



Managed Public Cloud Azure Service Definition

G Cloud 15

Lot 3 – Cloud Support

January 2026

redcentric

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1. Service Overview

In today's business landscape, it's essential to have a strong cloud infrastructure to stay competitive. However, adopting cloud infrastructure and modernising it can be a daunting task, that requires technical expertise and a significant investment of time and resources. Many businesses are looking for a way to leverage the power of the public cloud without incurring these challenges and expenses. This is where Redcentric empowers customers to mitigate these challenges and accelerate adoption. By partnering with Redcentric, businesses can focus on their core business objectives while not having to focus on the technical aspects of cloud management. This is especially important for businesses that require a flexible, evolving set of services to manage their transition to the cloud. This is why at Redcentric, we believe in forming true partnerships with our customers; establishing long-term relationships allows us to deliver maximum value through a deep understanding of our customers' businesses to achieve maximum success.

We're a global technology company focused on ensuring our customer's success, through consulting, implementation, and managed services. Redcentric specialises in accelerating time to value throughout every phase of your cloud journey — with the aim to drive achieving your business objectives fast by creating roadmaps ordering quick wins first while mapping out your medium to long-term objectives, allowing you to see results quickly while we aim to gain a deep understanding of your challenges to fully apply our expertise in processes, applications, data, security, multi-cloud, and hybrid cloud to help meet your business goals.

An Extension of Your Team

Redcentric's Adaptive Cloud Engineering (ACE) team develop and delivers modern cloud solutions that provide a wide range of support and management options which are designed to allow your engineers to be focused on your core business objectives, thereby maximising your agility and efficiencies, while keeping costs to a minimum.

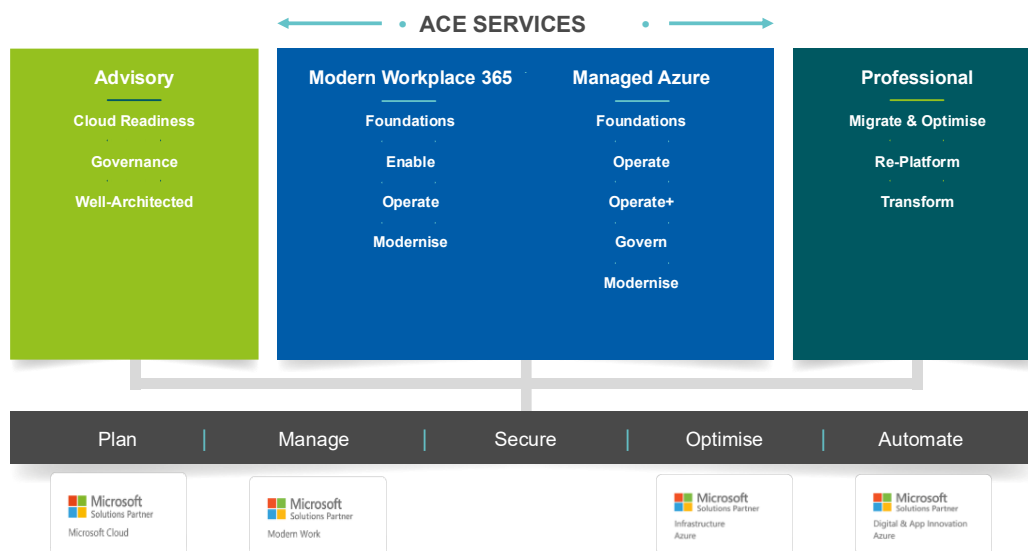
Redcentric ACE provides access to cloud expertise through an agile-based process of ongoing sprints to remediate, modernise, evolve, and improve your environment continually.

A True Partnership

Redcentric wide portfolio of Hybrid Cloud Services provides solutions across multiple public cloud vendors, our own shared cloud, private cloud, managed network, and other technology-focused services, which ensures we deliver value to you, for all your technology-based requirements and help drive better outcomes for your business.

Microsoft Services

Our Microsoft Services help address the challenges that businesses face when running Microsoft-based technology workloads within any environment; our cloud-specific services provide support for the implementation and operation of Azure and Modern Work (Microsoft 365) environments. Each Azure service can be consumed independently to ensure we can support your business through any changes and align to your business needs and budget appropriately, with all services shown here:

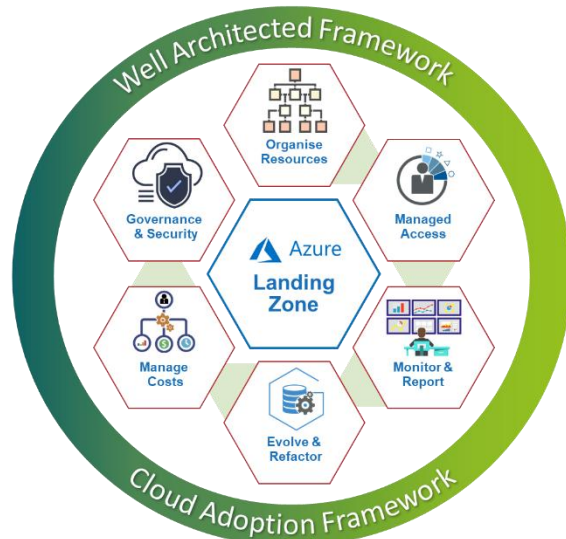


2. Our Approach

Redcentric have been working with Azure since its release in 2010, over which time we have gained extensive experience and knowledge which we utilise, along with the Microsoft Well Architected and Cloud Adoption Frameworks, to ensure every Azure environment we design, and build is aligned to best practice. Onboarding of existing Azure environments require a discovery be performed to assess how they align to our standards, any deviations found are outlined for remediation work to be carried out.

Landing Zone Considerations

- ✓ Operating Model Alignment
- ✓ Baseline Reference Architecture
- ✓ Hub & Spoke or Mesh
- ✓ Naming Conventions
- ✓ Compliance Requirements
- ✓ Security Requirements
- ✓ Monitoring Requirements
- ✓ Retention Policies
- ✓ DR, HA & Risk Mitigation
- ✓ RACI Matrix
- ✓ Deployment Timeline
- ✓ Long Term Objectives



Managed, Co-Managed or Unmanaged

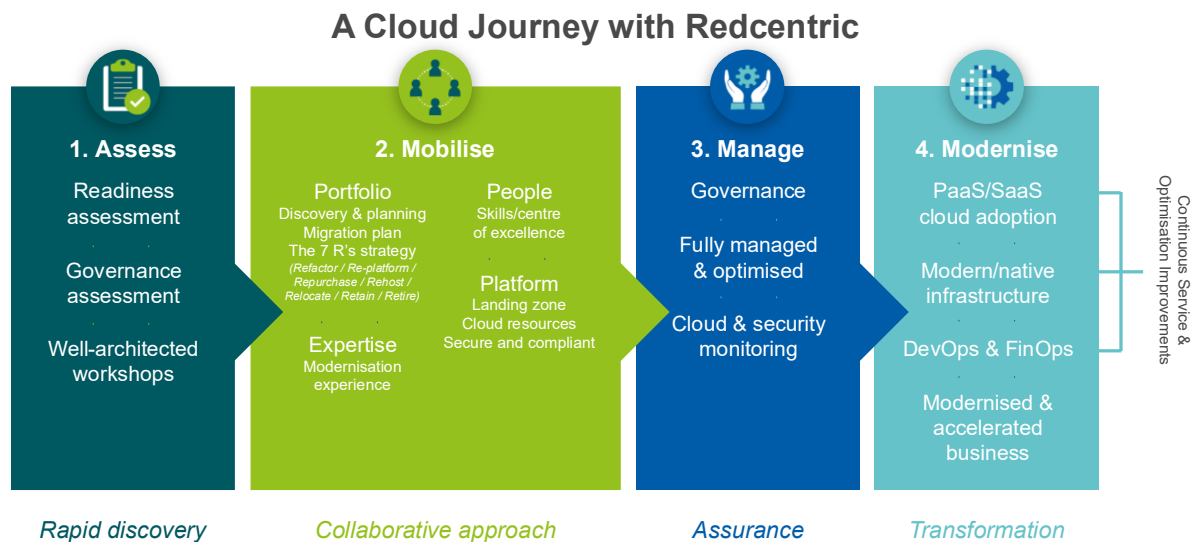
*Foundations is considered Unmanaged

In situations where the customer chooses to co-manage resources, any resources not created or altered by Redcentric will need to be onboarded before Redcentric considers them managed.

2.1. Public Cloud is a Journey, Not A Destination

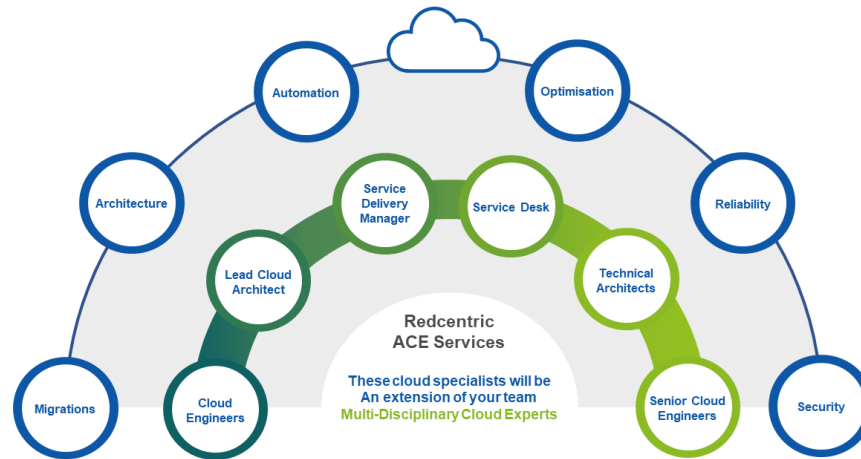
As organizations increasingly use the cloud to store and manage their data, it's important for decision makers to remember one key point: The cloud isn't a destination. It's a journey, and it's one that plays an essential role in enabling digital transformation for any organization.

For Redcentric, the cloud isn't simply where your organization goes with its data and applications; it's the experience required to optimize the use of your apps and data, no matter where they reside. Increasingly, that means embarking on a journey to a hybrid cloud, a mixture of public cloud, private cloud and on-premises infrastructure that best serves your organization's IT needs by extending the cloud experience across the enterprise, which is where a partnership with Redcentric shines the most with our approach illustrated below:



3. The Redcentric ACE Team

Redcentric ACE Support for Microsoft Azure functions as extension or in place of the customer's internal team, providing specialized resources to deliver ongoing service and support for a customer's business. Redcentric provides customers with Azure-certified solutions architects and engineers who are ready to deliver always-on support and expertise to our customers, 24x7x365.



Azure-certified Service Desk

Redcentric's Service Desk are a group of cloud-specific and certified hands-on engineers that support many different cloud infrastructures, providing wide-ranging troubleshooting and support to help ensure the customer cloud environments have maximum uptime, then escalating within Redcentric's ACE teams or Microsoft in the unlikely even we are unable to resolve the issue.

Azure-certified Engineers and Architects

The Service Desk team is backed by a team of Azure-certified ACE engineers and architects, responsible for monitoring and operational support for Azure subscriptions covered by the Managed Services offering.

Account Manager

Customers will be assigned an Account Manager to help guide them through the Redcentric support process and oversee the day-to-day management of accounts, including service, change and incident management.

Service Delivery Manager

Service Delivery Managers handle the Service Reviews, which are included automatically depending on Azure environment size. This provides customers an opportunity for regular governance sessions of your environment's performance, and to review operational information such as the status of backups, patching and antivirus.

The review may include items such as:

- Support tickets.
- Monitoring alerts.
- Upcoming change or maintenance events.
- Product roadmap updates.

Onboarding Manager

When purchasing a Redcentric ACE Managed Service, the onboarding manager is the personal contact for assistance with the Redcentric onboarding process. As a dedicated guide, an onboarding manager will work with key stakeholders to coordinate the resources and project management associated with the deployment of a customer's Azure environment.

4. Azure Managed Service

4.1. Overview

Whether you're looking to spur innovation and agility with Azure cloud, lower costs, or build operational efficiencies, the Redcentric offerings below delivered by our ACE teams can help guarantee success in Azure or across multiple platforms if you use Multi or Hybrid-Cloud.

Our ACE Microsoft Azure-certified cloud experts put cutting-edge capabilities to work for your business. We apply deep expertise in cloud strategy, cloud-native development, containers, application modernisation, and workload management to help you accelerate innovation with Microsoft Azure.

As you pursue this evolution, you need more than just support. You need help understanding how to scale your IT organisation in an agile world, how to transform your environment and how to streamline your operating models. This is why many organisations need more than the traditional managed services models, which are constrained to fit the boundaries of the past.

This is why we've packaged the complexities of the cloud journey into 5 independent managed offerings to support a customer at every stage of their journey while achieving the best of both worlds with a cost-efficient standardised approach and the flexibility needed in the cloud, as depicted here:

Foundations	Operate	Operate+	Govern	Modernise
✓ CSP benefits ✓ Redcentric Service Desk ✓ Self-Service Portal ✓ ACE Escalations	✓ Managed Platform ✓ Managed Azure Network, Firewalls & Edge Services ✓ Managed Storage ✓ Managed Backup ✓ Tagging, Monitoring & Reports	✓ Operate Features PLUS: ✓ Platform Optimisations ✓ Entra ID Optimisations ✓ Automation, Auto Scaling & Recovery ✓ Landing Zone Standardisation ✓ PaaS Configuration & Management	✓ Advisory Led ✓ Cost Monitoring & Optimisations ✓ Compliance Assistance ✓ Resource Consistency ✓ Assisted regulatory compliance ✓ Security governance ✓ Discount Management ✓ Reporting	✓ Tailored Service ○ DevOps ○ Release Management Support ○ Dedicated TAM ○ Containerization ○ Modernisation ○ OS-Upgrades ○ Custom Dashboards ○ Application, Sentinel & Integration Support
Free for CSP Customers	Percentage Based + Minimum Fees	Percentage Based + Minimum Fees	Fixed-Fees	Per-Block-of-Hours-Fees
Supplementary Services				
Managed OS Managed DB Managed Firewall Appliances Managed Advanced Workload Network & Connectivity HSCN Connectivity Managed SIEM / SOC vCISO				

4.2. Service Geographic Availability

At this time, Redcentric customers can deploy resources to all existing Microsoft Azure regions along with Redcentric Managed Services as of the publication date of this document. Foundations are only available for sale in the United Kingdom and Europe, where the primary tenant must reside, though customers can still deploy resources to all other Microsoft Azure regions. This excludes some of the Microsoft Azure Sovereign Regions (e.g., Azure Gov and Azure China). Some Azure regions are available only to customers with specific billing addresses in that region. Contact a Redcentric if you have questions about a specific region.

4.3. Redcentric CSP benefits

Azure Cloud Solution Providers (CSPs) like Redcentric offer several benefits that make them the ideal partner for businesses looking to leverage cloud infrastructure. Unlike purchasing directly from Azure, CSPs provide a more personalised and tailored service that is based on the specific needs of individual customers. This includes customised pricing and support plans that are designed to meet the unique demands of each business.

Moreover, CSPs offer a single point of contact for all Azure services, which makes it easier for customers to manage their cloud services. CSPs also provide additional services and support beyond what is available through Azure, such as migration assistance, security assessments,

governance services, and ongoing monitoring and management. These services can help businesses optimise their cloud infrastructure and ensure they get the most out of their investment in Azure.

Additionally, partnering with a CSP provides a more flexible billing model that allows customers to pay monthly for only the services they use, rather than committing to an annual contract. This can help businesses manage their costs more effectively and avoid unexpected expenses.

Overall, working with a CSP like Redcentric can provide businesses with a more streamlined and efficient experience when adopting cloud infrastructure. Through personalised support, a single point of contact, additional services, and flexible billing options, CSPs can help businesses optimise their cloud infrastructure and achieve their business goals. Thus, starting with our free Foundations offering paves the way to accelerated success.

4.4. Service Offerings & Benefits

Azure – Foundations

A customer's cloud modernisation journey typically starts here, with Redcentric's Public Cloud (Azure) Foundations. Foundations is suitable for all Microsoft CSP subscription types, can be unmanaged, co-managed, or fully managed, and gives customers prioritised access to Redcentric's project-based Adaptive Cloud Engineering teams, as well as the CSP benefits:

- Provisioning Advice
- 24/7 Service Desk
- Self-Service Portals
- Escalated Microsoft Support

Azure – Operate

Operate empowers customers to focus on their business objectives instead of the day-to-day. It comes in two tiers, Operate provides baseline tooling, monitoring, and access to ACE certified cloud specialists for day-to-day operational support and management. Operate takes the everyday platform complexities from an IT team, to deliver standardised operations and incident response to ensure that the customer's Azure environment is:

- Managed
- Has Operation Excellence
- Securely Connected
- Monitored & Reported

Azure – Operate+

Operate+ builds on Operate, adding optimisation capabilities to improve performance, automation, efficiency, and reliability with industry-leading tooling. Operate+ is best paired with the Govern service to ensure customers achieve the highest level of success with their investment to ensure that the customer's Azure environment is:

- Fully Managed
- Well-Architected
- Optimised & Efficient
- Resilient
- Organised & Standardised

Azure – Govern

Govern is a consultancy-led offering with fixed fees to support the planning, compliance, budgeting, deployment, operation, and success of an Azure environment. We provide an integrated audit and consulting approach for reviewing and advising organisations on their usage of the Azure platform to ensure that the customer's Azure environment has:

- Budget Controls & is Cost Optimised
- Policy Management
- Compliance Remediation Assistance
- Compliant Infrastructure

Azure – Modernise

Modernise is not a whole service offering by itself but is tailored specifically to the customer's requirements through customisable deliverables in the form of pre-purchased hours. This can be used to supplement the standard offerings and is the best way to accelerate your business's cloud journey to deliver complex cloud operations via Redcentric ACE experts. Whether you desire a deeper technical relationship to drive outcomes or need assistance handling your architecture's complexity, the ACE team can assist an organisation in finding the right solution to ensure an Azure environment has any of the following as a few examples:

- Cloud Native & Modernised
- Achieving the Lowest TCO
- Integrated with Customised Monitoring
- Supported for DevOps

4.5. Azure Advisory Services

For many businesses, the move to public or private cloud seems out of reach as they have neither the resources nor the expertise to define a successful cloud migration strategy. At Redcentric, our Consulting and Advisory Services team brings the world's best cloud experts together to help shape your business and deliver outcomes with a cloud solution built according to best-practice architecture design and processes.

We'll start with a thorough analysis to understand your needs and identify opportunities to help you excel. From assessment to ideation and true innovation, we work alongside your team, providing the guidelines, guardrails, and expertise you need to be successful.

Each advisory offering is based on Azure industry-leading frameworks, extended with many years of Redcentric expertise to accelerate a customer's business objectives and success.

Cloud Readiness	Governance	Well-Architected
✓ Workload Ideal Placement ✓ Workload Right Sizing ✓ Storage Right-sizing ✓ Platform/Workload Estimates ✓ Biggest Implication Recommendations ✓ Highlight High-level Risks	✓ Review Provisioned Resources, Monitoring, Optimisations & Tradeoffs ✓ Cost Reporting & Optimisations ✓ Compliance Assistance ✓ Resource Consistency ✓ Assisted Regulatory Compliance ✓ Security Governance ✓ Process Measurement ✓ Review Security & Compliance ✓ Review & Advise Policies ✓ Resource Consistency ✓ Deployment Acceleration Policies ✓ Azure discounts	Includes Everything In Cloud Readiness & Governance PLUS: ✓ Performance Efficiency & Reliability ✓ Monitoring, Review, Selection & Trade-offs ✓ Foundations Review, Workloads Architecture, Change Management, & Failure Management ✓ Sustainability ✓ Region Selection, Alignment-on-demand, Software Architecture, Hardware, Services Process & Culture ✓ Operation Excellence ✓ Organisation, Prepare, Operate & Modernise
2-Day Engagement with up to a month of workload scanning if needed, usually depending on workload peak/troughs.	2-5 Day Engagement based on Cloud Adoption Framework, with a workshop at the end to go through the output and educate key stakeholders	Start with a free 4-hour workshop, then a 1-3 Week Engagement based on a Well-Architected Framework, with a workshop to agree objectives, then workshops to go through the output and educate key stakeholders

Cloud Readiness Assessment

For customers moving applications into the cloud, the Cloud Readiness Assessment's in-depth discovery and design service delivers a robust target architecture and adoption plan. This service is required when the environment exceeds 10 applications, 20 source machines, or five discreet workloads in scope. Redcentric solutions architects work with customers to define the scope and agree-upon a price for the project, or alternatively, the cost of this assessment can be deducted from any work or services taken post-completion.

Governance Assessment

One-off governance assessments help organisations assess their current governance posture and identify future improvement needs to build or contribute to the governance roadmap. This service is consultancy-led with a fixed price that can be offset by the savings it brings. It will address security baselines, cost management, identity management, resource consistency, and deployment acceleration, in line with the MVP policies recommended in Azure's CAF.

Well-Architected Workshops

The Azure Well-Architected Review by Redcentric helps take the guesswork out of making sure your existing solutions on Microsoft Azure meet industry best practices for security, availability, and operational excellence.

The Well Architected Review starts with a free 4-hour workshop, which typically expands into a 1-3-week engagement depending on what is needed, this allows Redcentric ACE experts to quickly review a customer's environment to provide immediate guidance and create a list of opportunities for improvement. The engagement aligns with the 5 pillars of the Microsoft Well-Architected Framework (Cost Optimization, Operational Excellence, Performance Efficiency, Reliability and Security).

4.6. Azure Professional Services

Adaptive Cloud Engineering (ACE) Professional Services

Eliminate technical debt, fix flawed security, or bring disparate data together with our IT security professional services. When your technology environment is working for you, your company can focus on getting ahead rather than on what holds you back. Our experts design and build cloud solutions that move your business forward.

Using cloud-native approaches based on leading DevOps practices, we help you modernise your applications and data, build in the leading security solutions and deploy everything on the right cloud infrastructure for maximum effectiveness. We've assembled a professional services team that brings you expertise for leading applications, data architectures and technologies, and security best practices – across every major cloud platform.

We make keeping up with rapidly changing cloud technologies our business, so you can get the most out of yours.

Additional technical services can be used for transformative projects with fixed outcomes to specific T&M activities, such as CI/DC pipeline assistance, which can carry additional monthly fees. In addition, set-up fees may apply.

Build & Migrate	Re-Platform	Transform
✓ Evaluate an existing asset and establish a migration plan to Rehost ✓ Landingzones creation & standardization if needed ✓ Lift and Shift workloads or Create New ✓ Replicate the functionality of an asset into the Landing Zone infrastructure ✓ Review the performance, cost, access, and operational capacity of an asset ✓ Optimise asset based on review output ✓ Ensure an asset is ready for ongoing operations ✓ Roadmap possible improvements ✓ Highlight high-level risks	✓ Evaluate an existing asset and review possible Refactor or Rebuild options ✓ Establish if a POC is needed ✓ Model the performance, cost, access, and operational capacity of the change ✓ Either POC or Deploy improved asset ✓ Replicate the functionality of an asset into the Landing Zone infrastructure ✓ Monitor and review the improved asset ✓ Ensure an asset is ready for ongoing operations	✓ Application Walkthrough: The customer to provide a guided walkthrough of their application components with the ACE teams ✓ Explore dependencies, features & options for possible Re-Architect ✓ Set Innovation Goals ✓ Provide Modernisation solutions or options ✓ Establish if a POC is needed ✓ Innovation Phasing to minimise risk ✓ Monitor and review the improved asset ✓ Ensure an asset is ready for ongoing operations

Build & Migrate Projects

Redcentric Azure Migration Services provides a comprehensive consulting package allowing customers to leverage a team of experts across Infrastructure, Database, DevOps, Networking and Security.

Migrating workloads & production services to Azure can be challenging & costly if poorly executed. Although it's relatively easy to undertake a "lift & shift" migration to Azure this rarely delivers on transformation & ROI requirements. Ensuring a best practice deployment & appropriate governance controls is often overlooked as part of migration planning.

Our services follow the successful deployment of a Landing Zone. We assess migration workloads & move a cloud-native operating model to ensure a maximum return of a migration to Azure. Our typical approach focuses on move groups aligned to an application/service line while optimising along the way for maximum success

Re-Platform Projects

If you're looking for quick wins with a migration solution that gets your workload onto the cloud, with minimal code changes, consider re-platforming. This involves porting your application's components to a new runtime platform where your application's features and functions stay the same, and you can take advantage of the cloud's inherent cost savings and scalability, with minimal effort. Plus, you can continue to derive value from your legacy solution.

Transformative Modernisation

Our Azure Modernisation Consulting package is for customers who wish to modernise an application using Azure native services without making a wholesale redevelopment to the application.

Migrating & modernising applications to leverage Azure native services requires a number of different skills & extensive experience. Understanding how to create best practice approaches & solutions for handling micro-services & replacing legacy components with Azure services will require the experience of a partner who has been through the process before & works closely with Microsoft to apply best practices.

5. Flexible ACE Migrations

Wherever you are in your cloud journey, whatever business outcomes you would like to solve, whichever workloads you would like to migrate, we'll meet you there and simplify and manage your path forward with our end-to-end cloud services.

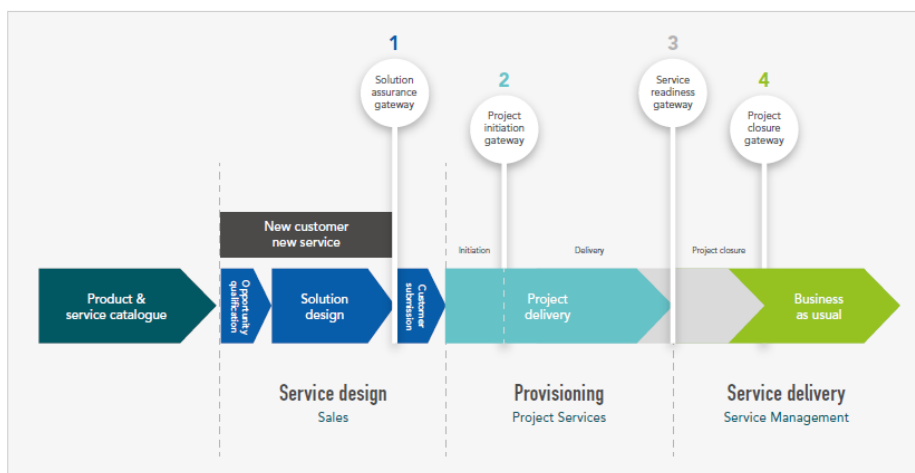
Working alongside your team, we'll help you understand your options, identify, develop and deploy solutions that help you achieve smarter business outcomes, then migrate and manage your Azure cloud solutions so that you can focus on innovation and modernisation.

To launch Azure services successfully, service design, onboarding and transition will be required to prepare and test both the environment and the managed services processes. The Redcentric ACE team will undertake several workshops to discuss and confirm each element of the service, to ensure all parties are aware of roles and responsibilities in advance of service launch.

Service transition and onboarding covers areas such as ticket management setup, platform readiness with knowledge share, and finalising all ITIL practices. A test and acceptance criteria are captured and signed off, to allow for the Managed Azure service to commence.

After service launch, Redcentric uses a formal service transition framework as the basis to carry out acceptance into service procedures, for new services landing into managed services. We typically engage at the initial stages of a project to ensure service operation adoption and readiness is planned and carried out correctly. This materialises as follows:

- To review designs, build and test artefacts to ensure supportability.
- Conduct Readiness Assessment to ensure that the customer's workloads are compatible with the Azure environment and align with Azure best practices.
- Attend change review boards to gain early sight of changes by way of knowledge acquisition.
- To witness and validate designs and builds are delivered as proposed and intended.
- Complete operational into service documentation, training and runbook enablement, which is required as part of the service hand-over.



5.1. Initial Tenant Setup

If a customer is new to Azure, then Redcentric can help get a customer's cloud journey started with our Azure ACE Implementation Service. To facilitate a move to Azure, we are able to offer the following services to get started.

Initial setup and configuration of essential Azure Products to best practice standards, this includes:

- Tenant Setup: creation of Azure Tenant, license provisioning, configuration of domains & setup of administrative accounts.

- Core Identity Configuration: creation of core identities to be used within Azure Cloud Environment. New identities can be created entirely in cloud, or a hybrid environment can be configured with an on-premise Active Directory Domain Services using Entra ID Connect.
- Configure Security Policies and Compliance: best practices configuration of baseline security settings (e.g., enforce MFA, disable legacy authentication).
- Create Required Subscriptions & Ready to Deploy Landing Zone: Establish the necessary Azure subscriptions, Implement resource tagging and define policies, budgets and usage monitoring.
- Define and Deploy Landing Zone Architecture Code:
- Establish Network Topology and Security Perimeter: Setup VNets, subnets, and configure NSGs and ASGs to Implement Azure Firewall, DDoS Protection, and VPN or ExpressRoute connectivity as needed, ensuring secure connections from on-premises to Azure.
- Enable Azure Policies and Blueprints: Apply Azure Blueprints to automate the deployment of specific configurations, security controls, and resources in the environment, ensuring a consistent and compliant setup.

5.2. Migration Support

Post Migration, Redcentric are able to provide the appropriate services to get a customer's AZURE tenant to a state suitable to begin or modernise a customer's cloud journey.

The following services are available to assist post-migration:

- Migration support is available for all environments*, including but not limited to:
 - Identity migrations from on-premises AD, existing Entra ID tenants or third party IAM providers
 - Data migrations from on-premises servers, existing Azure tenants, or other cloud platforms
- Modernisation, upgrades, development support, pen testing, security reviews and services or optimisations via assessments.
- Integrations with other cloud platforms to support Hybrid & Multi-Cloud designs.
- *Most migrations will require admin level access to the existing environment to facilitate, with read access to existing configurations as a minimum.

5.3. Service Transition and Early Life activities

Should either Foundation, Govern, Operate, or Modernise be onboarded, there are several key differences post migration before the offerings can be considered active.

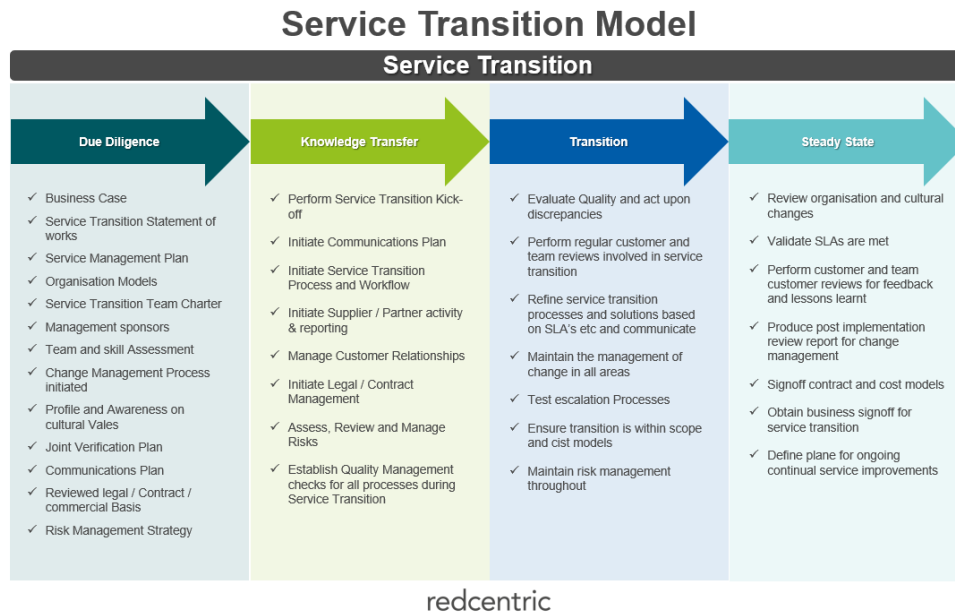
During the Design phase, Service Onboarding will cover the following activities:

- An introductory meeting, run by the Redcentric Service Delivery Manager (SDM) allocated to the customer's account.
- Engagement with the Redcentric Service Management team to run through how the customer will be onboarded, and what service management functionality and processes will be applied, and what information will be needed in order to set up the various Redcentric systems, SMAX and My Services portal correctly.
- How service engagement will work, for example, will individual sites be logging issues/requests directly with Redcentric or will there be a centralised first line triage function within the customer's organisation.
- If there is a requirement to implement a B2B link between the Redcentric and the customer's ITSM systems, and how this will be implemented.

- Provision of collateral which will enable the customer to communicate the above processes internally.

The Redcentric Transition Programme Governance process provides a series of quality gateways from the perspective of operational support and service management, to facilitate a seamless transition of services from the customer's existing provider to Redcentric. The governance framework provides three quality gateways with standardised criteria against which the project is reviewed, before being approved to proceed to the next phase.

The illustration below shows the steps and actions that are followed in the service transition.



6. Associated Redcentric Services

Redcentric Managed Azure is built upon Microsoft's Azure platform, with the main goal to Modernise IT for organisations that want to focus on growth and not keeping the lights on. While not a requirement, Redcentric prides itself on being able to cover all business requirements end to end no matter the platform, thus this service complements or can be complemented by the following:

- Managed Windows Server
- Managed Linux Server
- Managed Database
- Azure Virtual Desktop
- Network & Connectivity
- Business Voice & Collaboration
- Modern Workplace 365 (M365)
- Managed AWS
- HSCN Connectivity
- Managed Backup (Acronis / Veeam Based)

Advanced Monitoring

A number of additional advanced monitoring services are available that can improve and maintain user experience and compliance. Small examples of these services include:

- Custom tooling
- Synthetic monitoring of web application transactions & real-user monitoring
- Application performance monitoring (APM)
- Log management

Hybrid Connectivity and Integration

Redcentric provides hyperscale cloud connectivity services to facilitate hybrid and multi-cloud configurations, along with critical HCSN connectivity. Please request the Hyperscale Connect services service guide for additional information.

Managed SQL Server & Database

We will perform monitoring, support and health checks using a set of in-house developed monitoring and maintenance packs that we install on all Redcentric managed instances of Microsoft SQL and Azure SQL instances.

Modern Workplace 365

The Modern Workplace 365 Service represents the future of work, where complexity and risk are minimised, and productivity and collaboration are maximised. This service extends beyond the traditional Managed M365 offering, encompassing a comprehensive modernisation service with digital workspaces and dedicated end-user support.

Small examples of these services include:

- Managed Entra ID
- M365 Backup
- Intune Management
- Device Management
- Application Support
- End User Support
- AVD Management
- IT Modernisation

The above services are only those relevant to Managed Azure and is not a complete list, for a complete list please see the Redcentric website.

7. Scope of Managed Azure Offerings

The matrices below outline what is included and who is considered primary for Redcentric's Managed Azure services.

Scope Key:

- ✓ **Included**, as **Redcentric with primary responsibility** and customer with secondary should information or testing be needed, though if the requirement is complex, a chargeable professional project may need to be created.
- ✓ **Included**, except the **Customer is primarily responsible** with Redcentric providing basic support, configuration & reasonable assistance to the customer with analysis and resolution of issues, if the requirement is complex, a chargeable professional project may need to be created.
- + **Addon**, for common activities which are typically done as a project.

Complex – This describes an activity that takes multiple days to complete and requires chargeable professional services.

7.1. Service Provisioning

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Access to Microsoft Self-Service Provisioning Portal Foundation customers only.	✓				
Microsoft Escalation Support 8x5 for Foundations 24x7 for Operate & Above Escalated support to Microsoft engineers and access to proactive cloud enablement services.	✓				
Tenant and Subscription Provisioning	✓				
Service Desk 9x5 for Foundations 24x7 for Operate & Above Access to the Redcentric ITSM platform and L1 Service Desk Analysts for first-line fix or resolution.	✓	✓	✓		✓
Telephone/Remote Support All Support/Managed Services are delivered remotely unless on-site engineering is contracted separately.	✓	✓	✓		✓
Redcentric ACE Teams 9x5 Standard, 24x7 Available Access to Redcentric ACE Teams for L2-4 incidents, changes, requests, & resolutions for many of the deliverables stated in the scope.		✓	✓		✓
Redcentric ACE Consultative Engagement 9x5 Only Either for proactive scheduled engagements, thought leadership or recommendation activities.				✓	

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Landing Zone Deployment & Standardisation Using existing templates, policies and code to standardise and automate the deployment of new subscriptions		+	✓		+
Onsite support This is a bespoke, chargeable addition.					+

7.2. Identity Management

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Entra ID Identity & Access Group Management For Admin level accounts only, for Managed user accounts, see Modern Workplace 365.		✓	✓		+
Subscription Identity & Access Permission Management To ensure admin-level security access is consistency across subscriptions and resources		✓	✓		+
Managed Application Registrations, Managed Identities & Apps Deployment of pre-defined templates or workshopped configurations		✓	✓		+
Identity Risk Baseline Reviews Discover and define processes to manage exceptions to the baselines needed for Entra ID.				✓	+
Access Review Auditing any accounts that access, service, develop or manage Azure resources.				✓	+

7.3. Best Practices and Architecture

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Azure Architecture Design, Strategy, and Standards Design of Azure environment deployment based on analysis of each application and requirements					+
Azure Architecture Diagrams Of existing Azure Infrastructure On-demand visual depictions of a customer's current Azure deployments					+
Azure Architecture Reviews & Recommendations Environment review conducted by Certified solution architects focused on delivering operational stability, security and performance.					+
Supplier Management Including Day-to-Day Problem Reporting, Liaison, and Escalation.					+

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Guidance on Upcoming Technologies Guidance on new public cloud technologies from Azure experts.					+

7.4. Cloud Management

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Resource Naming & Tagging Using either workshopped naming conventions or those pre-defined.		✓	✓		+
Azure Storage Management Supports all Azure storage account types.		✓	✓		+
Management of Azure Network and Edge Services Such as gateways, firewalls, load balancers, and WAF's etc.		✓	✓		+
Private End-Point Management		✓	✓		+
Automated Power-Down Scheduling Advised but not required to achieve additional cost savings.			✓		+
Management of Key Vaults The customer always owns all Keys/Certs.		✓	✓		+
Azure Backup Including the configurations of the backup policies dictated by the customer, along with recovery assistance within Azure.		✓	✓		+
Compute Performance Optimisations Based on customer requests or the output from the Redcentric ACE Governance team via the Govern Service.			✓		+
Network Optimisations Based on customer requests or the output from the Redcentric ACE Governance team via the Govern Service.			✓		+
Workload Size Optimisations Based on customer requests or the output from the Redcentric ACE Governance team via the Govern Service.			✓		+
Storage Optimizations Based on customer requests or the output from the Redcentric ACE Governance team via the Govern Service.			✓		+
Azure Workload Creation Based on customer requests or combined with the Managed Server Service, the Redcentric ACE team can create workloads in Azure to meet customer requirements.		✓	✓		+

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Ideal Workload Placement Recommendations Based on customer requests or the output from the Redcentric ACE Governance team via the Govern Service.			✓		+
VM Scale Sets & Grouping Policies Advanced scale set and grouping configuration, monitoring and alerting.			✓		+
App Services Configuration & Integration.					+
Appliance Stand-Up Deployment of Pre-Defined Template		✓	✓		+
Appliance Management Dependent on the supportability of the OS and application the appliance runs.			✓		+
AKS Management Our AKS management service provides: ✓ Service deployment ✓ Version upgrades ✓ CI/DC pipeline config, support and change for infrastructure only Monitoring integration					+
Azure SQL as a Services Configuration & Deployment Configure + basic management of initial deployment, advanced management is an additional service as seen under optional Managed Database Service.		+	✓		+
Infrastructure build-out services: Get infrastructure-as-code templates					+

7.5. Governance & Security

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Budget Setting and Budget Alerts Agree on budget thresholds and set alerts/actions should they be breached.				✓	+
Budget Forecasting A review of the optimisation tools and recommendations for controlling spend.				✓	+
Cost Analysis and Recommendations Azure Advisor Review: Work through the advisories and agree actionable items.				✓	+
Optimisation & Ideal Workload Placement Recommendations				✓	+

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Recommend the ideal placement of workloads for cost and security.					
Resource Utilization Reviews With the focus often on growth, auditing resource effective utilization can drive tangible savings.				✓	+
Resource Consistency Reviews Workshopped reviews of policies, tagging, documentation and regular engagement, our ACE teams will drive consistency throughout a customer's infrastructure.				✓	+
Data Storage Location / Retention and Process Reviews To determine if the storage is an appropriate use of block, object, database for data types, or is cost optimised across storage tiers, lifecycle and archiving methods.			✓	✓	+
Deployment Acceleration Acceleration through centralisation, consistency and standardisation across templates (Transformation).					+
IT Chargeback & Showback for Azure Consumption A standardized IT chargeback and showback enables organizations to understand and effectively allocate how various divisions, business units or cost centers are consuming IT services.				+	+
Cloud Application and/or End-Point Protection Standard Policy Management inside Azure Examples such as Defender for Cloud are included for assigning and managing templated policies and agents. See Core Competencies for supported security platforms.				✓	+
Cloud Application and/or End-Point Protection Custom Policy Management inside Azure Examples such as Defender for Cloud are included for creating, assigning and managing custom policies and agents. See Core Competencies for supported security platforms.					+
Cloud Application and/or End-Point Protection Outside Azure See optional services for details.					+
Microsoft Sentinel Setup + Configure of the Sentinel platform, management is an additional service as seen under optional MDR / SOC services.					+
Application Vulnerability Support (Providing Defender for Endpoint is set up) identification and patching remediations of vulnerabilities for supported applications (Cloud		+	+		+

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Application and/or End-Point protection required).					
OS Vulnerability Patching Remediation of identified vulnerabilities (Cloud Application and/or End-Point protection required).		+	+		+
Blueprint & Policy Definition Creation Customising existing or creating new Azure blueprints to align with compliance requirements.				✓	+
Blueprint & Policy Definition Assignment Assigning existing Azure blueprints to align with compliance requirements.				✓	+
Compliance Score Remediation Assistance Getting to 100% compliance can seem an impossible task as some requirements can be unattainable, the ACE team will work closely with the customer to build a roadmap, drive remediation, identify false positives and eliminate non-compliance.				✓	+
Compliance measurement for SLO/SLA purposes Compliance monitoring against security standards using native functionality e.g. NIST, CIS, PCI, etc.				✓	+

7.6. Monitoring

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Default Monitors & Dashboards Template-driven dashboards deployed and configured.		✓	✓		+
Custom Monitors & Dashboards Bespoke dashboards to fit all business infrastructure needs. Multiple monitoring solution options are available.					+
Application Monitoring Possible additional charges for application agents.		+	+		+
Agent Monitoring Configuration Configuration of Redcentric standard monitors for incident ticket creation.		✓	✓		+
Platform Availability Monitoring Set up dashboard and alerts.		✓	✓		+
Baseline Security Configuration Monitoring and Notification Alerts are configured for security baselines defined in workshops to notify of drift against objectives.				✓	+
Policy Adherence/Drift Alerting & Reporting Standard				✓	+

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Alerts are configured for policy baselines defined in workshops to notify of drift against objectives.					
Policy Adherence/Drift Alerting & Reporting Bespoke Alerts are configured for alert/reporting baselines defined in workshops to notify of drift against objectives.				✓	+
Updates to Cloud Monitoring On-demand changes to the configuration of Redcentric standard monitors.		+	+	+	+

7.7. Reporting

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Deployment of Standard Reports Template-driven reports configured and scheduled.		✓	✓	✓	+
Customised Reports Template-driven reports are configured and scheduled.					+
Patch Compliance Reporting On-demand report of patch compliance detail.					+
Monthly Spend Reporting by Usage / Service Regular reports are provided based on standard templates or the custom output of the Govern service. (Scheduled)			✓	✓	+
Policy Compliance Score Reports Regular reports are provided based on standard templates or the custom output of the Govern service. (Scheduled)			✓	✓	+
Run Reports on a Scheduled Basis and Provide Malware / Vulnerability Detection Reports (Based on the agreed schedule and dependent on the application and/or end-point protection software used).				✓	+
Azure Resource Usage Regular reports are provided based on standard templates or the custom output of the Govern service. (Scheduled)			✓	✓	+
Application Patching Tooling Asset lists, (Deployment Collections) list of all assets currently in scope as well as their current collection memberships and deployment windows. (Scheduled)					+
Cost Reporting Against Baselines Regular reports are provided based on standard templates or the custom output of the Govern service. (Scheduled)			✓	✓	+

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Cloud Security Benchmarks and Compliance Reporting (Azure Secure Score, Defender Policies) Based on initial workshop output and benchmarked against objectives. (Scheduled)				✓	+
Annual Assurance Assessment Based on initial workshop output and benchmarked against objectives. (Scheduled)					+
Annual Risk Assessment Prioritized list of risk scenarios mapped to processes and technical controls. (Scheduled)					+
Trending Analysis					+
Infrastructure as Code Drift Reporting				✓	+

7.8. Business Review Activities

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Quarterly Service Reviews A customer's service delivery manager reviews reporting summarising their account usage details.		✓		+	+
Monthly Service Reviews		+	✓	+	+
Quarterly Business Reviews A customer's account manager delivers a quarterly business review that details spending and operational actions of the prior three months and plans activities for the next quarter.		+	✓	+	+
Consultative Engagement to Engage Key Stakeholders to Drive Governance Forward				✓	
Roadmap Reviews In-depth roadmap reviews for Redcentric offers and Azure products to align with the customer's business objectives.					+
Monthly Stakeholder Engagement				+	+

7.9. Combining Service Offers

Customers can take a single service for a single subscription to take all services for all subscriptions. It is recommended to take equal services for the subscriptions that need them, though not required.

8. Redcentric ACE Azure Core Competencies

The following table enumerates the core Azure competencies supported by Redcentric ACE Engineers. All Azure cloud services outside of those listed below are to be considered reasonable endeavours and may be subject to additional billable time (including training time, as applicable) in order to troubleshoot/support.

Azure Service	Service Type
Virtual Machines (VM)	Compute
VM Scale Sets (VMSS)	Compute
Batch	Compute
Reserved Instances (RI)	Compute
Azure Kubernetes Service (AKS)	Compute
App Service Environment (ASE)	Compute
SQL database	Data & storage
Azure Storage	Data & storage
Azure SQL	Data & storage
Azure SQL – Managed Instance	Data & storage
Managed Disks	Data & storage
Import/Export	Data & storage
Redis Cache	Data & storage
Cosmos DB	Data & storage
Search	Data & storage
Virtual Network	Networking
Traffic Manager	Networking
ExpressRoute	Networking
Azure DNS	Networking
Load Balancer	Networking
VPN Gateway	Networking
Application Gateway (& WAF)	Networking
Azure Sentinel	Security
CDN	Media & CDN
Azure Backup	Hybrid integration
Azure Site Recovery (ASR)	Hybrid integration
Entra ID (Formally known as Azure AD)	Identity & access management
Multi-Factor Authentication (MFA)	Identity & access management

Azure Service	Service Type
Azure Active Directory B2C	Identity & access management
Azure Active Directory Domain Services (AADDs)	Identity & access management
Scheduler	Management
Automation	Management
Log Analytics	Management
Key Vault	Management
Security Center	Management
Application Insights	Management
Blueprints	Management
Policy	Management

9. Service Requirements

This table lists items that are required to effectively deliver the services described in this document.

Required Item	Description
Hybrid Licensing	Customer is responsible if using Azure Hybrid Use Benefit
Key Stake Holder Contact Details	Periodically update the list of the customer's engineers who will use Redcentric services.
User Training	Provide training to the customer's users, clients, and suppliers to follow Redcentric procedures to report incidents or make requests.
Customer Resources	Make staff available to work with Redcentric resources during the handling of an incident or request
Existing Documentation	Provide Redcentric with all documentation, information, and knowledge that it requests in relation to the cloud environments supported.
Microsoft Support	Current in support or Extended support Windows OS assets
Patching Window	An agreed and defined re-occurring maintenance window for automated patch installation and remediation activities
Reboot Window	Reboots are permitted within the agreed maintenance windows
Internet	Outbound internet access for reporting and patching
Access Documentation	Provide Redcentric engineers with sufficient access, as defined by Redcentric to all cloud accounts supported.
Ticketing	All Priority 1 incidents are logged, and the client must follow up with a telephone call into support

9.1. Co-Management Requirements

This table lists items that are requested to effectively deliver a Co-Managed service for maximum success.

Required Item	Description
Teams Channel	Communication is the key to success for Co-Management; thus, a Teams channel will be set up for smooth communication.
Service Delivery Manager	Normally only assigned based on the size of the customers environment but it becomes a requirement for Co-Managed subscriptions which could need additional charges for small environments.
Agreed RACI	Depending on the granularity required for management responsibility, an agreed RACI will be required.
Change Tracking & Logging	Change tracking and logging will be required

9.2. Subscription Management Requirements

As a part of the ACE Support for Microsoft Azure offering, Redcentric will be required to perform actions in a customer's Azure environment as a trusted partner. Redcentric cannot fulfil our role as a customer's managed service provider without the correct level of access and permissions. Redcentric takes a customer's trust and security seriously and has integrated safeguards into our management service to avoid abuse of these services, leveraging Redcentric corporate identities (along with the built-in security features like MFA credentials, password rotation, etc.). If Redcentric is unable to secure the appropriate level of access required to deliver management services, Redcentric professionals will be unable to deliver managed services in an at-scale manner using automation services and consistent tool sets for the global team of engineers.

Owner/contributor access

To deliver our Managed Services for Microsoft Azure, Redcentric requires “Owner” or “Contributor” permissions to all Azure subscriptions under our management. Several of our support offerings and/or tools require that the Owner/Contributor account be configured as an “organizational account” rather than as a “Microsoft account.” If a customer is unable or unwilling to provide Redcentric with an organizational account setup for Owner/Contributor permissions, some support services may not be available or may be limited in scope.

The Owner/Contributor account credentials will be stored within a secure password repository at Redcentric and used by the Redcentric ACE teams during support, troubleshooting, deployment and other similar activities.

Azure Active Directory Service Principal Names (SPN)

Redcentric requires the configuration of SPNs to enable our management services to access resources that are secured by an Entra ID tenant . During onboarding activities, the user will be presented with an Entra ID application to consent to the required permissions for Redcentric to access resources within a tenant.

Redcentric SPNs are assigned a “least-permission levels” model, where Redcentric has defined the access policy and permissions, authentication and authorization to deliver programmatic access to resources within that subscription, enabling a host of automation services to deliver ACE Support for Microsoft Azure. SPN credentials are stored securely in an Azure Key Vault within an Azure subscription used by Redcentric for management services. The keys are encrypted at rest and in transit.

10. Customer Azure Environment Access

Azure Managed & CSP Customer Resource Access Methods

Redcentric can deploy multiple ways to access and manage a Customer's Azure Tenant, Subscriptions and Resources to best fit a customer's operational and compliance requirements. When Hybrid managed services are needed, multiple methods can be used depending on the platform being managed.

Access Method Options:

1. Traditional access via a VPN to an Azure Gateway or firewall, that can be enhanced with enforced Bastion access and is best suited for none CSP or on-site customers that need managed services.
2. Entra ID B2B guest users and native user accounts can be used, primarily when doing project work where time limited access is needed to complete work that spans both the Entra ID Tenant and specific Subscriptions.
3. Via the Cloud Service Provider partner portal after accepting Redcentric as a customer's CSP, this access method is rarely used unless agreed prior, and the customer is notified every time access is granted this way.
4. Azure Lighthouse is the most common and secure access method, allowing for continuous management of a customer's Subscriptions and Resources, while all actions are tracked via named users in the activity log.

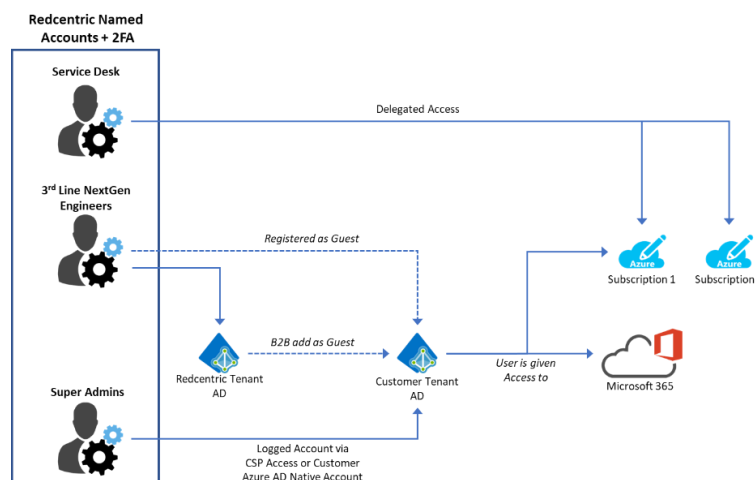
Security Policies Enforced for Admin Access:

- Multi-Factor Authentication.
- Assigned permissions to groups, using the principle of least privilege.
- Logging enabled to track access and actions.
- No access to customers data without prior permission.
- Azure Privileged Identity Management (PIM) / "Just in Time access", is used for Azure Lighthouse access to customer Subscriptions and Resources for best practice and compliance adherence.

Optional Access Considerations:

Entra ID / Tenant access is not granted by default via Azure Lighthouse, though is often needed to carry out maintenance on monitoring tools, AKS, and Managed Identities. We'll request named users be setup within a customer's Entra ID Tenant to do this work if needed, though a customer can deny this request and opt for a request based "just in time" access method instead, which will require the customer to grant Redcentric ACE engineers access every time elevated work is required.

The diagram below illustrates Redcentric's access for some of the methods listed above.



11. Managed Azure Services Appendix

Here we describe in greater detail some of the core elements delivered by Redcentric's Managed Azure services, should more detail be needed on anything not listed here, please ask the team.

11.1. Govern Offering Esurance

Cloud governance is foundational to defining and sustaining the productive use of public cloud, setting up the guardrails that regulate public cloud interactions. Effective cloud governance regulates all cloud use, mitigates risks, and streamlines cloud interactions across your business. It aligns your cloud use with your broader strategy and helps you reach your business goals with fewer setbacks. The cloud governance guardrails are a framework of policies, procedures, and tools for establishing control. Policies define acceptable and unacceptable cloud activity, and the procedures and tools you use ensure all cloud usage aligns with those policies. Successful cloud governance prevents all unauthorised or unmanaged cloud usage, without it, your organisation might encounter risks that cloud governance could prevent.

11.2. Governance Engagement Schedule Examples

The frequency of the engagement required drives the cost between Simple too Complex, with some examples in the table below to help gauge what level is right for you. In the case of doubt, start with Simple as the frequency of the consultative-led cadence calls and the effort required to achieve good governance should be set as early as possible for the best results, depending on the customer's needs. These can be adjusted as situations change.

Engagement Table (Doesn't include all activities, see Service Definition table for the full list)

Governance Engagement Tier	SIMPLE	MODERATE	COMPLEX
Activity	Frequency	Frequency	Frequency
Spend reporting by usage/service	Every 90 days	Every 30 days	Every 14 days
Consultative cadence call to Key Stakeholders to drive governance forward	Every 180 days	Every 90 days	Every 30 days
Cost and budget reporting and analysis	Every 90 days	Every 60 days	Every 14 days
Compliance reviews and reports	Every 180 days	Every 90 days	Every 30 days
Compliance Remediation assistance workshops	Every 180 days	Every 90 days	Every 30 days

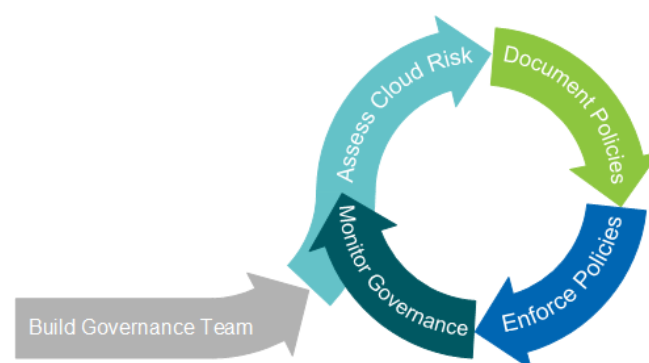
Cloud governance is a continuous, iterative process. It requires ongoing monitoring, evaluation, and adjustments to adapt to evolving technologies, risks, and compliance requirements.

- **Build a governance team:** Select a team from different business areas to be responsible for cloud governance. The cloud governance team defines and maintains cloud governance policies while reporting on overall cloud governance status.
- **Assess cloud risk:** Evaluate and prioritise potential risks associated with the use of cloud. The risk assessment should identify risks unique to your organisation. Consider all risk categories, such as regulatory compliance, security, operations, cost, data, and resource management risks.
- **Document cloud governance policies:** Define the cloud governance policies that dictate the acceptable use of the cloud. These cloud governance policies set out the rules and guidelines for cloud usage to minimise the identified risks.
- **Enforce cloud governance policies:** Enforce compliance with the cloud governance policies using automated tools or manual procedures. The goal is to ensure that the use of cloud services is in line with the established cloud governance policies.
- **Monitor cloud governance:** Monitor cloud use and teams responsible for governance to ensure compliance with the cloud governance policies.
- **Iterate:** Use the knowledge you have gained to reassess cloud risk and continue the cycle around the cloud governance loop.

Establishing a Governance team to deliver Managed Governance on the Public Cloud is resource-intensive, a diverse group of individuals with specific roles and expertise is needed. Here are the key members required and is provided by Redcentric as part of the Govern Offering to form a customer's Governance team:

1. **Cloud Governance Manager:** This individual is responsible for overseeing the overall governance strategy and ensuring that cloud resources are efficiently utilised, and compliance standards are met. They lead the governance efforts and work closely with other team members to align cloud operations with business objectives.
2. **Cloud Security Officer:** The Cloud Security Officer focuses on maintaining the security posture of the public cloud environment. They are responsible for implementing security policies, conducting risk assessments, and ensuring that cloud resources are protected from potential threats and vulnerabilities.
3. **Compliance Officer:** This individual is tasked with aligning cloud operations with industry regulations, internal policies, and best practices. They monitor and enforce compliance measures to mitigate risks and ensure that the organisation meets all relevant regulatory requirements.
4. **Cloud Operations Manager:** The Cloud Operations Manager oversees the day-to-day management of cloud resources, deployment of services, and optimisation of cloud infrastructure. They work to ensure that the cloud environment is well-architected, cost-effective, and aligned with operational objectives.
5. **Cloud Architects and Engineers:** These team members are responsible for designing and implementing the technical aspects of the public cloud environment. They work closely with the governance team to ensure that cloud architecture meets governance requirements while also aligning with business needs.
6. **Data Protection Specialist:** With the increasing focus on data privacy and protection, having a dedicated data protection specialist within the Governance team is essential. This individual focuses on implementing data governance policies, ensuring data privacy, and managing data classification and handling.
7. **Compliance Auditors:** These individuals conduct regular audits and assessments to ensure that the cloud environment complies with internal and external regulations and standards. They provide insights and recommendations to improve governance practices.
8. **Automation and Tooling Experts:** Experts in automation and cloud management tools are required to implement and maintain the necessary tools and processes for monitoring, tracking, and enforcing governance policies at scale.

By bringing together this diverse set of skills and expertise, the Governance team can effectively deliver Managed Governance on the Public Cloud, ensuring operational excellence, security, compliance, and cost optimisation.



11.3. Governance Reviews (Scheduled)

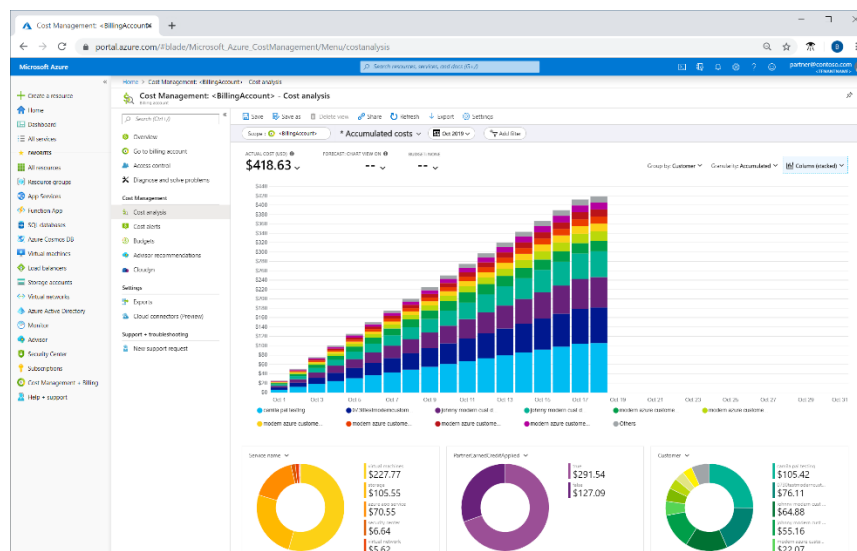
The continued governance of the Azure environment is key to the success of Public Cloud adoption and ensuring Best Practices are followed and audited. As part of the Govern service, Redcentric will schedule governance reviews covering partly or all of the below areas based on a customer's requirements:

- **Azure Advisor Review:** Work through recommended advice and agree on actionable items.
- **Cost Management:** Review of optimisation tools to provide recommendations for controlling spending.
- **Security Centre:** Check compliance with required standards and review current security posture.
- **Identity Management:** Review of management groups, RBAC and identity controls.
- **Policy Reviews:** Check policies are effective and representative of required controls and objectives.
- **Compliance Score Benchmarks:** Outline roadblocks to achieving the desired outcome or objective.
- **Remediation Workshops:** Advised assistance or coordination with remediation teams to remove roadblocks.
- **Resource Consistency:** Review tagging and naming to ensure agreed standards are consistent across projects.
- **Deployment Acceleration:** Discuss current deployment approaches and review improvement areas.
- **Operability Improvements:** Keep track of improvement actions and tasks.

11.4. Cost Optimisation & Tooling

Redcentric will provide access to our Billing Analytics Platform, which provides customers with a wealth of information on Azure best practices, including Cost Management, Right Sizing and Security Advisories. This analytics platform will continually review each deployment and provide feedback on vital information to the management teams. This service can also integrate into the Redcentric Service Desk team, triggering and triaging alerts on spend threshold breaches and new advisories.

The Redcentric ACE Azure team will work with the customer to help identify cost optimisations through new architecture, services, incentives, reservations, and best practices to avoid spiraling costs or bill shock.



11.5. Azure Policy Management & Remediation Assistance (Scheduled)

Azure Policy helps to enforce organisational standards and to assess compliance at-scale. The compliance dashboard provides an aggregated view to evaluate the overall state of the environment. The Redcentric ACE team will work closely with a customer's teams via the Govern service to set

and achieve realistic, incremental improvements via reports, workshops and remediation guidance or assistance, enabling a customer to achieve their compliance goal benchmarks.

Common use cases for Azure Policy include implementing governance for resource consistency, regulatory compliance, security, cost, and management. The Redcentric ACE Azure team will advise and assist with ensuring that appropriate Azure policies are deployed and any required change management in life to meet new requirements, business demands and objectives.

As project teams deliver change at increasing velocity, new resources are being launched, changes are constant, and numerous Azure service updates are released daily. Therefore, customer's Azure environments are subject to constant flux and with new service updates come new opportunities. Ensuring the initial Governance MVP develops and improves to a matured model is key to success.

The Redcentric ACE makes Governance Easy		
		
Workshops to the baseline configuration	Schedule policy deployment	Workshops to accelerate remediation
Turn on built-in policies or build custom ones for all resources	Apply policies to a Management Group with control across a customer's entire organisation	Remediate existing resources
Real-time policy evaluation and enforcement	Apply a multitude policies and aggregate policy state with policy initiative	Auto-remediation on future deployment
Periodic and on-demand compliance evaluation	Exclusion Scope	Trigger alerts when resources are none compliant
Enforcement & Compliance	Apply Policies at Scale	Remediate & Automate

The Governance Managed Service aims to drive this improvement with monthly reports and in-flight policy changes to adapt the framework as issues and opportunities arise.

11.6. Architecture Guidance, Validation & Modernisation (Scheduled)

Redcentric Azure services provide customers with access to our accredited ACE teams, who will provide hands-on validation and design guidance for Azure deployments.

As part of the Modernise service, we understand that one of the main requirements of an infrastructure partner is to work closely with customers and external software vendors (where applicable) to help to define the optimal infrastructure and automation options for our customer's applications. This will typically be based on several factors:

- The architecture and software used to build the application
- Predicted usage and access patterns of the application, and the anticipated requirement for planned or un-planned scalability
- Criticality of the application - what is the impact of downtime or unavailability?
- Ongoing support requirements post go live.
- Security requisites and any associated regulatory mandates that must be adhered to (DPA, PCI-DSS etc.)
- Commercial impact of different environments.

Redcentric has a track record of successfully delivering this level of consultancy, designing, deploying, and managing end-to-end infrastructure projects based on the output of discovery exercises and workshops.

Please note:

- The initial discussion is estimated to take 30 minutes
- Monthly Hours entitlement cannot be rolled over

Our core design principles for Azure mirror Microsoft Frameworks & Best Practices:

- Design for self-healing. In a distributed system, failures happen. Design a customer's application to be self-healing when failures occur.
- Make all things redundant. Build redundancy into each application, to avoid having single points of failure.
- Minimize coordination. Minimise coordination between application services to achieve scalability.
- Design to scale out. Design the application to scale horizontally, adding or removing new instances as demand requires.
- Partition around limits. Use partitioning to work around database, network, and compute limits.
- Design for operations. Design an application so that the operations team has the tools they need.
- Use managed services. When possible, use platform as a service (PaaS) rather than infrastructure as a service (IaaS).
- Use the best data store for the job. Pick the storage technology that is the best fit for a customer's data and how it will be used.
- Design for evolution. All successful applications change over time. An evolutionary design is key for continuous innovation.
- Build for the needs of business. Every design decision must be justified by a business requirement.

11.7. Optimisation Improvements (Scheduled)

A customer's cloud investment and operability must be treated as a "first-class" priority and a shared responsibility between the Redcentric ACE teams and the customer development and engineering teams.

Optimisation Improvements will be focused on improving the following areas at both the OS and Infrastructure levels depending on what services have been onboarded:

- Availability
- Capacity
- Performance
- Scalability
- Security
- Recoverability
- Deployment
- Monitoring
- Logging & Metrics

11.8. Managed OS

Scope	Included	Scope	Included
OS Management (Windows + Red Hat) Our OS management service provides: VM & OS deployment, VM configuration, Reboots, OS patching, network support & monitoring integration. See service requirements for supported OS's.	✓	Custom Pre- or Post-Scripts Create custom pre- or post-scripts to apply before and after patching.	✓

Scope	Included	Scope	Included
Patching Schedules, Maintenance Windows, Patch Groups & Error Troubleshooting Modify schedule/maintenance windows or patch groups as requested.	✓	Disaster Recovery Configuration VM & OS configuration to a pre-configured recovery vault and update monitoring integration. Initial setup and Management of Disaster Recovery is an additional service.	✓
OS Monitoring Supported OS's only, see service requirements for details.	✓	AV Agent Management Installation and configuration of agents along with ensuring policies are correctly applied.	✓
Setup Azure Update Management Setup of OS-level patching, leveraging the Azure Update Management services for Azure VMs.	✓	Microsoft SQL Server Setup & Configuration Setup + Configure but not managed. Database management is an additional service as seen under optional managed database service.	✓

11.9. Backup Management

Redcentric will provide a backup management service to maintain and improve the existing process where required. The service will handle any backup failures via the event/incident management process, and any restore request under the request process.

The following services will be utilised:

- Azure IaaS Instances: Azure Backup

Example Retention Policy:

- Daily Backups – 7 Day Retention
- Weekly Backup Point – 4 Week Retention
- Monthly Backup Point – 12 Months
- Yearly Backup Point – 1 Year

11.10. Database Management (Optional)

The Database Management service is an additional service which lets customers tap the power of a team of experienced DBAs to remove the frustration, cost, and time of managing the day-to-day database maintenance.

Our ACE DBA team is aligned with a customer's business, ensuring that all their databases remain healthy and optimised. The Redcentric ACE DBA team are available to support the following example technologies:

- SQL Server
- Azure SQL (PaaS)
- Redis Cache
- PostgreSQL

The Database Management service contains database-aligned service capability for the following modules:

- Monitoring using specialist DBA tools
- Incident & Event Management (access to DBA team)
- Request Fulfilment (DBA specific tasks)
- Back Up Management using our best practice scripts to offer granular data recovery points
- Patch Management on a quarterly schedule
- Performance Tuning

As part of our Managed Database Standard and Advanced Services, Redcentric will support Microsoft SQL Server and Azure SQL Server instances, including installation, basic configuration,

monitoring, troubleshooting and backups, as illustrated below if applicable to the infrastructure design. Additionally, Redcentric can provide advanced DBA services tailored to each customer's specific needs for an additional fee that extends SQL management even further.

Included in Azure Managed Database Standard	Included in Managed Database Service Advanced
Best-practice guidance	- General database consultation - Advanced architecture design & monitoring - Partner engagement
- Database setup and configuration - Microsoft SQL Server cluster initial setup - User administration - Security Administration - Database health monitoring	- Diagnostics - Data import and export - Microsoft SQL Server mirroring and log shipping - Microsoft SQL Server cluster maintenance/change
- Backup and recovery (limited to full DB restores) - Configuration of Microsoft SQL Server backups (DB and transaction log) - Monitoring/troubleshooting Microsoft SQL backup job failures - Redundancy Configuration	- Customized maintenance plans - Refresh and migrate data between instances and data centres - Advanced restore requests (point-in-time recovery)
Availability issues in production	- In-depth incident retrospective - SQL health report

For full details, see the dedicated service description.

11.11. MDR & SOC (Optional)

Secure your organisation 24/7 with the threat detection and response capabilities of a leading MDR and SOC provider. There will be a security managed service (Managed Cyber Security Operations Service), supporting threat detection, triage, investigation, incident response, compliance reporting through the collection and analysis of computer-generated alarms from historical data across a variety of sources and this may include the partial or full remediation of an identified threat.

This service provides:

- Security monitoring provided by a UK-based 24/7 Security Operations Centre
- Integrate Additional Resources and Expertise
- Advanced threat hunting
- Security Automation
- Threat Intelligence
- Focus on proactive detection and response to cyber threats

For full details, see the dedicated service description.

11.12. Vulnerability Scanning (Optional)

Redcentric offers the following options for customers to run vulnerability scans:

- Use the integrated Qualys scanner in MSFT tooling, set it to run, and have a security consultant review the findings once a month.
- Scan during scheduled maintenance windows using native Microsoft Azure components. Redcentric ACE engineer provides a readout of any common vulnerability and exposures (CVEs).

Note: Remediation of any findings are undertaken in conjunction with customers to minimize any potential impact on the underlying application.

Vulnerability scanning requires the following tooling:

- Microsoft Defender Vulnerability Management

Microsoft Defender Vulnerability Management is a powerful vulnerability assessment solution natively integrated in Defender for Cloud. Our goal is to enable our customers to have one solution for vulnerability assessments (VA) for all their different cloud and hybrid workloads, then have seamless integration to Defender for Cloud using the same tools and user experience. Its vulnerability assessments are automatically populated in the Defender for Cloud portal as recommendations. With Microsoft Defender Vulnerability Management, Defender for Cloud customers can access both agent-based and agentless scans.

During on-boarding, the scope of vulnerability scanning and frequency of scans will be established.

Redcentric's in-house offensive security and penetration testing experts will review vulnerability scan findings on a monthly basis to inform remediation and patch management plans.

Customers wishing to opt out of this service should notify Redcentric support at any time.

11.13. Patch Management (Scheduled)

Redcentric provides automated OS patching services for resources within ACE Managed Cloud — Microsoft Azure. Different methodologies are used depending on the resource in question. Although the patching process is automated, customers can opt to select which patches are applied or permit automatic installation. Automated patching ensures maximum protection for resources within the environment.

The key business objective for patching is to ensure that an appropriate and consistent patching policy and process is in place to ensure appropriate and timely updates are identified on a priority basis, with a minimum negative impact on operations.

Where "zero-day" or "critical day" flaws exist, and a patch is required, these are reviewed internally within Redcentric using the same processes and deployed as quickly as possible in communication with the customer.

The patching process typically consists of four phases:

Assessment and Inventory - the purpose of this phase is to accurately record what software components comprise the operational environment, what security threats and vulnerabilities exist, and whether an organisation is prepared to respond to new software updates.

Patch Identification - the purpose of this phase is to identify patches and software updates as they are released, determine whether they are relevant to the organisation and determine whether an update represents a normal or emergency change.

Evaluation, planning and testing - the purpose of this phase is to decide, for any given patch, whether to deploy that patch into the operational environment, to plan how and when that deployment will take place, and to test the software update in a realistic operational environment, to confirm that it does not compromise business-critical systems and applications.

Deployment - the purpose of this phase is to successfully roll out the approved software update into the operational environment whilst minimising impact on system users.

The Redcentric patch/release management service aims to ensure that the supported estate is fully up to date with the latest hotfixes and security updates for mainstream operating systems (and applications where applicable), and that these are appropriately identified, reviewed and tested prior to deployment. This does not always mean that systems will be patched to the latest release, but to the last known stable release. This is conducted as follows:

- Monitoring of relevant third-party vendors/suppliers' security advisories for patch/hotfix recommendations.
- ensuring that all vendor-supported operating systems are at the required patching level indicated by Redcentric.

- The notification of proposed patches to the customer and application within an agreed monthly schedule.
- Planning and acting on the deployment of service packs that can be remotely deployed.
- Undertaking BIOS and firmware updates where it is necessary to address an immediate security threat.
- Ensuring that all updates are appropriately managed through the Change Management Process.

11.14. Static Resources

Redcentric uses maintenance windows to automate activities such as patching. Each environment contains one or more maintenance windows configured for days/times to suit the customer. Each maintenance window performs a specific set of tasks and will apply to resources as scheduled.

Each maintenance window is allocated with a patching baseline. This controls the type of patch to deploy (critical, security, etc.) and the age the patch must be before it is approved (e.g., 7 days old). Where redundant architectures allow, an environment will have two maintenance windows spread 5 to 7 days apart with the updates split equally between the windows.

During onboarding, Redcentric will work with the customer to define the specific maintenance activities and time periods.

11.15. Dynamic Auto-Scale Environments

Dynamic environments are not patched in a traditional manner because the individual resources are considered expendable. Redcentric has developed a process to ensure the underlying resource template is patched appropriately. All resources deployed from this template therefore will be fully patched.

Redcentric will work with the customer to determine the appropriate template to use, the patch application rules and the scheduling of the maintenance window(s). During the maintenance window, the template will be regenerated automatically with all applicable patches. Any relevant auto scale groups will be updated to reference the new template and a rebuild of the auto scale group will be triggered.

11.16. IaC Usage & Access

Redcentric uses blueprints to provide readymade best practices and reference architectures using Infrastructure-as-Code.

Over the years of working in Azure, Redcentric has built a catalogue of templated IaC designs that meet Microsoft's "Cloud Adoption Framework" and "Well-Architected" best practice standards. These templates are available for customers to accelerate best practice deployments and are built with Bicep. Examples of these include:

- Hub & Spoke Landing Zone
 - Security Policies & Controls
 - Windows Virtual Desktop
 - Healthcare Landing Zone
 - Sitecore Deployment
 - Complex Azure Networking
 - Bastion Services
- and many more.

11.17. Azure VM & Operating System Management & Monitoring

The Redcentric Intelligent monitoring solution allows for continuous monitoring of VM's with operating systems and components. The fully pro-active solution ensures that the environment remains optimised and that any issues can be identified, and appropriate action taken prior to the issues becoming business critical.

The monitoring services will be configured to automatically alert Redcentric when any thresholds are breached thus offering a preventative support management service. The monitoring solution also allows for effective remote remedial action to be taken as all administration tasks can be delivered

with speed and efficiency. Redcentric will then remediate the Azure components based on the alerts received to ensure the systems always remain optimised.

Monitoring services will be configured to alert Redcentric in line with the requested SLAs for the supported components within the customer environment. The assessment of what SLA is applicable to the various instances will form part of the initial familiarisation work.

Operating Systems Supported

All Windows and RedHat Linux versions supported by Azure (not including the Core or Nano versions of Windows Server).

Software agents included in the Redcentric Automated Deployment process:

- Anti-virus software
- Exploit prevention software
- Patch management software
- Monitoring software

The Windows server is created from templates created by Redcentric based on Customer requirements. These templates are stored and can be re-used to create similar resources should the Customer require them. Other supporting resources, including a recovery services vault, automation account and other scheduled maintenance jobs will also be created.

If, under exceptional circumstances, a patch causes issues with a customer application due to an incompatibility with the application, it is the responsibility of the Customer to fix the affected application. If it is not possible for the Customer to fix the application before the patches are scheduled to be applied to the production platform, the Customer may request that patching of those servers is put on hold.

In the situation where the affected servers remain un-patched after their allocated patch window due to incompatibilities with the application, the affected server will be classed as un-managed by Redcentric, and the SLA will be voided.

Where critical patches are issued by Microsoft, Redcentric reserves the right to perform emergency patching to servers outside of the scheduled patch windows if required, for example, but not including when patches for security vulnerabilities are issued. All attempts will be made by Redcentric to ensure that the Customer is notified in advance, and that patching of servers is still performed according to the patch group they belong to.

When a customer requires automated patching to be performed that is not part of the standard OS patch process, they may raise a change request specifying which patches are required by the Microsoft Knowledge Base (KB) identifier. Missing server name or KB identifier will result in the change being rejected. Raising a change will be taken as acknowledgement that the Customer has tested the patches involved, and that they accept all responsibility for any issue that arises. In the event of an issue occurring after installing these patches, the only method of recovery will be to restore from the most recent known-working backup.

Custom patching will be performed during working hours and may not take place at the same time as the regular scheduled OS patches.

12. Monitoring Tools

Redcentric utilises numerous tools to deliver Managed services, here we will list the major ones that can be customised to meet a customer's needs:

12.1. Azure Native Tools

Entra IDvisor is a monitoring tool from Microsoft that can scan resource configurations and then provide possible actions to improve resources for high availability, security, performance and cost -- so users can optimize their deployments.

Azure Automation is a tool for admins and developers to automate cloud management tasks using Azure runbooks. It will monitor for issues or unwanted changes in applications or configurations. Azure Automation can also monitor and ensure updates for Windows and Linux workloads on Azure.

Azure Cost Management plus Billing is a tool used to monitor a user's cloud spending. This tool will break down the costs of specific Azure services and resources.

Azure Service Health monitors active service issues and health advisories. Azure users can use this tool to monitor the status of events in their cloud environment and to plan ahead for maintenance.

Azure Network Watcher offers network monitoring for network performance. This tool can provide insights and metrics on Azure Virtual Networks (VNet), VMs and application gateways. Users can make use of this tool to identify network issues, to enable or disable resource logs in an Azure VNet, and to view network metrics.

Azure Resource Health allows users to diagnose and receive support for service problems in Azure, specifically relating to its use of resources. Azure Resource Health also monitors the current and past health of an organization's resources.

12.2. Redcentric Monitoring Tools

Redcentric will provide access to a pre-configured and managed industry leading cloud monitoring tool, that will provide an at-a-glance insight into the performance, availability and resource use for the estates. Typical features attainable include:

Automatically discover network devices and interfaces

- Performance monitoring of CPU, memory, temperature, fan and other hardware
- Interface metrics – throughput, packet and error rates, utilization, flaps
- And more – e.g. QoS policies, IP SLA profiles, VPNs, VoIP features,
- Over 2000 out-of-the-box integrations

With the site monitor feature, customers can track the availability of multi-step transactions and flows, such as registrations and shopping carts on websites and apps. It also provides deep insights into modern service architectures and tracks the performance of containerized applications with user flows, synthetic transactions, and predictive analytics.

It also provides comprehensive coverage of metrics and health monitoring for cloud ecosystems such as AWS and Azure Cloud.

Cloud monitoring features include:

- Troubleshoot quickly with instant and enhanced visibility into cloud resources, log, and application performance, and correlate performance across a customer's entire infrastructure.
- Visualize an entire ecosystem – on-prem, cloud, and microservices – within one platform, streamlining previous workflows that may have leveraged legacy or vendor-agnostic platforms.
- Automatically put the right log events in the context of IT Infrastructure performance giving users the necessary insight to know where and why an event is happening.

12.3. Data Protection

Data Protection is treated as critical to Redcentric, though Data retention is always the primary customer's responsibility to determine what each policy should be beyond the default policies based on the Cloud Adoption framework. Redcentric ACE teams will work closely with the customer to protect their data and advise on best practices.

Different data types captured:

- **Application monitoring data**, which typically includes data around the performance and functionality of code.
- **Azure resource monitoring data**, which will include data around the operation of an Azure resource.
- **Azure tenant monitoring data**, which gathers data regarding the operation of tenant-level Azure services.
- **Azure subscription monitoring data**, which collects data pertaining to the operation and management of Azure subscriptions.
- **Virtual machine and cloud services data**, which captures system data and logging data on VMs.
- **Application insight data**, which relates to application performance monitoring (APM).
- **Azure Active Directory reporting data**, which collects information on user sign-in activities and system activity.
- **Activity logs**, which collect information on operations performed on resources in a subscription.
- **Network security logs**, which will collect data on traffic flowing through a network.

Metrics and Logging

To seek improvement areas and evidence the rationale it is important that the team has access to a rich set of metrics and logs. The managed service encourages the use of the Azure native service such as Log Analytics and Insights to provide shared information that both teams can use as a single source.

13. Service Support & Availability

13.1. Redcentric Foundations Support

Azure Foundation Support is designed for customers who need minimal day to day support from Redcentric either because they are yet to deploy production services or have considerable experience and resources in house.

Microsoft Advanced Support Escalations

Regardless of whether purchasing Azure infrastructure directly from Microsoft (EA/Direct) or through a Redcentric Cloud Solution Provider (CSP) agreement, Redcentric serves as the sole point of contact for supporting customer's Azure environments. As a part of the Platform Essentials service, if Microsoft ever needs to be contacted for technical escalations, Redcentric will do so on the customer's behalf by leveraging our Microsoft Partner Premier Support agreement.

Foundation Support requires Redcentric to be nominated as your preferred CSP & Partner, allowing Redcentric to provide Business Hours (8x5), Incident Management support, issue escalation to Microsoft, plus management of SLA service issues with Microsoft.

Escalations may occur for the following scenarios:

- An Azure subscription service limit increase is required (e.g. number of CPU cores).
- An issue that requires the involvement of a specific Azure product or engineering team to resolve.
- An issue where multiple customers are impacted (e.g. Azure service outages).
- Azure infrastructure SLA credit requests (when infrastructure is purchased through Redcentric CSP).

Priority	Target response time	Target resolution time	Level 1 escalation*	Level 2 escalation
Faults & Technical Query Acknowledgement	30 minutes	Microsoft Delivered	2 hours	3 hours
Remediation Actions Commence	2 hour	Microsoft Delivered	4 hours	6 hours

13.2. Service Desk & ACE Support Request Resolution Targets

For all services above Foundations, the target response and resolution time for the fully managed Azure service includes all the required, modernisation, operations, governance maintenance and reporting activities.

Priority	Target response time	Target resolution time	Target resolution time	Level 2 escalation
Critical/High (P1)	30 minutes	4 hours	2 hours	3 hours
Medium (P2)	1 hour	8 hours	4 hours	6 hours
Low	2 hours	12 business hours	8 business hours	10 business hours
RFI	2 business days	10 business days	8 business days	9 business days

13.3. Request Handling

Requests are typically from customers or are pre-agreed to request service changes. We completely remove the need for our customers to have an in-house administrator. The below table provides an overview of the typically included service requests. Please note any Azure changes which require authorized provisioning of resources will require delegated rights (e.g., storage increases)

Operate & Operate+ Examples (Platform / Network / OS)

Request	Included
Azure Service Configuration Change	✓
Change/ Add/ Move Azure Storage	✓
Perform Azure Backup	✓
Verify a backup operation	✓
App Gateway Rule Change/ Add/ Delete	✓
Amend Azure VNet Configuration	✓
Azure CSP Subscription Query / Resource Increase	✓
Reboot Azure IaaS VM	✓
Amend Instance Sizes	✓

Note, not a full list.

13.4. Change Enablement

Change Control Process.

Changes to a customer's current services will follow the process outlined in the Redcentric Change Management policy.

At a high level, the process of change will follow the below flow:



Typically change requests are initiated from one of the following categories:

- Service Requests
- Incidents
- Problems
- Technology changes
- Business changes
- Customer changes
- Supplier changes

The proposed change will then enter an assessment phase to ensure the change has been fully tested and any impacts to service is understood. Once the assessment is complete the change will be submitted to the Redcentric Change Approval Board for approval. Once approved the change will be scheduled and, if required, communications sent to the agreed parties within the customer once the change is completed, further communications will be sent to advise all customer stake holders.

Normal Changes

The following response times apply to Standard changes. Ad Hoc Changes and Major Application Changes/Releases fall outside the scope of the service and will be managed per request.

Target Response Time	*Implementation Time
16 Redcentric business hours	40 Redcentric business hours

*The implementation time is measured from when the support team have received and validated the Request for Change.

Emergency Changes

The following response times apply to Standard changes. Ad Hoc Changes and Major Application Changes/Releases fall outside the scope of the service and will be managed per request.

Priority	No. Per Month
Emergency change	1

Emergency changes are described as unscheduled or unplanned changes. Typically, emergency changes are driven by immediate and urgent business requirements; for example, updates to site content to mitigate legal action.

The cap on emergency changes does not include changes implemented by Redcentric that form part of the resolution of a service outage or degradation.

13.5. Service Hours Definition

There are 2 levels of Redcentric service hours, defined as follows.

Service Hours Description	Definition
24x7x365	Available 24 hours a day, 7 days a week, 365 days a year.
Redcentric UK business hours (PBH)	09:00 am to 17:00 pm GMT / BST (as applicable) Monday to Friday excluding UK public holidays

13.6. Applicable Service Hours

Service Management Activity	Service Hours
Redcentric Service Desk	24x7x365
Support Request Management	Redcentric UK business hours
Incident Management (P1)	24x7x365
Incident Management (P2 & P3)	Redcentric UK business hours
Problem Management (RCA)	Redcentric UK business hours
Configuration Management	Redcentric UK business hours

The management of support requests (covering requests for information, ticket updates and request for change) will be provided within Redcentric business hours, to ensure the quality of the communication channels.

More specific aspects of service management, such as root cause analysis where the underlying cause of an incident is not yet identified – known as a problem – and the management of change and releases are also carried out within Redcentric business hours to ensure the rigorous and effective delivery of these service elements.

13.7. Redcentric Service Levels

Target availability for the Redcentric services underpinning the **Customer** services.

Service	Target Service Level	Definitions
Redcentric Service Desk	99.90%	Service Desk availability to raise support requests for Customer.

*As all services involved in delivering this relies on the Azure platform and services to some extent, we are reliant on Microsoft to adhere to their own SLAs, some of which are defined below:

Azure Service	SLA
All Azure Platforms and Services	<u>Service Level Agreements (SLA) for Online Services</u>

Any issue that sits with Azure to resolve is not included in any Redcentric SLA calculations.

*Target figures relate to availability of the service platform and exclude outages related to single points of failure, scheduled downtime, or those service elements outside of the Redcentric scope of responsibility.

Platform/infrastructure availability is measured by Redcentric's chosen monitoring and event handling and Redcentric's reporting platform (POM). Redcentric does not include as standard the monitoring of end user perception of availability or performance, which can be affected by the service quality of the ISP or Customer LAN.

Service Availability target is defined as the percentage of time for which the service is available to the users.

Service Availability = $\frac{\text{Agreed Service Hours} - \text{Service Downtime Hours}}{\text{Agreed Service Hours}} \times 100 \%$

Notes:

All availability targets are to be calculated on a rolling 12-month basis.

Availability calculations will exclude outages where root cause is determined to be outside of the Platform components under Redcentric control.

14. Responsibilities and Accountabilities

14.1 High Level Redcentric Responsibilities

Redcentric will provide the following in connection with the Azure platform and managed by Redcentric:

- Creation and configuration of Microsoft tenants and Azure subscriptions on the customer's behalf if required.
- Provisioned access to required tools and portals.
- Migrating customer's data and services as defined in any SOW's.
- All deliverables stated in the scoping matrixes depending on the service level contracted to.
- Feature deployment as agreed-upon during design phases.
- Support tickets created and liaised with Microsoft support when required.

14.2 High Level Customer Responsibilities

The customer will:

- Maintain licensing for any software not provided by Redcentric.
- Adhere to the applicable Microsoft terms and conditions.
- Maintain passwords in a secure manner.
- Respond to Redcentric requests in a timely fashion.

14.3 RACI Matrix

The following table outlines Redcentric and customer responsibilities using a RACI model.

- Responsible: Do the task
- Accountable: Approve the task
- Consulted: Input provided to the task
- Informed: Notified on task progress or completion

Redcentric Azure RACI (Anything not stated below explicitly between Redcentric and the customer falls fully to either customer or the platform provider)

Task	Redcentric	Customer
Standard Activities		
Provide business and technical requirements	C, I	R, A
Create customer proposal, pricing and contract documentation	R, A	C, I
Design review	R, A	C, I
Create Pre-Sales Solution & HLD	R, A	C, I
Final proposal to customer	R, A	C, I
Contract signature	C, I	R, A
Manage implementation activities	R, A	C, I
Build/provision the solution	R, A	C, I
Test and handover	R, A	C, I

Task	Redcentric	Customer
Notify the customer of any service-affecting issues or planned maintenance	R, A	C, I
Notify Redcentric of any planned activities that may impact service	A, C, I	R
Resolve incidents and problems	R, A	C, I
Raise service requests and changes	C, I	R, A
Implement service requests and changes	R, A	C, I

Task	Redcentric	Customer
Foundations		
Availability of self-service billing portal	R, A	C, I
Second line investigation into Microsoft product issues	R, A	C, I
Submission, management and escalation of support incidents relating to Microsoft Azure product issues	R, A	C, I
Communication of Microsoft's third line investigation into Azure Product issues	R, A	C, I
Onboarding and Preparation of regular billing of Azure usage	R, A	C, I
CSP / PAL / DPOR relationship link creation	R, A	C, I
CSP / PAL / DPOR relationship acceptance and subscription selection	C, I	R, A
Support and assistance with Microsoft licensing procurement on CSP subscriptions	R, A	C, I
Support with Microsoft discounts and funding	R, A	C, I

Task	Redcentric	Customer
Co-Management		
Co-Managed customer created new resource	C, I	R, A
Changes made by the customer that cause issues or alerts, where we have not been made aware	A, C, I	R
Redcentric best endeavours to resolve changes made by the customer that cause issues or alerts, where we have not been made aware	R	A, C, I
Acceptance of any additional charges as a result of changes made by the customer that cause issues or alerts, where we have not been made aware	C, I	R, A
Co-Managed customer request new resource onboarding for Redcentric management	C, I	R, A
Management of resources post onboarding process	R, A	C, I

Task	Redcentric	Customer
Account Management And Tooling		
Provide named Account Manager (AM) resource	R, A	C, I
Standard account reporting	R, A	C, I
Identify opportunities for cost and performance optimization	R, A	C, I
Provide opinions and best practices around account architecture, security and resiliency	R, A	C, I
Create a Redcentric account with an owner/contributor role within the customer's subscription to enable Redcentric automation	C, I	R, A

Task	Redcentric	Customer
Discovery		
Understand business objectives and current challenges	R, A	C, I
Schedule and conduct a deep-dive discovery session	R, A	C, I
Understand systems SLAs, RTO and PPO requirements	R, A	C, I

Task	Redcentric	Customer
Design & Architecture		
Define architecture options to be considered	R, A	C, I
Agree on high-level design (HLD) architecture	C, I	R, A
Generate high-level application and logical diagrams for proposed architecture(s)	R, A	C, I
Generate detailed infrastructure schematics for proposed architecture(s)	R, A	C, I
Create solution design document	R, A	C, I
Design for a high availability and security-first approach	R, A	C, I
Design for sizing, scalability and performance	R, A	C, I

Task	Redcentric	Customer
Governance		
Align with customer key stakeholders	R, A	C, I
Agree on the cadence schedule	C, I	R, A
Provide the budget details and methodology	C, I	R, A
Review the budget methodology	R, A	C, I
Run initial cost optimisation review	R, A	C, I
Review the initial governance best practice and configuration	R, A	C, I
Implement the initial budget and cost optimisation best practices and configuration	R, A	C, I
Agree proposed Budget Settings and Budget Alerts	C, I	R, A
Budget Setting and Budget Alerts	R, A	C, I
Budget Forecasting	R, A	C, I
Cost Analysis and Prediction	R, A	C, I
Cost Optimisation Recommendations	R, A	C, I
Ideal Workload Placement Recommendations	R, A	C, I
Resource Utilization / Performance Reviews	R, A	C, I
Data Storage Location / Retention Reviews	R, A	C, I
Agree on proposed Recommendations and Remediations	C, I	R, A
Defender for Cloud Custom Policies	R, A	C, I
Defender for Cloud Policy Assignment	R, A	C, I

Task	Redcentric	Customer
Vulnerability Scanning		
Agree on Blueprint & Policy Recommendations	C, I	R, A
Blueprint & Policy Definition Creation	R, A	C, I
Blueprint & Policy Definition Assignment	R, A	C, I
Consultative Engagement to Engage Key Stakeholders to Drive Governance Forward	R, A	C, I
Customer key stakeholders to attend workshops for Compliance Score Remediation Assistance	C, I	R, A
Compliance Score Remediation Assistance	R, A	C, I
Compliance measurement for SLO/SLA purposes	R, A	C, I
Hardening Compliance	R, A	C, I
Monthly Spend reporting by usage/service	R, A	C, I

Task	Redcentric	Customer
Infrastructure Implementation		
Deployment of Azure infrastructure using the Redcentric ARM template library	R, A	C, I
Configure IaaS components with VM extensions (anti-malware, monitoring and diagnostics)	R, A	C, I
Deployment of images outside of Redcentric Operating Systems Spheres of Support	C, I	R, A
User acceptance testing (UAT) and sign-off environment deployment	C, I	R, A
Configure and test WAN connectivity for ExpressRoute and site-to-site VPN (Redcentric data centres and managed subscriptions)	R, A	C, I
Configure and test WAN connectivity for ExpressRoute and site-to-site VPN (customer data centres and unmanaged subscriptions)	C, I	R, A
Initial governance assistance through deployment of resource groups and implementation of Azure tagging for Redcentric-managed deployments	R, A	C, I
Implementation of ongoing change management for Azure infrastructure components	R, A	C, I

Task	Redcentric	Customer
Network And Access Security Implementation		
Consult on identity access management (IAM) roles and policies	C, I	R, A
Define Network Security Groups and rules requirements	C, I	R, A
Implement Network Security Groups and rules	R, A	C, I
OS user management per Redcentric Spheres of Support	R, A	C, I
Anti-virus installation, configuration and monitoring for Windows VMs	R, A	C, I

Task	Redcentric	Customer
Entra ID (Expanded via Modern Workplace 365)		
Initial deployment of Entra ID	R, A	C, I
Configuration, maintenance and administration of Entra ID as needed to provide access for Redcentric engineering teams	R, A	C, I
Configuration, maintenance and administration of Entra ID as needed to provide access for clients or other third-party vendors	C, I	R, A

Task	Redcentric	Customer
Configuration of Entra Connect replication service to extend on-premises AD environment to Entra ID	C, I	R, A
Configuration of Active Directory Domain Services (ADDS)	C, I	R, A
Promotion of new domain controller on IaaS VM in Azure	R	A, C, I
Extending domain controller to new IaaS VM in Azure	R	A, C, I
Procurement, allocation and management of Entra ID premium licenses and features (Basic, P1, P2)	C, I	R, A

Task	Redcentric	Customer
Monitoring		
Deployment and management of Redcentric standard OMS log analytics monitoring platform	R, A	C, I
Initial deployment of Azure Application Insights workspace	R, A	C, I
Configuration of up to 3 web test availability monitors	R, A	C, I
Configuration and management of Application Insights dashboards and custom event logging and alerting	C, I	R, A
Configuration of Application Insights synthetic transaction URL monitors	C, I	R, A
Configuration of application performance monitoring (APM) services, like Application Insights, New Relic, AppDynamics, etc .	C, I	R, A
Configuration of any custom OMS alerts	C, I	R, A

Task	Redcentric	Customer
Ticketing/Alerting		
24x7x365 access to support for Redcentric standard monitoring services, including initial responses, escalations and troubleshooting of incidents within Redcentric response time SLA guarantees	R, A	C, I
Ongoing definition, management and maintenance of Redcentric standard OMS monitoring platform, including the definition of alert triggers, thresholds and remediation instructions	R, A	C, I
Initial response, escalation and troubleshooting of custom alerts on Azure, including non-standard OMS alerts, APM alerts, etc.	C, I	R, A

Task	Redcentric	Customer
Back Up & Disaster Recovery		
Creation of an Azure Recovery Service Vault (RSV)	R, A	C, I
Creation and management of VM backup policies and schedules to Redcentric standards	R, A	C, I
Monitoring and remediation of backup failures on Redcentric standard backup service	R, A	C, I
Verification of validity of backup data and methodologies	C, I	R, A
Backup restoration testing	C, I	R, A
Backup restoration request	R	A, C, I
Installation, configuration and management of Azure file-level backup agents and service	C, I	R, A

Task	Redcentric	Customer
Azure Site Recovery (ASR)		
Design of DR/BCP strategy, including end-to-end environment failover processes, communication strategy, or any related activity for the creation of a disaster recovery or business continuity plan	I	R, A
Design of ASR architecture to Redcentric best-practices for approved workloads from one Azure region to another	R, A	C, I
Configuration of simple ASR Recovery Plan using a single failover group (custom scripting excluded)	R, A	C, I
Configuration of custom ASR Recovery Plan using multiple failover groups and/or custom scripting	C, I	R, A
Configuration of Azure-to-Azure ASR replication services	R, A	C, I
Configuration of ASR replication module in Redcentric monitoring platform	R, A	C, I
Emergency failover using pre-configured ASR Recovery Plan	R	A, C, I
Perform ASR "Test Failover" service once every six months, allowing validation of infrastructure failover orchestration as well as data replication services (application failover testing excluded)	R, A	C, I
Application failover testing following ASR "Test Failover"	C, I	R, A
24x7x365 incident response for ASR replication issues	R, A	C, I

Task	Redcentric	Customer
Azure Kubernetes Service (AKS)		
Design and deployment of AKS infrastructure, including configuration of AKS cluster, nodes, node pools, and Azure Container Registry (ACR)	R, A	C, I
Design and deployment of containers, load balancers, static IP addresses or any other service configured via YAML file	C, I	R, A
Implementation of other Kubernetes packages (like Prometheus, Grafana, Helm, Linkerd, fluentd, Envoy, etc .)	C, I	R, A
Configuration of geo-replicated Azure Container Registry	R, A	C, I
Build, automate, update and deploy container images with Azure Container Registry tasks	C, I	R, A
Monitoring and logging for AKS cluster and worker nodes	R, A	C, I
Monitoring and logging for containers, pods and controllers	C, I	R, A
AKS cluster and worker nodes troubleshooting	R, A	C, I
Containers, pods and controllers troubleshooting	C, I	R, A
Integration of AKS with Azure Active Directory or private docker container registry	C, I	R, A
Integration of AKS into a CI/CD pipeline	C, I	R, A
Upgrade an AKS cluster or patch security/kernel updates to worker nodes in AKS	R, A	C, I

Task	Redcentric	Customer
Patchin		
Installation and configuration of automated OS-level patching via the Azure update management service	R	A, C, I
Installation and configuration of automated OS-level patching via automatic updates within OS	R	A, C, I
Deployment, configuration and management of any other patch management service	C, I	R, A

15. Business Continuity and Disaster Recovery

15.1. Business Continuity

Redcentric under its ISO22301:2019 Business Continuity certification, operates and maintains a robust Business Continuity Management System (BCMS). The BCMS scope includes;

- Data Centers
- Managed Services
- ICT technologies and systems
- Staff and business functions

and is externally assessed by the BSI annually to ensure continued effectiveness in line with BSI published standards.

Our Business Continuity Policy Plan (BCP) is fully supported by the Board and is designed to enable a return to normal operations in the shortest practical time, with minimum disruption. The primary objective is to restore and deliver continuity of key services in the event of a critical incident.

Our overall Business Continuity strategy is to provide resilience for all systems that support critical processes, by having data backed up to alternative Data Centers, or dual site services configured as active-active.

We use the same cloud backup service (Acronis BaaS) for our own IT and services as we do for our customers, ensuring fully secure, encrypted data is available off-site when needed. Departments and services are required to test backup and restore annually.

Testing

Our BCP is routinely tested annually, and as Redcentric is a provider of critical services to the NHS (Peering Exchange and Consumer Network Service Provider), is independently witnessed by a member of NHS England.

Disaster Recovery plans underpinning the BCP have been developed for each Department and Service, and these are externally audited and tested annually.

Network Resilience

Our network is designed and engineered to deliver highly available, stable connectivity to maintain business access to critical applications. To maximise resilience, multiple carriers provide core connectivity and routing, and switching devices are from market leaders Cisco Systems. The network design and build are geographically resilient providing a minimum of 99.99% availability (to resilient end points).

The Redcentric highly resilient, high-capacity core has connections to several carriers providing multiple options for our internal business operations and critical services, and customers wishing to access cloud services, applications, and data:

- Geographically resilient connectivity to multiple Tier-1 Internet transit providers and Internet exchanges.
- Geographically resilient connectivity directly into the inner core of the HSCN network.
- Core network engineered to withstand multiple concurrent failures and to re-route around a failed transit path in under a second.

15.2 Disaster Recovery

Azure provide multiple Availability Zones in the London Region that are geographically discreet, Azure best practice is to architect for high availability across multiple availability zones so that the failure of any Zone does not impact the customer workload.

Disaster recovery can be executed in many ways depending upon the nature of the data and application architecture.

As an example, stateless systems can be rebuilt from templates, whilst stateful data sources will be recovered from backups. Azure allows automation of multiple steps be that recreating stateless machines or restoration.

Redcentric recommendation is that Infrastructure as Code is utilised to build and amend Azure resources as the IaC constructs can then be embedded as automated components of a comprehensive recovery plan.

16. Data

16.1 Data Processing

Note that in completion of this Statement, the CCS Customer is the Controller and Redcentric is the Processor unless otherwise stated. The EU has approved adequacy decision for the UK until 27 June 2025. This Statement is compliant with UK GDPR and the DPA (2018).

16.2 Subject matter of the processing

Redcentric delivers a wide range of Azure Managed, professional and Advisory services. Aligned to all Microsoft Security Frameworks, our Redcentric Adaptive Cloud Engineering (ACE) teams develop and deliver modern cloud solutions that provide a wide range of support and management options, which are designed to allow your engineers to be focused on your core business objectives, thereby maximising your agility and efficiencies, while keeping costs to a minimum.

16.3 Nature and purposes of the processing

All personal data is stored in UK Data Centers unless otherwise stated. Some personal data may be accessed by our Support operation in Hyderabad, India. This access is to authenticate CCS Customer users following a support request or to troubleshoot incidents and is required to satisfy obligations under the Contract. This is subject to controlled remote access using Redcentric owned devices only and is operated under an International Data Transfer Agreement between Redcentric Solutions Limited and Redcentric India.

16.4 Duration of the processing

From the start date of the contract until seven years after the expiry or termination date. It may be necessary to retain data beyond this time according to UK Law.

16.5 Categories of Data Subject International Transfers

It may be necessary for our Support operation in Hyderabad to access personal data in order to authenticate CCS Customer users following a support request or to troubleshoot incidents. The personal data may include first name, last name, role title, telephone number, which may be checked against a pre-approved list.

16.6 Sub Processors engaged by Redcentric (sub-contractors)

All Redcentric suppliers (sub-processors) are checked for compliance with UK GDPR as part of onboarding and regularly reviewed.

16.7 Types of Personal Data Processed

In the course of Cyber Security Professional Services work the following elements of Personal Data may be processed: first name, last name, telephone number, role title, DDI number, work email address, IP address. The Personal Data to be processed do not include sensitive personal data, or any data the processing of which is restricted (e.g. data relating to criminal offences or convictions)

16.8 Special Category Data

The Personal Data to be processed do not include racial or ethnic origin, genetic data, biometric data, health data, political views, religious beliefs or trade union membership.

16.9 Data Processing Location

Redcentric Cyber Security Professional Services staff are all UK based, and all personal data is held in UK Data Centers unless otherwise stated

16.10 Different data types captured:

- Application monitoring data, which typically includes data around the performance and functionality of code.
- Azure resource monitoring data, which will include data around the operation of an Azure resource.
- Azure tenant monitoring data, which gathers data regarding the operation of tenant-level Azure services.
- Azure subscription monitoring data, which collects data pertaining to the operation and management of Azure subscriptions.
- Virtual machine and cloud services data, which captures system data and logging data on VMs.
- Application insight data, which relates to application performance monitoring (APM).
- Azure Active Directory reporting data, which collects information on user sign-in activities and system activities.
- Activity logs, which collect information on operations performed on resources in a subscription.
- Network security logs, which will collect data on traffic flowing through a network.

16.11 Sub-processors

All Redcentric suppliers (sub-processors) are checked for compliance with UK GDPR as part of onboarding and regularly reviewed.

17. Exit Plan

At the end of the contracted service period there are 3 exit options:

17.1 Transfer Ownership of **Azure Account(s)**

Where Redcentric own the commercial relationship with Azure, the Azure accounts can be transferred to customers or their chosen third-party subject completion of AWS process which includes Consent To Assignment forms. Customers will need to provide alternative payment methods in advance of transfer and should note that transfers can only be completed after Azure has completed billing and adjustments for the previous calendar month – typically from the third week of the calendar month.

Redcentric will remove all Redcentric supplied software agents, including anti-virus and software deployment tools, in advance of transfer. The customer will be issued with root credentials and then will be responsible for removing any identity and access and cross account permissions that enable Redcentric to manage the estate.

17.2 Workload Migration

Customers are permitted to transfer data, subject to prevailing Azure fees and Redcentric processing fees set out in the Managed Public Cloud Azure Price Card. If a complex migration is required, Redcentric will agree the scope of a project with the customer and/or their chosen third-party and will be charged at Professional Service day rates.

This will always be followed by Cleardown as detailed in the following section.

17.3 Cleardown **Azure Resources**

Upon customer instruction, Redcentric will cleardown Azure resources and delete the account. Customers will continue to be charged for usage whilst this clear down completes, whilst most resources will be removed immediately there are exceptions applied by AWS where resources are retained for up to 90 days before being deleted. As an example, Azure Key Management System Keys are retained as a security measure in case they should be lost.

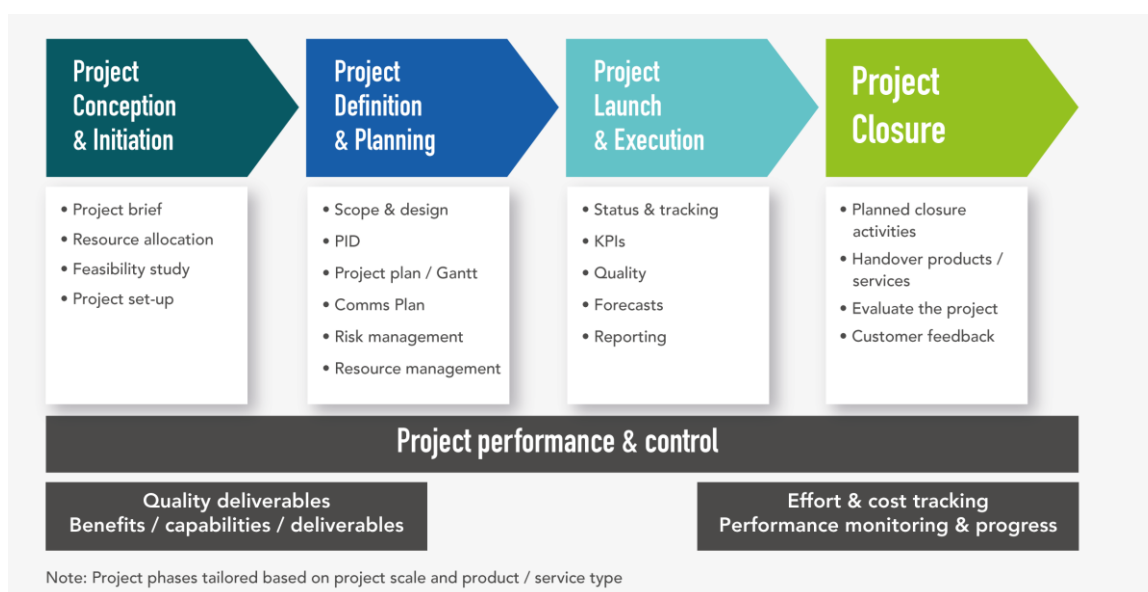
18. Project management

We understand you need to be confident we can deliver projects successfully and without risk to you or your customers. We know collaboration and communication with you is the key to successful project delivery, and the best way to ensure we can deliver the business value you expect from us.

Redcentric uses a hybrid project approach based on PRINCE2 and Waterfall methodologies, that is strengthened by ITIL project best practise. Our approach has been honed to foster a close working relationship between you and the dedicated project team that will be responsible for the onboarding of your new services.

The 4 phased approach that will steer your project delivery is:

- **Phase 1 – Conception and initiation**
- **Phase 2 – Definition and planning**
- **Phase 3 – Execution**
- **Phase 4 – Handover and closure**



We recognise the importance of making sure your project and programme of work is delivered on time and meet your quality and cost considerations. Our highly skilled team of project managers have years of project management and solutions expertise which enables us to provide you a clear understanding of when your solutions will be delivered in preparation for a seamless handover into live service.

You will benefit from our experience of managing a very broad spectrum of complex projects across our range of solutions for customers in a variety of sectors including highly sensitive sectors such as healthcare where disruption to BAU might result in a risk-to-life, or commercial sectors for example, retail or legal, where any disruption would have a significant impact on operational or commercial outcomes for the customer.

To meet your individual needs, we understand we need to be flexible to ensure we can deliver results quickly and with the expected outcome for the project. To achieve this, we will work closely with you to understand your needs and learn how issues impact your business. This will provide a clear insight into working together to resolve any challenges.

The main advantage of our meticulous approach is the handover process at each stage of the project. Risk is a key part of the agenda, which in turn promotes the continuity of risks and the identification of assumptions, issues, and dependencies. This early and continuous detection of risk means we can promptly and effectively mitigate any challenges as early as possible.

Quality assurance processes are embedded throughout the delivery lifecycle, underpinned by our ISO 9001, 14001, 20000, 22301 and 27001 certifications and supported by our centralised programme management office.

The project toolbox

We will use a suite of project tools designed to ensure your project delivery is seamless, transparent, managed effectively, and delivered to your agreed specification. Each device has been refined over time based on our experience and as our knowledge evolves with the introduction of new technologies.

- Project initiation document to develop a detailed scope of your requirements
- Comprehensive project plan to refine the delivery approach
- High level solution design
- Low level solution design
- RAID Log to identify, control and govern project risks
- Site audit report to help identify issues and challenges at each project location

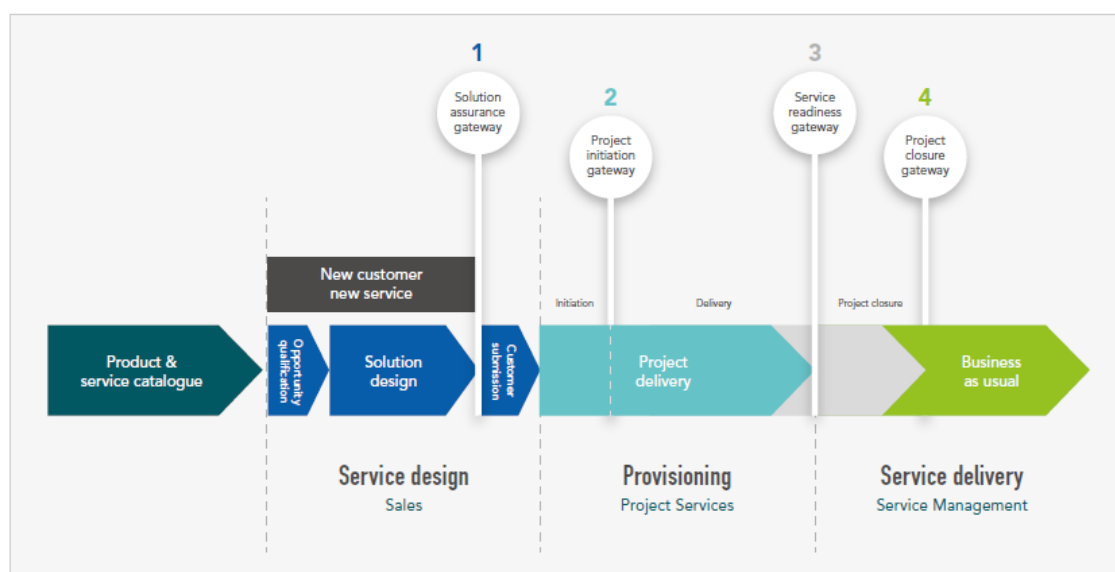
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per site (Word)
- Project Closure Report (Word)

Transition management

It is important to Redcentric that you experience a seamless and smooth transition into your service management team. With an established and proven approach to transitioning customers from solution design, through to projects and into your support team. Redcentric are confident you will feel supported and comfortable for the project team to step back, to let the service management team take over.

Using an effective project delivery approach throughout your transition journey, will ensure:

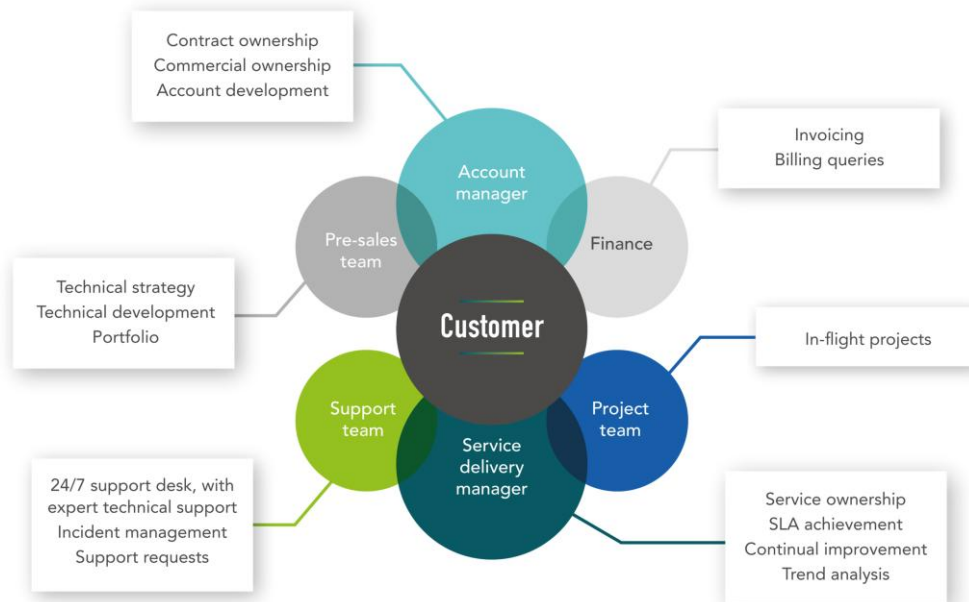
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



With 30 years of track record of delivering projects, Redcentric is knowledge and approach to mitigating risk during the project transition phase is based on experience. Their mature and proven approach is employed as a standard risk management framework which flows from initial bid stage through to project delivery, and into live service.

19. Account management

We appreciate the nature of your business demands an exceptional service. We recognise you need to be supported by a team who are not only competent and highly skilled, but also passionate about delivering the right outcome, every time. In our experience, this is achieved by aligning our expertise from the very beginning to create a single, cohesive, and focused team.



Your Account Manager will build an understanding of your current and long-term strategy and ensure that the wider Redcentric team understands your needs. They are responsible for the day-to-day commercial relationship between the customer and Redcentric. Our aim is to develop a long-standing partnership with you.

Sharing Technology advancements with you

A key role of your Redcentric account manager is to understand your business and to keep you proactively informed on the technology and industry developments that may be of strategic benefit to you. As part of your monthly service reviews, we will discuss our product and services roadmap and where required involve our technical design resources to better understand your requirement and provide guidance.



Our technology roadmap review forms part of the service delivery programme. Our aim is to ensure you are fully informed of the wider developments that we are planning to introduce and allow us to discuss any requirements you would like us to consider for the future.

Working in partnership to drive continuous improvement.

We fully embrace the continuous service improvement and will work with you to develop a continuous service improvement plan (CSIP). At the simplest level your CSIP will act as a way of prioritising and tracking minor improvement initiatives such as tweaking process to better suit your need but is equally used to drive technology enhancements and innovations to align evolving business requirements, including technology refresh, changes, and upgrades throughout the contract period.

20. Service management

Redcentric will provide a centralised service management model for all services we deliver to you. Our proven model will ensure you receive service management and support services that is easily accessible and effective.

Our mature processes are based on the ITIL framework, fully supported by Gartner-referenced service management tools and process automation which ensures you receive a best-in-class user experience.

The proposed solution is inclusive of our support and account management service, which include:

- Genuine 24/7/365 service desk which is manned, monitored and maintained using as mature ITSM tool
- Best-in-class secure management and monitoring tools, designed to ITIL guidelines.

Our service is underpinned by comprehensive, yet agile, documented processes that include major incident management. We have recently introduced enhanced SLAs within our support services; this means we will respond to you quicker and we are committing to faster fix times.

Service Reviews are an opportunity for us to collaboratively evaluate service performance and ensure it is effective and aligned to your needs. The service reviews seek to understand how we can work in partnership with you and your teams and to identify how we can improve performance. We work proactively to propose solutions to problems and suggest the best way to resolve any issues.

What happens at the monthly service review?

- Review service delivery using performance data and provide this in a graphical format.
- Analyse support tickets to identify patterns that indicate we need to explore further to identify the root cause.
- Review service availability, service exceptions, significant incidents, and related trends.
- Build operational relationships between our customers and the wider Redcentric team.
- Seek to align internal resources within Redcentric to ensure effective service delivery.
- Identify areas for improvement and include them in the service improvement plan.
- Seek your input on how we can evolve our services to suit your future objectives.
- Share our vision to demonstrate how we can support your future strategic aims.
- Create and hold formal records in the Redcentric document management system.

The monthly service pack provides a basis for discussion. It can be tailored to meet specific customer reporting needs as part of the onboarding process or within the lifetime of the contract. As standard, we provide a service pack that includes up to 12 months of data extracted from the support system and service monitoring systems. We analyse current and previous months' performance and identify any trends.

We operate a Service Management System which meets the requirements of ISO/IEC 20000, which means we have a tried and trusted model for service delivery that provides a consistent approach.



21. Support Services

We understand that our customers trust the Redcentric team to ensure that our services meet your needs. Our relationship with our customers goes beyond just complying with contractual SLAs and meeting industry standards.



We seek to understand the importance of service delivery to your organisation and work with you to provide the support that leads to the rapid resolution of any issues.



We take a pro-active approach to supporting you so you can be sure that the services which your business relies on are in safe hands.



Our support operations meet the highest industry standards, and service management processes are based on the ITIL framework.



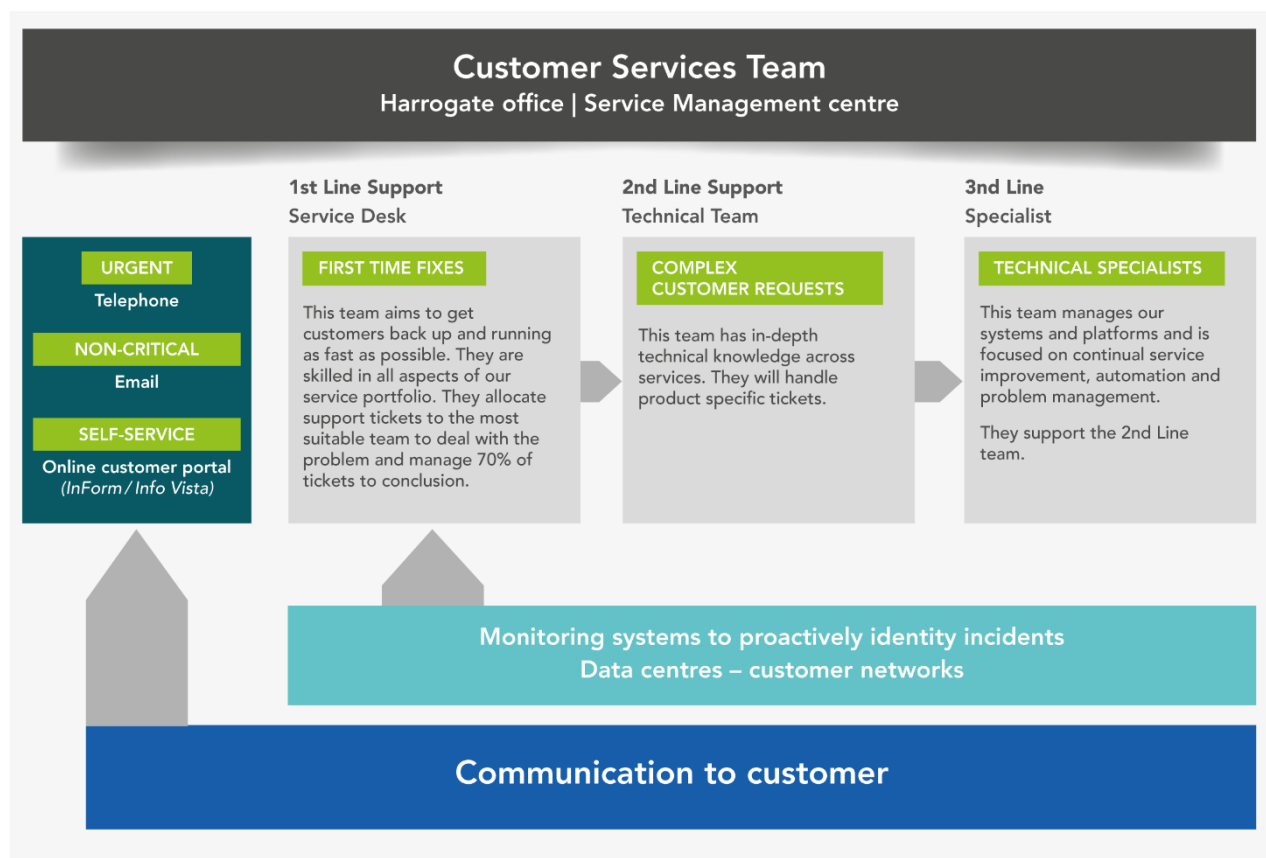
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



We use best-in-class secure monitoring tools to manage the services we provide to you actively. We use Gartner-referenced service management tools and process automation, which allow us to work smarter.

Our support function is structured to ensure fast resolution of incidents with timely escalation where appropriate.

The service journey you experience is important to us. Every interaction is monitored by our customer services team, who are highly experienced in handling customer interactions, and understand the importance gathering accurate and timely information to ensure the correct resources are allocated to reach a rapid conclusion.



Our incident management process has been engineered to be customer focused and designed to ITIL guidelines. We follow a proven process for incident management, with clear steps marked out for each team to ensure you are supported in the most effective and organised manner.

22. Information assurance

Certifications

Redcentric are ISO 20000-1 certified, demonstrating that we adhere to ITSM (IT Service Management) best practice, and ITIL (Information Technology Infrastructure Library) provides advice on ITSM best practice.

ITIL v4 is at the heart of Redcentric's managed service operation and support. Redcentric believes that in order to deliver a high quality, professional service it is necessary to invest in training people, empowering them to be strong ambassadors of our service model.

Redcentric has provided managed services to the UK public and private sector for over 30 years. As a highly accredited business, we are proud of the standards and processes for which we are certified.

Our data centres and all supporting operations are fully UK Sovereign and are congruent with;

- The Government's Security Classification Policy ('Official-Sensitive')
- The Government's previous Protected Marking Scheme classification (BIL4 - Confidential)

Note – Redcentric can also support information and assets classified above the GSCP level of 'Official-Sensitive'.

ISO

- ISO 27001:2022 Information Security Certified
- ISO/IEC 27017:2015 Cloud Security Certified
- ISO/IEC 27018:2019 Personally Identifiable Information (PII)
- ISO 9001:2015 Quality Management Certified
- ISO22301:2019 Business Continuity Management
- ISO 14001:2015 Environmental Management System Certified
- ISO 20000-1:2018 IT Service Management System Certified

NHS standards

- Registered HSCN CNSP (Health and Social Care Network, Consumer Network Service Provider)
- DSPT (Data Security and Protection Toolkit) assessed as exceeding standards
- NHS Certified Commercial Aggregator
- NHS Business Partner
- Authorised to transmit, process and store Person Identifiable Data (PID)

- NHS England IGSoC Compliant Commercial Third Party (NACS code: YGMAP)
- NHS England accredited Service Provider (Network Access Agreement number: 0740).

HMG / other standards

- PCI-DSS Compliant for physical hosting and managed firewall services within our data centre locations
- Cyber Essentials Plus Certified
- Data Centres are externally certified to attest they have the necessary physical security measures to process HM Government 'Official-Sensitive' classified data
- Main data centres are certified as Police Assured Secure Facilities
- Full alignment with the Security Policy Framework
- All services are designed, built, implemented and supported using all relevant and appropriate NCSC GPGs, Cabinet Office and NHS England standards

Networks Connectivity

- The Public Internet via Private or Public IP VPN
- The HSCN Peering Exchange
- PSTN
- PSN (Public Sector Network) certified as one of the few DNSPs (Direct Network Service Provider)
- PSN Gateway Access for both PSN-Assured and PSN-Protected
- JANET (Joint Academic Network)

Further information with regards to the Redcentric assurance and governance framework can be found within the Redcentric customer security pack which consist of the following documents:

- Cloud Security Principles (aligned with the NCSC 14 principles)
- Security Management Plan
- Security Statement
- Accreditations and Mappings (lists all business accreditations and relevant controls and standards utilised for Redcentric G-Cloud services)
- Security Control Framework

Copies are available under NDA upon request.

23. Professional services

The Redcentric Professional Services team is drawn from across the organisation, bringing together a unique mix of experience, know-how and talent to help deliver substantive value to its consulting assignments.

Strategists, designers, developers, technicians, engineers, analysts, security specialists and project managers from the worlds of infrastructure, networks, applications, communications, and mobile can come together to deliver expert, targeted, outcome-driven assistance where it's needed.

The common denominator in every professional services engagement is that we are responding to a specific client need. We provide tailored responses to your requests for assistance, whether that's for help of a strategic or tactical nature, short or long-term, on premises or off, single vendor or multi-vendor environment, in a lead role or in support. Redcentric provide Professional Services using either our in-house team or approved third parties.

Professional Services are not part of the service unless so specified in the customer's order. Professional

Services require a separate order or change control procedure.

Available services

- IT strategy.
- Project management.
- Change management.
- Design integration.
- Staging and installation.
- Integration design.
- Service migration.
- Optimisation and performance tuning.
- Physical lift and shifts.
- Audits and compliance.
- Application development.
- On premise and/or remote access support.

24. Company profile

Redcentric is a managed service provider, delivering highly available network, cloud and collaboration solutions that help public and private sector organisations succeed.

We provide:



Assured availability – Delivering highly available solutions that organisations can rely on to improve productivity and performance



Organisational Agility – Helping organisations to address operational, financial, and regulatory challenges at speed



Smarter Working – Enabling and empowering organisations to connect, communicate and collaborate

Our aim is to work in partnership with you to improve efficiencies, drive transformation and enhance the services you provide to your citizens, patients, students and tenants and our services are provided in line with the most stringent public sector standards.

We are here to support you, whether that be with traditional infrastructure or making the move and taking advantage of what the cloud and hybrid environments have to offer.

Today we can offer a rich end-to-end solution portfolio covering the full spectrum of cloud, network and collaboration designed and delivered by our own highly skilled teams from our privately owned, UK based multi-million-pound infrastructure.

Our ethos is one of collaboration; our aim is transformation: helping clients secure desired outcomes, substantive gains, and a measured route forward for the future.

Our assurance comes from a long track record across both the private and public sectors, characterised by deep domain expertise, continuous innovation, proactive management, and an enduring commitment to business improvement through better IT. We'd like to think that there are hundreds of organisations out there where Redcentric has already made a significant and lasting difference.

- Multiple wholly owned UK data centres
- Serving over 800 customers across the UK
- Health and Social Care Network approved CN-SP
- NHS Digital approved N3 Aggregator since 2014
- Accredited to connect and supply over Janet
- Authorised to process HM Government data marked 'Official-Sensitive'
- Accredited to store patient data
- HSCN Peering Exchange Provider
- Accredited to connect and supply over Public Services Network (PSN)
- Accredited and experienced G-Cloud supplier
- 15+ years of N3 experience
- Fully aligned with ITIL Service Management Standards
- ISO 9001, 14001, 27001, 22301 and 20000-1 certified
- Cyber Essentials and Cyber Essentials Plus certified
- PCI Compliant for physical hosting services
- Services designed, built, implemented and supported using appropriate NSCS GPSs, Cabinet Office and NHS Digital standards
- Fully approved HSCN connectivity to Azure and AWS environments.

25. Why choose Redcentric?



Owned infrastructure

We believe that service quality is dependent on end-to-end control and capability, which is why we've spent the past three decades building our own infrastructure and skills base: a UK-wide MPLS network, UK-based data centres, Voice and IaaS platforms, Network and Security Operations Centre, and a large ITIL-based support operation.



Expert guide

We are not about the provision of one-off IT commodities but rather helping clients over the short, medium and long-term through the strategic alignment of our services to organisational requirements. We guide you on your journey at whatever speed and in whatever direction the need dictates.



Customer-centric culture

It is the 'can do' attitude of our teams that we are most proud of and which our customers most value and often comment on. We invest in our staff and work hard to develop and preserve a culture that prioritises staff satisfaction and motivation. We believe that the happier, more engaged, and dynamic we are as a team, the more we can achieve together, ensuring we deliver the best results for our customers.



Open-minded and innovative

We pride ourselves on being an innovative service organisation which means we are always willing to think and do differently and to go beyond norms and conventions. We are always reviewing our proposition, introducing new proven technologies that dovetail with our existing offering; and bringing these opportunities for further gains to our customers. But equally this spirit of innovation may be seen in our flexible approach to project management, and it extends to all aspects of how we work with our customers.



Breadth of services

Our great strength is our ability to be a single unifying partner who can deliver a comprehensive range of IT and Telecoms services across multiple sites with confidence.



Security and integrity

We invest in our systems and processes, that in turn allow us to attain the highest standards of certification and accreditation. These are not badges of honour, but hard-earned evidence of our commitment to quality, security, and integrity, and this supports our aim to be a 'trusted partner'.



Outcomes focused

We believe we have an important role to play in ensuring you have the IT infrastructure and services to help you to achieve your goals. We help you to meet new challenges and to stay agile so that you can respond to change and at the same time keep your data and systems highly secure.



Our teams

We have highly skilled staff, whose average tenure is more than 10 years bringing a huge wealth of experience and a depth of knowledge on which you can rely. We also invest in the development of new team members who bring new or enhanced skills to Redcentric and the training of existing staff to ensure you benefit from a consistent, high-grade delivery of services and support day in, day out.



Continuous Service Improvement

We are committed to investing the most that we can to build a sustainable, successful business that can deliver genuine IT outcomes for our customers. We are continually refreshing our core systems or adding capacity and capability, to the tune of many millions.



Proactive

We think and
act quickly



Inspired

We create
excitement through
innovation

Trusted

We do what
we say we will

Collaborative

We work together
to deliver
a common goal

Transparent

We are open,
honest and fair





Head office

Central House
Beckwith Knowle
Harrogate
HG3 1UG

T 0800 983 2522

E sayhello@redcentricplc.com

W www.redcentricplc.com

redcentric

AGILE • AVAILABLE • ASSURED

