upon contact	Immediate response upon contact

4. Acceptable usage policy

The definition of a 'support case/call/incident' would be aligned to the scope of service and defined in the client specific documentation.

'Acceptable Use' would be a defined maximum number of 'support cases/calls/incidents' being raised per calendar month per 'customer organisation'. A 'support case/call/incident' qualifies and is counted as a separate issue if it is unique to that period or has not been raised in the current calendar month.

Any 'support case/call/incident' that is deemed to be a change will be communicated and progressed according to the agreed change process.

5. Subject to the agreed Terms and Conditions

The final SLA and the agreed terms would be detailed in a contract schedule and would be subject to Telana's Terms and Conditions or those established and agreed between the contracting parties. The details and terms shared in this document are intended to support engagement and discussion and are not capable of acceptance.