

G-Cloud 15 Service Description

Microsoft Hybrid Cloud Platform and End-user Support
Managed Services

Microsoft Hybrid Cloud Platform and End-user Support Managed Services

Flexible managed service options for bespoke requirements including SLAs and hybrid cloud technologies. Service covers all or part of your Azure and M365 platform requirements including End-user support. The Service Design will complement your capabilities and operating model design, providing a range of commercial options for baseline and extended services.

What is the Service

Utilising the extensive experience of the previously CoreAzure team, Methods provide a managed service for Microsoft Hybrid Cloud Platform and End-user Support. CoreAzure merged into Methods Business and Digital Technology in December 2023.

The Managed Service for Microsoft Hybrid Cloud Platform and End-user Support Managed Services is a comprehensive and co-ordinated set of services designed to complement an organisation’s own Managed Service Design / Operating model, particularly in the context of an evolving Cloud-based infrastructure hosting and delivery model. For many of our customers the transition to the cloud is an evolutionary process and we have delivered significant value in providing support throughout that journey.

Key to our success is technical and commercial flexibility and providing our customers with a delivery model for Managed Services that can flex over time in order to maintain the suitability of the services and value for money.

Our services focus on up to a 24*7 support capability and covers all requirement that are associated with the management of and maintaining the integrity of modern and in many cases complex Hybrid cloud platforms and environments. Our service exploits the very latest in hybrid cloud delivery, monitoring, reporting and remediation capabilities and our focus on ‘shift-left’ strategies drives down cost whilst driving up service standards.

What can it do for you

The aim of our Managed Services for Microsoft Hybrid Cloud Platform and End-user Support Managed Services is to establish continual service improvement for end-user experience and to drive down operational overheads. There are a number of benefits that we can offer our customers:

- An exemplary support model for hybrid cloud environments
- Improved first time fix and self service capabilities
- Access to skilled ITIL and Microsoft professionals
- Proactive and reactive support capabilities
- A model that adapts to your Service Operating Model
- ITSM options including Zendesk and ServiceNow which consolidates teams, data and processes on a single platform, automating manual tasks, and ITSM integration

Service Features

1. Working towards Microsoft MSP specialism
2. Microsoft Hybrid Cloud Platform and Landing Zone support and development
3. End to end 1st, 2nd, 3rd line support
4. Support to high privileged account management and Zero Trust architecture
5. Help-desk, 24*7 incident support and ITIL based fully Managed Service
6. Multi-channel incident logging and tracking
7. Platform support based on Azure DevOps and CI/CD pipeline management
8. Bespoke SLA and performance targets
9. ISO27001 and CE+ accredited
10. ITSM provision (ServiceNow or ZenDesk) or ITSM integration

Service Benefits

1. Full commercial transparency and flexible pricing model
2. Flexible pricing model allows continual alignment to service priorities
3. Focus on shift left and continuous service improvement reduces service demand
4. Reduced operational and service delivery risks
5. Reduced operational costs and associated overheads
6. Guaranteed access to wide range of specialist skills and competencies
7. Extended support options available
8. We build on existing staff investment to develop the capability of your staff
9. Commitment to skills and knowledge transfer builds capability
10. Experience of regulated environments and staff are accredited to SC, DV and NPPV3

Contact details

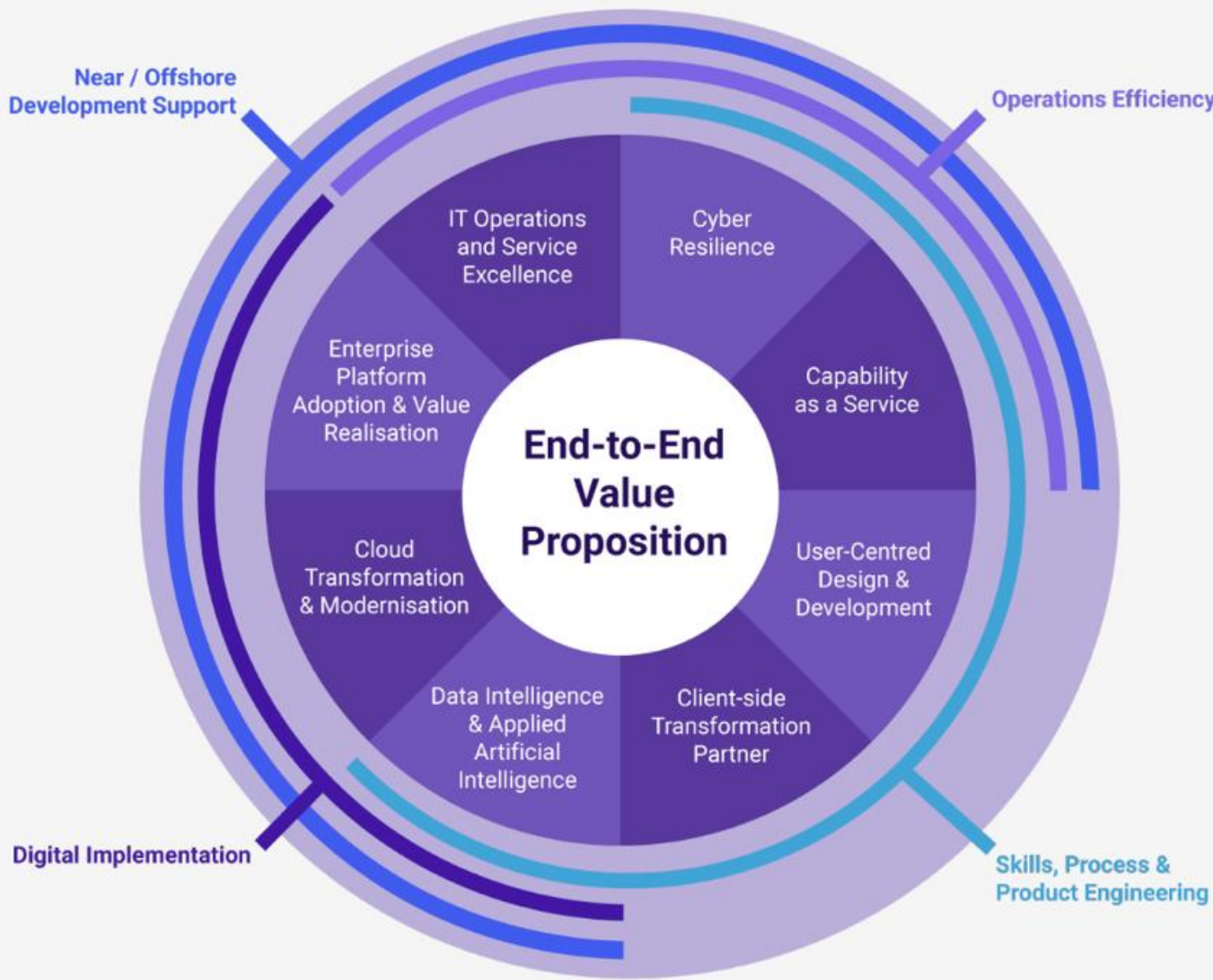
End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

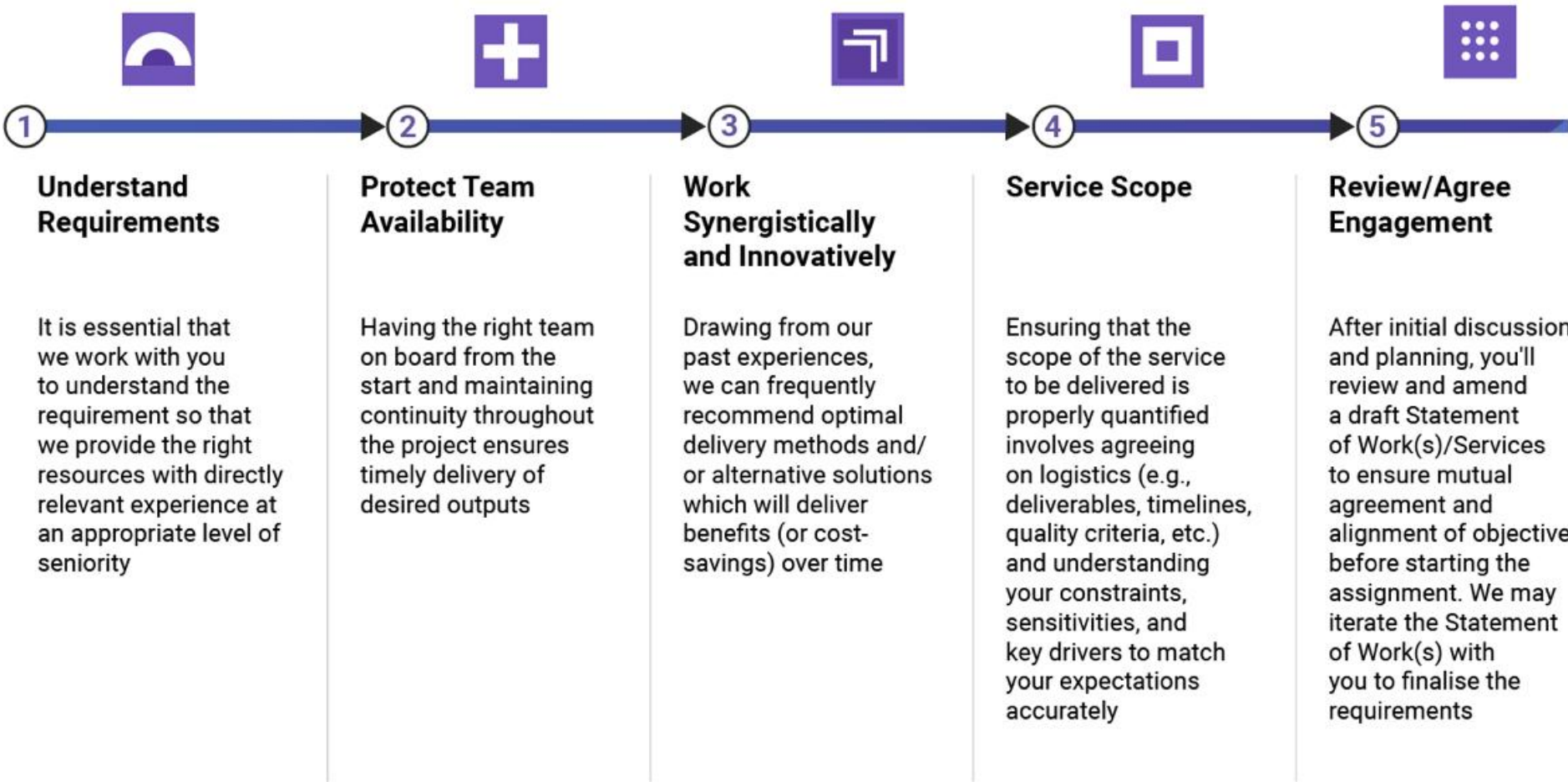
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

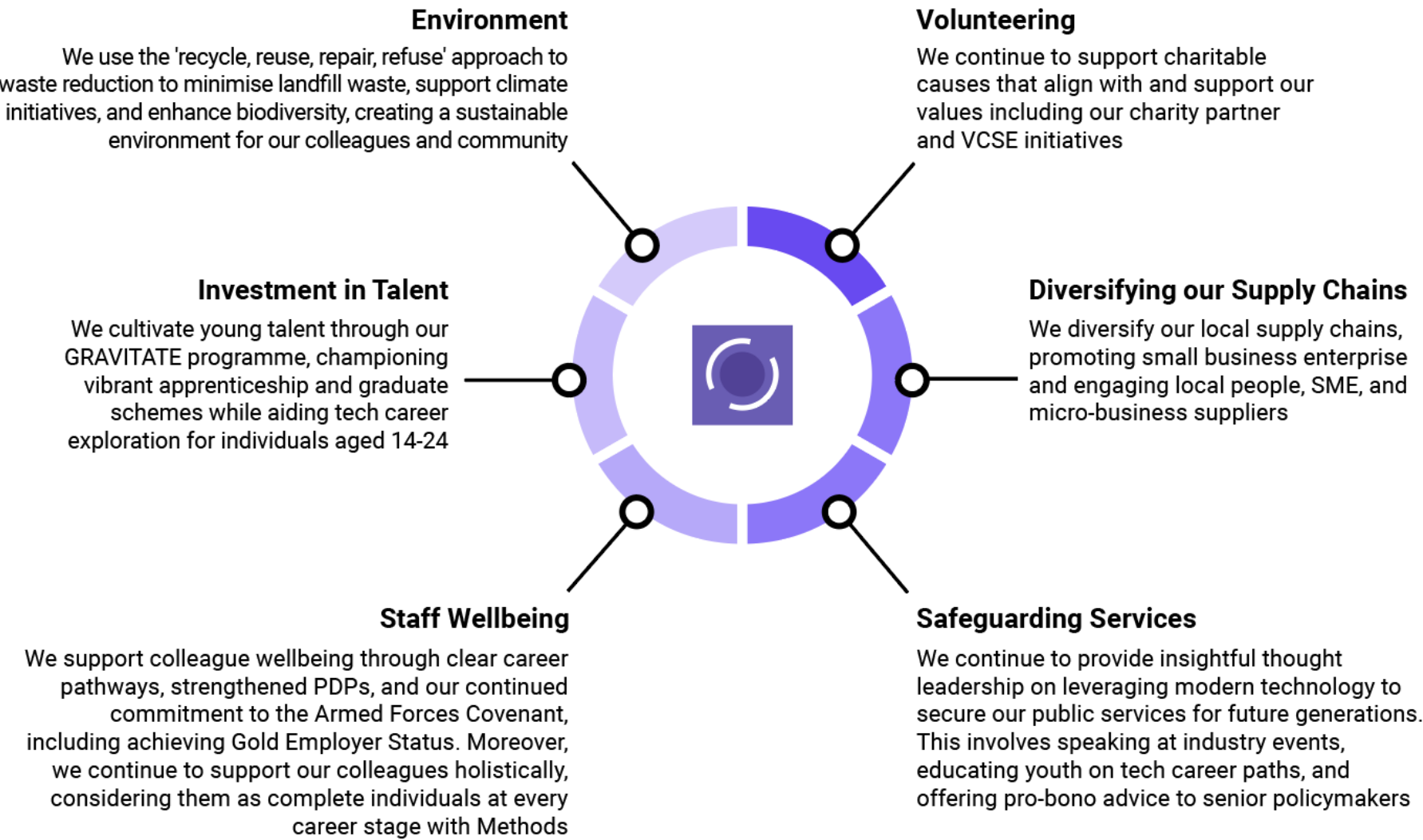


Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories



Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting** overall **service reliability, efficiency, and organisational visibility**.



Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability**. Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.