



Service Catalogue

Your secure data centric guardians

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Azure

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

The Microsoft Azure platform offers a cloud environment based on a flexible OPEX model to run IT services. Whilst using the platform removes some of the complexity and underlying infrastructure of a traditional onsite or co-located data centre, it still requires a significant degree of IT skills to provision and manage any services hosted within the Azure Cloud Platform.

Amicus ITS have the required skills and experience required to manage any organisation's investment in the Microsoft Azure Cloud Platform. The objectives of this service is to ensure that the customer obtains the best value when running IT services in the Azure Cloud Platform resulting in a number of benefits listed below.

In addition, given the high level security requirements of many of our customers, it should be noted that the Azure Platform in the UK is accredited to Official Sensitive, to host Personal Identifiable Data and can host N3 and PSN connections.

The benefits of using the MS Azure platform service are:

- No CAPEX costs
- Flexible and scalable solution
- Short provisioning times
- Pay as you grow
- No need for the customer to manage their IT
- Data stored in a secure and highly available environment
- Access services from anywhere on any device

3 Service

Our Microsoft Triple Gold Certified Partnership status represents a very high level of competence, experience and expertise. This endorses Amicus ITS as a true expert within the industry and assures our customers that we have the competencies in order to deliver the benefits to our customers.

We offer different levels of service for Azure. This is differentiated as follows:

- Basic Service - which is cost effective and aimed at a single site designed for running services within minimal service level requirement.
- Enhanced Service – designed to support high availability environments, where tolerance of service unavailability greater than 4 hours is unacceptable. We monitor this using our tools with enhanced security management for organisations requiring tighter security controls or regulation.

Azure / Contd.

3 Service / Contd.

- Advanced Service – which includes support for advanced operational, security and rights management, up and above the Enhanced service.

This feature set for the Azure service includes the following elements:

- Microsoft Azure Cloud Management Service
- Global administration management
- Subscription management
- Support of configuration of primary Azure connection and first VNet.
- Configuration of Azure endpoints (Firewall)
- Billing advice
- Management of the hosted IT infrastructure
- Troubleshooting of Azure components within customer solution.

4 Service Scope

AZURE MANAGED SERVICE	Basic	Enhanced	Advanced
Virtual machines	✓	✓	✓
Network	✓	✓	✓
Storage with local replication services	✓	✓	✓
Basic security	✓	✓	✓
Application services	✓	✓	✓
Backup with geographic replication service	✓	✓	✓
Basic monitoring in Azure	✓	✓	✓
Enhanced monitoring using our monitoring toolset	Optional	✓	✓
Load balancing	Optional	✓	✓
Availability sets	Optional	✓	✓
Security Centre	Optional	✓	✓
Storage with geographic replication service	Optional	✓	✓

Azure / Contd.

4 Service Scope / Contd.

Operations Management Suite (OMS Workspace)	Optional	Optional	✓
Express Route	Optional	Optional	✓
Azure Rights Management	Optional	Optional	✓
Azure Identity Protection	Optional	Optional	✓
Azure AD Privilege Identity Management	Optional	Optional	✓
3 rd Party add-ons	Optional	Optional	✓

5 How We Provide This Service

The elements within this service are specific to services and options that are available through Azure. Amicus ITS will manage and administer the customer's account within Azure as part of the service through the Sales and Service Delivery Management teams, working in conjunction with the Network Operations Centre, Escalations Team and our Technical Design Authority specialists.

6 Service Reporting

- Azure Portal Activity Logs
- Azure Portal Metrics
- Azure Portal Alerts

7 Service Pricing

The service price will be dependent on the customer's requirements of the services from Azure coupled with the Amicus ITS Managed Service.