

AZURE MIGRATION

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Our migration services, grounded in Microsoft's Cloud Adoption Framework, offer comprehensive solutions from full data centre migrations to specific workloads, including mailbox or application, migrations. Adhering to rigorous industry standards, we ensure seamless, compliant migrations that meet even the most stringent requirements.

Features

- **Microsoft Best Practise:** Utilise Microsoft's Cloud Adoption Framework for a structured, best practice approach to cloud migration.
- **Comprehensive Data Centre Migrations:** Full-scale migration solutions to move entire data centres to Azure, ensuring minimal disruption.
- **Workload-Specific Migrations:** Tailored migration plans for specific workloads, ensuring optimized performance and cost-effectiveness in the cloud.
- **Application Migration Services:** Expertise in moving various applications to Azure, enhancing scalability and agility.
- **Data Migration:** Secure and efficient migration of data to Azure, ensuring integrity and availability.
- **M365 Migration:** Seamless transition to Microsoft 365 for enhanced collaboration and productivity tools.
- **Exchange Online Migration:** Expert migration of mailboxes to Exchange Online for improved security and reliability.
- **File and OneDrive Migration:** Smooth migration of files to Azure and OneDrive for centralized, secure, and accessible storage.

Benefits

- **Accelerated Cloud Adoption:** Fast-track your move to the cloud with structured and strategic migration plans.
- **Minimized Downtime:** Ensure business continuity with migration strategies designed to reduce operational downtime.
- **Enhanced Security and Compliance:** Benefit from Azure's built-in security features and compliance standards for data protection.
- **Future-Proof Infrastructure:** Build a resilient and scalable infrastructure on Azure to support future growth and innovation.
- **Cost Optimization:** Optimise cloud spending with efficient resource utilization and Azure's scalable services.
- **Improved Performance:** Enhance application performance with Azure's global infrastructure and advanced computing capabilities
- **Increased Productivity:** Leverage Microsoft 365's suite of productivity tools for enhanced collaboration and efficiency.
- **Simplified IT Management:** Reduce the complexity of IT management with Azure's integrated tools and services.

Service Offerings

We understand that each organisation has unique requirements and may be at different stages of their digital transformation journey. Therefore, we have structured our service offerings to be modular, allowing each of the offerings described below to be procured independently. This approach ensures that our clients can select precisely the services that align with their current needs, without the obligation to commit to the entire suite of services:

- **Planning -** The Planning phase is critical in setting the foundation for a successful migration to Azure. The service offering involves a thorough assessment of the existing infrastructure, applications, and



data to identify the best migration strategies. Key activities include:

- Assessment of Current Environment: Analyse current IT infrastructure, workloads, applications, and data to understand migration complexities and requirements.
 - Migration Strategy Development: Formulate a comprehensive migration plan based on Microsoft's Cloud Adoption Framework, outlining the approach for moving resources to Azure.
 - Cost Analysis and Optimization: Provide a detailed cost estimate for the migration and future state in Azure, including potential savings and optimization strategies.
 - Risk Management Planning: Identify potential risks and develop mitigation strategies to ensure a smooth migration process.
 - Stakeholder Engagement: Involve key stakeholders in the planning process to align business objectives with the technical aspects of the migration.
- **Setup and Migration** - This phase involves the execution of the migration plan, setting up Azure resources, and migrating data, applications, and workloads to Azure. It can cover:
 - Azure Environment Setup: Configure the Azure environment in line with best practices, including network, security, and resource allocation.
 - Data Centre Migration: Execute the migration of entire data centres to Azure, utilising tools like Azure Migrate for an efficient transition.
 - Application and Workload Migration: Migrate specific applications and workloads to Azure, ensuring they are optimised for cloud performance and scalability.
 - Data Migration: Securely transfer data to Azure, maintaining its integrity and ensuring its availability in the new environment.
 - M365 and Exchange Online Migration: Move mailboxes to Exchange Online and transition to Microsoft 365 for improved collaboration and productivity.
- **Testing** - Testing is essential to ensure that the migrated services perform as expected in their new Azure environment. This phase can include:
 - Functionality Testing: Verify that all applications and services function correctly in Azure, identifying any issues that need to be resolved.
 - Performance Testing: Assess the performance of migrated applications and workloads, ensuring they meet or exceed pre-migration performance levels.
 - Security and Compliance Testing: Ensure that the Azure environment complies with relevant security standards and regulations, and that data is protected.
 - Disaster Recovery Testing: Test disaster recovery procedures to ensure that they are effective in the Azure environment.
- **Training** - To maximize the benefits of the Azure migration, it's important to ensure that your team is well-versed in the features and management of Azure services. Training may include:
 - Azure Management and Operations: Educate IT staff on managing the Azure environment, including monitoring, scaling, and optimizing resources.
 - Security and Compliance: Train on Azure's security features and compliance standards to maintain a secure and compliant environment.
 - Cloud Adoption Framework: Provide training on Microsoft's Cloud Adoption Framework to align future cloud initiatives with best practices.
- **Ongoing Support** - After the migration, ongoing support ensures that the Azure environment continues to meet the organization's needs. This includes:
 - Technical Support: Provide ongoing technical support to address any issues that arise in the Azure environment.
 - Optimisation and Cost Management: Regularly review and optimize Azure resources to ensure cost-effectiveness and efficient resource utilisation.



- Security Monitoring and Compliance Updates: Continuous monitoring for security threats and updates to compliance requirements to keep the environment secure and compliant.
- Future-Proofing Strategy: Offer strategic advice on evolving the Azure environment to support growth and innovation, ensuring the infrastructure remains robust and scalable.



ONBOARDING

The onboarding process for new clients to the service involves a structured and tailored approach to ensure a smooth transition. Initially, a kick off meeting is arranged to understand the client's objectives, requirements, and expectations. This is followed by a comprehensive assessment of the client's current infrastructure, applications, and data to establish a baseline for migration. Throughout the onboarding process, regular communication and updates are provided to ensure transparency and to address any concerns promptly. This structured approach ensures that clients are fully prepared and confident as they embark on their migration journey to Azure.

Offboarding

Securing exit and offboarding the client, or transitioning to another supplier, is handled with great attention to detail and security. The process begins with a comprehensive exit plan, agreed upon at the start of the engagement, which outlines the steps for data transfer, decommissioning of services, and revocation of access. We ensure that all client data is securely transferred to them or to the new supplier, employing encryption and secure transfer methods to protect the data during transit. Assistance is provided in converting data to formats compatible with the client's new environment. Following the transfer, a thorough audit is conducted to ensure no client data remains on our systems, followed by a secure and complete data deletion process. Throughout the offboarding or transition phase, we maintain transparent communication with the client and the new supplier, if involved, to ensure a seamless and secure handover.



SECURITY

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels. Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains. Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.



ORDERING AND INVOICING PROCESS

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.



CUSTOMER RESPONSIBILITIES

To ensure successful delivery of the Azure Migration service, we require several key inputs from the customer:

- **Access and Permissions:** Provision of necessary access rights and permissions to their existing infrastructure, applications, and data for assessment and migration purposes.
- **Detailed Requirements:** A clear understanding of the customer's technical and business requirements, including specific compliance and security needs.
- **Stakeholder Engagement:** Active participation and support from the customer's key stakeholders throughout the migration process for decision-making and to address any issues.
- **Technical Documentation:** Provision of current infrastructure and application documentation to aid in planning and executing the migration strategy.
- **Feedback and Communication:** Regular feedback and open lines of communication to promptly address any concerns and adjust the migration plan as necessary



ABOUT REPLY

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralised network of specialised companies.

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations