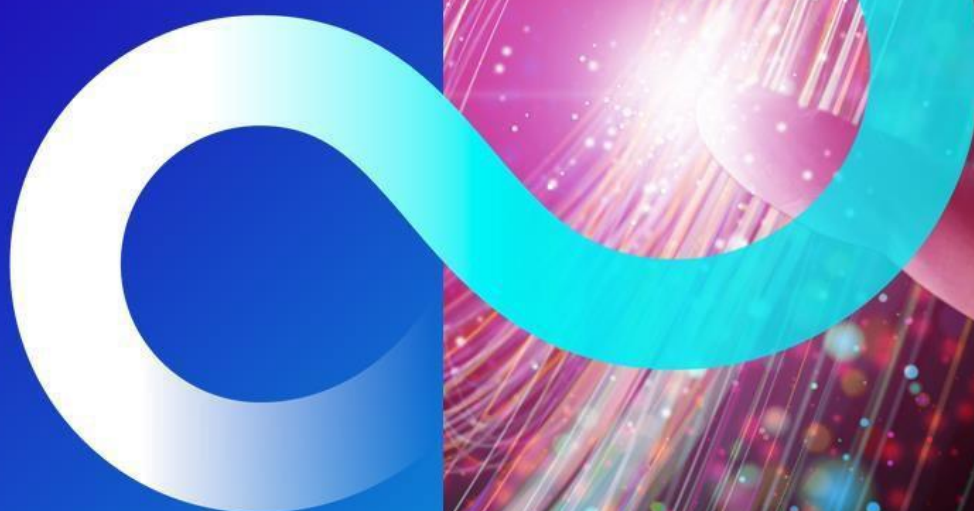


Service Definition
**UK Azure
Managed
Service**

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UK Azure managed Service Overview

This is a UK-delivered run-and-operate managed service for infrastructure and platform components hosted on Microsoft Azure. It combines a 24x7 Operations Centre (monitoring, triage and incident coordination) with UK-based resolver teams providing third- and fourth-line (L3/L4) resolution within an agreed scope. The service is designed to keep Azure-hosted services stable, supportable and auditable through controlled operations (monitoring, incident/request/change execution, patching and hygiene where onboarded, and reporting). It is not a transformation or consultancy service.

Who is this service for: UK organisations running production workloads on Azure that require predictable operations, controlled change and repeatable reporting with clear service boundaries.

In scope: Enablement/onboarding; acceptance into service; 24x7 monitoring and triage; incident coordination; L3/L4 resolver support within purchased towers; controlled change execution; operational reporting and service reviews.

Out of scope: Service Desk / ITSM tool provision; procurement/licensing; large migrations and redesign; on-site support; SOC/SIEM operations and cyber forensics; non-target hyperscalers (AWS, GCP) and on-prem estates (unless separately contracted).

Service building blocks: The service can include the following components (purchased as required).

Component	Included as	What it covers
Cloud Infrastructure Support – Enablement	Mandatory	Discovery, access model, telemetry readiness, boundaries, acceptance criteria.
UKI Operation Centre Services	Mandatory	24x7 monitoring/triage and incident coordination.
UKI Server Instance Management	Base	Operate supported IaaS compute instances; patch/hygiene where onboarded.
UKI Infrastructure Software Instance Management	Optional	Operate in-scope infrastructure software hosted on managed servers.
UKI Infrastructure Database Instance Management (IaaS DBs)	Optional	Operate database instances hosted on servers; excludes PaaS databases.
UKI Application Site Reliability Engineering (SRE)	Optional	Reliability support for bespoke/non-standard applications.
Container Platform Support (AKS)*	Optional (new)	Operate container platform services and supporting components (platform layer).

***Container support:** Container Platform Support covers the platform layer (cluster health, node pools, control-plane configuration, connectivity, ingress/egress platform components, registry operations and platform upgrades coordination). Application/workload troubleshooting inside containers remains the customer's responsibility unless Application SRE is purchased and the relevant workloads are Accepted into Service.

Service Delivery Approach

End-to-end service flow:

- 1) Enablement (mandatory): confirm scope, access, telemetry readiness, service boundaries and acceptance criteria.
- 2) Acceptance into Service: record and approve the in-scope inventory; unsupported/end-of-support items are excluded or treated as exceptions.
- 3) 24x7 monitoring and triage: Operations Centre receives events, performs initial diagnostics and raises/updates tickets in ITSM.
- 4) Resolver engagement: UK L3/L4 teams restore service and deliver operational work within scope.
- 5) Controlled change: standard changes executed to runbooks and agreed maintenance windows; normal/emergency changes supported by agreement.
- 6) Reporting and service reviews: monthly reporting pack and agreed review cadence; Governance Lite (if purchased) provides posture/FinOps overlays.

Service hours (baseline):

Operations Centre: 24x7 monitoring and triage.

Resolver teams: Mon–Fri 08:00–18:00 UK time by default (out-of-hours uplift available where contracted).

*Other services tiers can be requested

Severity handling and service levels:

Contractual response and resolution targets, plus any service credit regime, are confirmed in the Order Form/Call-Off. Major Incident (Sev 1) update cadence is typically 30 minutes once declared (subject to contract and customer governance).

Native tooling baseline: Operational delivery uses hyperscaler-native controls by default.

Domain	Native services	What you get
Governance at scale	Management Groups / Azure Policy	Baseline controls, compliance reporting and remediation.
Identity and access (delivery)	Azure RBAC / Azure Lighthouse (where used)	Least privilege; delegated delivery; auditable actions.
Monitoring and alerting	Azure Monitor / Log Analytics / Workbooks	Metrics/logs/alerts/dashboards; operational queries.
Audit trail	Azure Activity Log	Control-plane audit evidence and investigation context.
Automation and patching	Azure Automation / Azure Update Manager	Runbooks, execution logs, patch compliance.
Backup oversight	Azure Backup	Policy checks, job history, restore coordination evidence.
Security posture signals	Defender for Cloud	Findings triage and hygiene reporting (not SOC/IR).
Container platform support	AKS / ACR; Container Insights	Cluster/platform operations; registry lifecycle; platform telemetry.

Service Deliverables

A Service Readiness Assessment is undertaken to confirm that all prerequisite information and service documentation (including HLD/LLD, runbooks/SOPs, inventory and operational contacts) is available, current and fit for purpose, and that the service as deployed is aligned to Azure Cloud Adoption Framework (CAF) recommendations (or an equivalent or higher standard). Where gaps or misalignment are identified, we produce a documented remediation plan and acceptance criteria, and agree the actions required before the service is formally Accepted into Service.

The following are delivered at the assessment conclusion :

- Enablement pack: access model, operational boundaries, escalation paths and operating cadence.
- Accepted into Service register: agreed in-scope inventory, ownership, support contacts and constraints.
- Baseline telemetry and monitoring catalogue: alerts, dashboards and routing rules (native tooling baseline).
- Initial runbooks/SOPs for standard operational actions (within scope).
- Service calendar: maintenance windows, patch windows, reporting cadence and service review schedule.
- Container platform readiness (if purchased): cluster inventory, node pool strategy, ingress/egress components, registry usage model and upgrade approach.

Ongoing run-state deliverables include:

- 24x7 monitoring, triage and incident coordination via the Operations Centre.
- L3/L4 restoration and operational activities by UK resolver teams (within purchased scope).
- Controlled change execution for standard changes aligned to runbooks and agreed windows.
- Patching and backup oversight for Accepted into Service items where policies/windows are agreed.
- Container platform operations (if purchased): cluster health management, node pool lifecycle, platform upgrade coordination, registry lifecycle support.
- Monthly operational reporting pack (volumes, trends, hygiene/compliance where applicable).
- Service review outputs (actions, risks and improvement backlog inputs).

Commercial

Commercial model: The service is typically priced as a one-off Enablement/Onboarding charge plus a recurring run-state charge. Recurring pricing is driven by environment scale and complexity (accounts/subscriptions, instances, platforms under management, service window and criticality). Add-ons (e.g., SRE, IaaS DB instances, container platform support) are priced separately where purchased.

Typical charging units (indicative):

Element	Charging unit	Notes
Enablement / onboarding	Per environment / per onboarding	Mandatory to start service.
Operations Centre	Per monitored environment / bundle	24x7 monitoring and triage.
Server instance management	Per VM	Azure IaaS VMs under management.
Infrastructure software	Per software instance	Software components hosted on managed servers.
IaaS database instances	Per database instance	DBs hosted on servers; excludes PaaS DB services.
Container platform support	Per cluster (plus node pool bands)	AKS platform layer operations.
Application SRE	Per application or SRE allocation	Where agreed, for Accepted into Service apps.

Ordering and Invoicing Process

- We will commence delivery of the service on receipt of a purchase order
- Fujitsu shall invoice for the Service plus any applicable taxes after delivery of all our products defined in the agreed Terms of reference. Any additional expenses shall be invoiced in the month after they have been incurred
- The customer will pay the invoiced amount in full within thirty (30) days of the date of each invoice (the "Due Date")
- If the customer has not paid Fujitsu an invoice by its Due Date, Fujitsu may charge interest on a day-to-day basis from the due date at the rate of 4% per annum over the Barclays Bank Base Rate until the payment is made in full
- The customer shall not be entitled to offset any sums owed by Fujitsu under any contract or dispute between the customer and Fujitsu against any sums that the customer owes to Fujitsu
- When remitting payment, the customer will include the applicable Fujitsu invoice that the payment applies to

Customer Termination

The Customer may terminate this Agreement (or any part thereof), at any time, for convenience by giving not less than thirty (30) days written notice to Fujitsu.

Supplier Termination

Fujitsu may terminate this Agreement (or any part thereof), at any time, for convenience by giving not less than thirty (30) days written notice to the Customer.

Consumer Responsibilities

Successful delivery of the Service is subject to the following dependencies upon the Customer:

- Provide a 24-hour Service Desk or ticketing function as a single point of contact and to control incident/request/change flow.
- Provide (or separately contract) monitoring and alerting tooling where Fujitsu defined Azure-native monitoring is not used
- Ensure High-Level Design (HLD) and Low-Level Design (LLD) documentation for the environment in scope, plus runbooks/SOPs for customer-specific procedures are available.
- Provide required Azure access (least privilege) and approve break-glass arrangements during onboarding.
- Maintain vendor support contracts for in-scope components where applicable; End of Support items are treated with reduced service and may incur uplifts.
- For container support (if purchased): provide cluster design/standards (namespaces, ingress, network model), CI/CD

pipeline ownership and escalation points, and an agreed Kubernetes/EKS upgrade policy.

Service Constraints

- Only items formally Accepted into Service are operated, monitored, patched or changed.

Service Exclusions

- Anything not “Accepted into Service” (no acceptance = no monitoring/patching/changes/support).
- Service Desk / ITSM tool provision (we’ll integrate to your ticket flow; we don’t provide the platform here).
- End-user support (password resets, desktop issues, user how-to, etc.).
- Application support and development (code defects, feature work, release engineering) unless you’ve bought Application SRE and the app is accepted.
- Major projects: migrations, re-architecture, platform build, landing zone build, tooling implementation, data centre exit programmes.
- Procurement, licensing, vendor contract management (beyond operational coordination).
- On-site “hands and feet” (remote by default; field services are separate).
- SOC / SIEM operations and cyber forensics (threat hunting, incident response investigations, legal hold/eDiscovery).
- Non-target platforms (AWS service doesn’t run Azure/GCP; Azure service doesn’t run AWS/GCP; on-prem is out unless separately contracted).
- PaaS database management (e.g., RDS/Aurora/Azure SQL/Cosmos/managed Postgres) unless explicitly included as a separate scoped service.
- Customer-owned CI/CD pipelines and release tooling management (unless explicitly contracted).
- Any work requiring non-UK delivery (this offering is UK-only).

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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