Service Description

Microsoft Azure: Design, Migrate & Optimise

Microsoft Solutions Partner

Infrastructure
Azure

Why you need this?

It is likely that your organisation is using cloud, and, if a Microsoft shop, you are either using, or planning to use Microsoft Azure.

Fordway understand that there are multiple options and vendors in this space, but as they are running Microsoft productivity applications and Windows servers, with Hybrid Use Benefit and guaranteed compatibility, Azure is most likely the easiest and most cost-effective solution. What is critical is ensuring that Azure is configured and run in such a way to provide the full benefits and security to any organisation.

Contents

01   Why you need this?...continued

Fordway have been hosting, managing, optimising and migrating customers to a multitude of cloud platforms for the past 12 years. Gaining significant knowledge of the different vendors and avoiding pitfalls along the way. Fordway's Microsoft Azure Design, Migrate and Optimise service will provide a range of services regarding optimising use of the Azure cloud, including:

- Migrate services onto the most appropriate Azure service
- Review & optimise existing Azure services
- Review & optimise hybrid and multi-cloud services
- Implement & optimise Defender for Azure and Azure security tools
- Implement Log Analytics and Azure Sentinel for security monitoring and event management
- Define & agree compliance and audit policies
- Implement & optimise Azure Monitor for service availability
- Produce end-to-end dashboards and alerting
- Manage Azure tenancies via Azure Lighthouse
- Extend monitoring and security management to on premise servers and other cloud platforms using Azure Arc

Fordway can either manage the entire Azure environment, or can assist the IT department in areas that they do not have the time or skills to manage themselves such as Security. Using Azure Lighthouse Fordway can manage resources collectively across multiple tenants and enable monitoring capabilities such as Azure Monitor, Sentinel and Azure Arc. Delegated control and audit functions through Azure AD Role Based Access Control mean that customers can delegate permissions, see exactly what has been performed and can remove access at any time.

02   Benefits

- **Get the most out of Azure** – Provide the latest capabilities and enhancements. Fordway will enable the full cost benefits of using the entire suite of products available.

- **Independent** – Fordway will provide independent feedback on the benefits and limitations of the Azure platform and work with you to optimise utility foreach customer

- **Experienced personnel** – From business, project management and technical viewpoint, Fordway have 30 years of experience of real-world deployments and meeting operational requirements

- **Comprehensive Azure assessment** – at the start of any engagement Fordway will perform a detailed analysis against the current configuration to identify where real benefits can be gained

- **Collaboration** – Fordway's personnel will work alongside your IT staff and any third parties collaboratively, as each has skills necessary to ensure the desired outcome

- **Detailed knowledge of management tools** – Fordway have extensive knowledge of the Microsoft management tools, including Lighthouse, Monitor, Sentinel and Arc. These can be configured to deliver the necessary statistics and dashboard for each organisation.

- **Understand legacy** – Fordway understand companies need to maintain and use legacy systems and are well used to working with in house teams and third parties to ensure they are successfully migrated

- **Clear recommendations** – Fordway will produce a set of costed recommendations on how to get the best out of the Azure tenants and how to migrate any systems over.

03 Key Features of Fordway's Approach

Fordway's approach, is ultimately flexible but the generic steps taken for every engagement are:

- Create and sign off Project Initiation Document
- Review existing cloud, licence and toolset information
- Design new Azure capabilities
- Agree on optimisations
- Install and configure
- Migrate from any existing tools
- Monitor and analyse new capabilities
- Create dashboards and reporting

The duration and complexity involved in each of the high-level steps listed above, is dependent on the nature of the engagement. If needed, full project controls and documentation will be supplied as part of the engagement (Project Manager, RAID, Exception, Highlight logs/reports).

04 About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.

Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We can then assist with the ongoing migrations, operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

05   Service Terms

Service Initiation (on-boarding)

The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

- Understand the work requirements
- Sign Non-Disclosure Agreements
- Provide a combination of Project Manager, consultants and engineers relevant for the work profile
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

Suitable resources are likely to be required from the customer and potentially third-party organisations to initiate the service, working alongside Fordway staff. The actual roles and responsibilities will be finalised and agreed in the Project Initiation Document.

Service Levels

As the service is hosted and run from Microsoft Azure, the service levels will be defined by the underlying Microsoft SLAs for Azure, in line with the resilience configured in the environment.

Service Management

Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

Financial Recompense

Fordway offers service credits if the Fordway provided elements of the service do not consistently meet the SLA. Interruption or failure of underlying Azure infrastructure is covered by Microsoft's Service Credits.

Service Connectivity

The Service is Internet based, the customer will need suitable capacity and quality Internet connectivity to allow VPNs to be created to access the Azure resources. The customers Azure tenancy will be managed through Fordway's Azure Lighthouse/Azure Resource Manager tenancy management framework for the duration of the service.

Trial of Service

Not applicable to this service, although elements of the transition will be tested and can be implemented as a pilot. These requirements will be determined as part of the Project Initiation Document.

Data Security

Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

Training

Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.

Customer Responsibilities

Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

Change Management

All changes will be delivered through the Change Management process defined and configured in Fordway's Customer Portal. The process and toolset can interface with the customers Change Management processes.

Data Migration

Where data migration is required, this can either be done as a chargeable element of the service onboarding by Fordway or undertaken by the customer as part of their responsibilities.

Backup and Restore

Where Fordway have the responsibility for maintaining and managing the customer backups, this will be included in the service. Where the customer chooses to manage their own backups, they will be accountable for this function.

06 Ordering

Fordway services can be ordered by contacting your Fordway account manager or other members of our team on **01483 528200**, emailing **sales@fordway.com** or using the contact form on www.fordway.com.

Our Accreditations

ISO 9001
ISO 14001
ISO 27017
ISO 27018
ISO 20000
ISO 27001

CYBER ESSENTIALS PLUS

PSN Public Services Network

HSCN HEALTH & SOCIAL CARE NETWORK COMPLIANT

Microsoft Solutions Partner
Infrastructure
Azure

FORD**WAY**

Fordway Solutions Ltd,
Hambledon House,
Catteshall Lane,
Godalming,
Surrey GU7 1JJ

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