

Microsoft Azure Advisory & Cloud Readiness Services

1. Service Overview

Microsoft Azure Advisory & Cloud Readiness Services provide professional consultancy support to help organisations plan, assure, and optimise Microsoft Azure environments. Phoenix Software is a Microsoft Azure Expert Managed Service Provider, offering advisory services across readiness, architecture, governance, migration planning, and optimisation. The service is advisory and time-bound and does not include managed services.

2. Service Scope

The service may include:

- Azure readiness and current-state assessments
- Target-state architecture and landing zone advisory
- Cloud gap and constraint analysis
- Migration planning and dependency analysis
- Governance and operating model recommendations
- Cost, performance, and right-sizing optimisation
- Data auditing and information structure design
- Delivery road-mapping and documentation
- Project management and mobilisation coordination

All activities are delivered as professional services tailored to buyer requirements agreed at call-off.

3. What the Service Includes

- Professional Azure consultancy
- Assessments, advisory reviews, and recommendations
- Roadmaps, reporting, and documentation
- Knowledge transfer and engagement close-out

4. What the Service Does Not Include

The service does not include:

- Azure implementation or configuration
- Managed Azure services or monitoring
- Continuous operational support
- Software licences or cloud consumption charges
- Ongoing service ownership beyond engagement

5. Service Delivery Model

- Delivered onsite, remotely, or hybrid
- Time and materials, fixed price, or drawdown models
- Scope and deliverables agreed before commencement

6. Onboarding

Mobilisation confirms objectives, scope, governance, stakeholders, access needs, and delivery plan.

7. Exit and Offboarding

Outputs are delivered and handed over, knowledge transfer completed, and access removed. Buyer data is returned or securely deleted in line with agreed requirements.

8. Security and Data Handling

Access is limited, role-based, and time-bound, aligned to buyer security policies and confidentiality requirements.

9. Service Constraints and Dependencies

Delivery depends on access to Azure environments, billing data, documentation, and stakeholder availability. Recommendations are advisory and based on information available during the engagement.

10. Pricing

Agreed at call-off. Excludes VAT and third-party costs.

11. Service Management and Governance

Governance, reporting cadence, and escalation routes are agreed at call-off.

12. Contact and Support

Support is provided during the engagement by the delivery team. Post-engagement support is agreed separately.