

# Advanced's Managed Azure Services

**Advanced + Azure = The Smartest Way to the Cloud**





The powerful combination of Advanced + Azure will make for the smoothest, quickest-to-value journey to the cloud. Our deep knowledge of Azure, longstanding Microsoft partnership, and extensive service experience will ensure a stress-free migration. Meanwhile, our agile Squads approach provides continuous innovation to keep your business evolving whilst keeping costs low.

# Why Advanced for Azure?

Our deep, cross-sector experience puts Advanced in prime position as your best partner for Azure. We recognise that organisations are at different stages in their journey towards fully leveraging the power of Microsoft Azure and can help at any point, from initial migration to mature optimisation. Our Managed Azure Services are designed and built specifically with this in mind. We advise, assist, secure, and operate whatever stage our customers may have achieved in their journey.

- **Continuous Advice:** We know that business and the cloud never stay still. Our experts will stay with you beyond migration and initial deployment to continuously advise, support and drive you forward.
- **Continuous Innovation:** Innovation is not only essential to tech, but also to business. Our agile Squads approach is designed to constantly look for improvements- technology never sits still and neither do we.
- **Cost Control:** The promise of cloud can be ruined by unexpected costs. A problem only exacerbated by the new focus on hybrid working. Our deep knowledge of Azure and focus on optimising your IT means we can keep your costs as low as possible.
- **Adaptive IT:** Just like you can scale your cloud consumption as required, our teams are flexible too - we can expand and contract to meet your needs. This way your business goals are met and your costs stay low.
- **Microsoft Partnership:** Our relationship with Microsoft goes back over 30 years and we have been deploying Azure since its release. As a Microsoft Gold Partner with numerous technical competencies, we are the ideal partner for your Azure needs.

**“I’ve worked with Advanced before and I knew they could deliver this on the Microsoft Azure platform I wanted. Advanced has created a data mart using a combination of open source and Microsoft technologies and I was confident they would have the skills, tools and understanding to successfully develop this new web application.”**

**Adam Sewell, IT Director, The Copyright Licensing Agency**



## Our Human, Flexible Approach

At Advanced we know that technology is delivered by people and depends on the strength of our relationships. As an Advanced customer, you will have a dedicated point of contact who will support you throughout.

Our Adaptive IT structure, composed of agile Practices and Squads, can expand, contract and adapt to meet your requirements. Combined with our Continuous Advice and Continuous Innovation promise, our intent is to make sure you always feel supported by an ally, one that empowers you to move your technology and your business forwards.

**“Cloud is a huge driver for us and where we want to go. We are moving forward to meet growing and more complex demands with a provider that can both scale to meet those needs and provide the level of professionalism needed within this marketplace. The team at Advanced were an important factor for us in partnering with them. We really like that they always make time for us.”**

**Rob Bing, IT Service Manager at St Andrew's Healthcare.**

A woman with dark hair, wearing glasses and a yellow sweater, is shown in profile, smiling as she works on a laptop. The background is dark with warm, out-of-focus lights, suggesting an office or home workspace at night. The overall mood is professional and focused.

## What we can offer

Advanced provide tailored solutions that are secure by design. We aim to simplify and accelerate cloud transformation in every instance, including:

- Deploying new greenfield solutions
- Migrating to Azure
- Take-on and stabilisation of an incumbent (secure, optimise and innovate)
- Application Modernisation
- Optimising Azure solutions

In a changed world, it's more important than ever to have the right cloud partner. As a Microsoft Gold Partner with deep cross-sector knowledge and a focus on constant innovation, Advanced are your ideal technology partner.

# Our Services

## Infrastructure Modernisation

Our Infrastructure Modernisation service is designed to help businesses transform an existing on-premises or hosted IT infrastructure to Microsoft Azure-based.

Using industry best practice, our cloud experts will work in partnership with your team to assess, design, migrate and optimise your existing IT infrastructure in the Microsoft Azure cloud, and can provide ongoing service management of your new IT infrastructure.

### Assess

Advanced's Cloud Advisory Services will assist you in identifying the key drivers for moving to Azure, outlining any risks, and defining a cloud strategy.



## Cloud Readiness Assessment

To ensure we deliver the right business outcomes for you, a 'business first' focused discovery is essential. We'll take a deep dive into your organisation, including your IT-related products, services, teams, skills, and current state.

This understanding will enable us to shape the approach to best meet your needs and tailor our engagement. The Cloud Readiness Assessment covers a discovery of the below:

- Business drivers and objectives
- Applications and related business services
- The organisation, skills, methods, capabilities, and in-flight initiatives
- Security policy, compliance and management systems
- Cloud readiness and compatibility determination as well as right-sizing
- Infrastructure and cloud-related technology services
- IT operations management systems and process
- Known future requirements and vendor support lifecycle

## Data & Infrastructure Migration Assessment

We understand that taking the first step can be daunting. In partnership with Microsoft, we're pleased to offer a complimentary Data & Infrastructure Migration Assessment. This will evaluate your infrastructure in relation to on-premises deployments and future cloud-strategy with insights on the business, cost, and technology benefits of migration.

[> Learn More](#)



## Migrate

Influenced by industry best practice and our 35+ years of Application Modernisation experience, there are several key options we'll consider in our assessment of the approach required to modernise legacy applications and systems:

- **Rehost:** A typical 'lift and shift' approach onto a new platform—most typically, a cloud infrastructure platform through an Infrastructure-as-a-Service migration, with no or minimal change to the application or its code.
- **Replace:** Also known as repurchase, this eliminates the former application component altogether and replaces it, taking

new requirements and needs into account. It may involve moving to a different product completely, typically a Software-as-a-Service offering such as Microsoft 365, Microsoft Dynamics or Salesforce.com

- **Retire:** This is when applications are assessed as being no longer needed or are replaced as part of the strategy.
- **Retain:** This is when applications are chosen to be revisited at a later stage, as part of the ongoing strategy review. It may include limited in-situ changes to extend life and usefulness.





## Strategy & Envisioning

Our cloud strategy and envisioning engagements are designed to help form your strategy, build a roadmap and envision the future.

The engagement will cover the following areas:

- Per workload cloud platform strategy
- Stabilisation, cloud migration, transformation and optimisation approach
- Application Modernisation
- Ongoing operation and management services
- Commercial modelling and change over time
- Identifying benefits, risks and constraints

As organisations are all unique and have different requirements, we offer a variety of design services to meet an array of needs:

Scenario	Service
Non-complex ready state	Access to a shared pool of Cloud Architects who can engage regularly.
Customers with complex needs & facing large-scale transformation	A named Design Authority who builds intimate knowledge about your organisation. This Cloud Architect will be your go-to resource, they will attend service reviews and design & strategy boards. This is a paid-for resource provided for a minimum of 1 year, typically working either full or half time.
Customers with specific Application Modernisation needs	We have an Application Modernisation team that will engage with you to meet your requirements.

## Design Services

Informed by our deep understanding of your organisation and underpinning applications, our skilled cloud architects continue to apply our 'business first' approach in solution design. Our experts design for security and reliability, ensuring the integrity of Azure Service Level Agreements (SLA) aligning to Microsoft's guidance.

Our design principles:

- A business first and application focused approach that is secure and commercially aware
  - An approach which will achieve the desired availability, take into account maintenance and failure, identify business application workloads, Recovery Time Objectives (RTO), Recovery Point Objectives (RPO) and Maximum Tolerable Downtime (MTD), whilst accounting for Microsoft Cloud Services SLAs
  - Design technology which enables customers to focus on business agility and achieving their goals
- Support UK Government Codes of Practice with open standards, security principles and enabling cloud-first strategies
  - Provide the right levels of innovation support, including automation and DevOps enablement

Our design activities include:

- The capturing of your individual requirements
- The designing of a technology solution that is made up of network(s), IaaS, compute, PaaS, storage, operating systems, applications, and management systems
- The design of a cloud subscription model to help lay the foundations for well-governed Azure solutions
- A tailored service solution that will meet your needs. We recognise that some customers have needs beyond our standard services, therefore, subject to requirement, we offer customer specific service solutions

- Change Approach and Plan: Through in-depth migration planning and identifying test, acceptance and clean-up actions, we thoroughly prepare for an Azure landing zone deployment

**Our skilled cloud architects continue to apply our 'business first' approach.**

- Commercial Solution: We provide estimated running and operational costs, as well as optional Total Cost of Ownership (TCO) analysis
- Identification of future opportunities to modernise and improve as well as what to decommission and how to consolidate

Ultimately, we aim to design world-class solutions that ensure performance, availability, resilience, visibility, control and security, today and tomorrow.



## Transformation - Deployment & Migration Services

Advanced help customers create and evolve their Azure Cloud solutions. Our transformation capability follows on from our design processes and works alongside

our Application Modernisation Services. We have built our services to ensure that we do the heavy lifting, enabling you to focus on the business outcomes.

### Transformation Services

We deploy new, migrate legacy, and take on existing Azure solutions through structured projects that are governed by Project Managers and post-sale Cloud Architects. Transformation begins with a handover of the solution design and customer kick-off meetings. It is completed with a solution handover that includes a transition to live operational services.

Transformation includes:

- Low level configuration, migration and deployment planning
- Procurement, provisioning, migration and integration in preparation for Landing Zone Deployment
- The final deliverable of the Azure set up guide, which is an environment that

has been provisioned and prepared to host workloads that have been migrated to Azure

- Workload, application and data migrations in accordance with our seven modernisation options
- Testing to go-live acceptance:
  - Test migrations
  - Final migration and live cut over
  - Testing and acceptance criteria

An Advanced Customer Engagement Manager will work with you to provide access to Azure Programme and Project Management expertise, which is delivered by a network of partners and Advanced associates.



## Azure Support & Management Services

Once the solution is operationalised, the benefits of Advanced's Managed Operational Services will be fully realised. Our tiered ITIL and DevOps-aligned support and management services combine with value added service options to deliver enterprise-class Managed Azure Services.

Our Azure Cloud Support and Manage capability typically encompasses:

- Service Level Management
- Subscription Management and Optimisation
- Cost Management via Azure cost manager budget thresholds
- Security and Access Management

- Operations and Support
- Configuration Management
- Modern Lifecycle Management

We can also setup and manage programmatic budgets and alerts, creating automatic notifications when costs exceed thresholds.

Prior to go-live, we will deliver monitoring, customer runbooks and operating procedures. Customer runbooks define the support team's standard operating procedures, they are designed to present the right information at the right time, providing relevant, focused guidelines and enabling the automation of alerts, including pre-defined escalation procedures.

## Optional Value-Added Services

We can also provide a number of additional value-added services, including:

- Applications Management
- Database Management
- Identity and Access Management
- Web Application Firewall and Distributed Denial-of-Service
- Information Protection
- Cyber Security: Scanning and Discovery
- Cyber Security: Managed Detection and Response

# Managed Cloud Operational Services

The solutions that work for our customers are typically made up of multiple environments, requiring different tiers of service. We work with you to map service options specifically to your environment, using Azure subscriptions, helping with commercial segregation, and providing reporting.

You can find a summary of our Managed Cloud Operational Services below, or visit the resources section on our website for the in-depth service description document.

Service Element	Standard	Additional Services (Optional)
<p><b>Service Level Agreement</b></p> <p>Our services provide, as standard, 24x7x365 monitoring of the solution. Support for the solution includes infrastructure monitoring and alerts with guaranteed SLAs.</p>	<p>Mon - Fri 08:00 - 18:00 with 24x7 P1 Fully Managed</p>	
<p><b>Azure Platform Incident Support</b></p> <p>Any issues with the underlying Azure platform are incident and problem managed via our service desk and ticketing portal, this includes Microsoft Premier Support escalations.</p>	<p>✓</p>	
<p><b>Service Level Agreements: Response Times*</b></p> <p>Incoming Incidents and Requests are prioritised as follows:                      Priority 1 Critical: All users experiencing major failure and no access to system.                      Initial Response Time: (business hours SLA) 1 hour                      Target Resolution Time: (business hours SLA) 1 working day                      Priority 2 Major: Some users are experiencing issues and back-up failures. A workaround maybe identified.                      Initial Response Time: (business hours SLA) 4 hours                      Target Resolution Time: (business hours SLA) 3 working days                      Priority 3 Minor: Minor issues or inconvenience experienced by some users                      Initial Response Time: (business hours SLA) 8 hours                      Target Resolution Time: addressed as part of next planned change, or mutually agreed.</p> <p><i>*Note: Target Resolution Times maybe dependant on an underlying 3rd party service provider such as Microsoft Cloud Services and in this case, cannot be guaranteed. For example, where services are not highly available within a particular region or where there is a regional issue that is impacting services for which there is no multi-regional customer Disaster Recovery solution.</i></p>	<p>✓</p>	

Service Element	Standard	Additional Services (Optional)
<p><b>Service Level Agreements: Azure Cloud Services Availability</b></p> <p>Advanced monitor Azure’s planned and unplanned services availability via Azure Service Health, in conjunction with our own monitoring systems. In doing so, we manage the Azure Cloud Services availability SLA on behalf of the customer. In the event of a SLA breach, service credits are passed on, along with an assessment of Microsoft’s Root Cause Analysis (RCA) report.</p> <p>Microsoft’s Cloud Services SLA can be found at: <a href="https://azure.microsoft.com/en-gb/support/legal/sla/">https://azure.microsoft.com/en-gb/support/legal/sla/</a>, with a summary available at: <a href="https://azure.microsoft.com/en-gb/support/legal/sla/summary/">https://azure.microsoft.com/en-gb/support/legal/sla/summary/</a>.</p>	√	
<p><b>Microsoft Cloud Solution Provider (CSP) Licensing and Billing</b></p> <p>Advanced provide CSP licensing and billing management, offer expert advice and Cloud cost usage reporting via monthly service reviews and the Cloud portal. Before we can place an order on a customer’s behalf, the customer must accept and sign the Microsoft Cloud Agreement that can be found here: <a href="https://docs.microsoft.com/en-us/partner-center/agreements">https://docs.microsoft.com/en-us/partner-center/agreements</a>.</p>	√	
<p><b>Service Management (including SLAs and Cost Mangement Reporting)</b></p> <p>Provision of monthly service review meetings, including discussions around Quality of Service, SLAs and availability, incidents and problems. As well as, agreement and setting of Azure cost management budget thresholds along with alerts; the creation and management of service improvement plans after any SLA breaches, including identifying and establishing preventative measures. This is all subject to the RCA and services provided.</p>	√	
<p><b>Quarterly Usage, Security and Cost Optimisation Review</b></p> <p>Using Azure Cloud Advisor, Security Centre and our knowledge of our customers, reports are created for Microsoft Cloud usage, security and cost usage. Advanced also perform an assessment that results in further optimisation advice.</p>	√	

Service Element	Standard	Additional Services (Optional)
<p><b>Azure Platform Support</b></p> <p>Request, Access, Incident, Change, Availability and Problem Management are provided for the Azure Cloud solution. These are integrated with Advanced's IT Service Management systems and Microsoft Premier support. Administration level access is only provided when required.</p>	<p>✓</p>	
<p><b>Enterprise IT Service Management (ITSM)</b></p> <p>Operational services are underpinned by enterprise ITSM systems and ITIL-aligned processes, which also support DevOps. Access to support is provided by phone, email and portal ticketing systems for request, access, incident, change and problem management.</p>	<p>✓</p>	
<p><b>Administrative and Azure Portal Access Management</b></p> <p>Subject to the Azure products subscribed to, there is the management of administration access provided, including 2 Factor Authentication and conditional access management. As standard, administration access is provided by a secure bastion server solution.</p> <p><i>*Note: This requires Multi-Factor Authentication and Azure Active Directory Plan 2 is recommended as standard</i></p>	<p>✓</p>	
<p><b>Security Management</b></p> <p>As standard, Advanced manage and operate customer solutions in a secure manner, in line with Microsoft and industry best practice. This involves secure, Multi-Factor, bastion access and role-based access controls. Our experts monitor and manage Azure Security Centre and recommend that the Standard level plan is in place for continuous assessments and security recommendations as well as Secure Score, self-service just-in-time VM Access, compliance dashboards and threat protection for Azure VM's with Azure supported PaaS products. Regular, quarterly security, health and optimisation checks are provided to ensure secure score reviews and other security best practices.</p>	<p>✓</p>	<p>Assisting you in meeting specific compliance needs</p>

Service Element	Standard	Additional Services (Optional)
<p><b>Enhanced Security Services</b></p> <p>Advanced can provide additional security services to further protect your solutions. These include 3rd party Cyber Security Discovery which provides vulnerability and security scanning as well as Managed Detection and Response and Information Security Manager Services.</p>	✓	✓
<p><b>Configuration Management</b></p> <p>Administrative configuration level management of Azure security, networking, compute and storage services conform to Azure best practices and customer requirements. Advanced use templates and tooling such as Git repositories, Terraform and Ansible. Our standard CI/CD capability provides automated server, environment and solution deployment options. Additional service options are available to support customers with DevOps and deployment needs such as blue/green release strategies.</p>	✓	Custom templates, scripts and automation
<p><b>Azure Virtual Network, VPN, Load Balancing, Application Gateways and Firewall Management</b></p> <p>As standard, Advanced will deploy, manage and support Azure native networking products, ensuring they are available, secure and performant. Each customer's solution is designed to meet their specific needs and is consistently monitored. Any critical events trigger an operational response.</p>	✓	Non-Azure 3rd party virtual network appliances
<p><b>Operating Systems</b></p> <p>The support and management of Windows Operating Systems are deployed in Azure Virtual Machines. This covers patching, backup, server malware protection and the monitoring of CPU, RAM, critical events, processes and storage. Advanced provides standard thresholds which can be customised to meet your requirements. For further information, see the Windows Operating System service description.</p>	✓	



Service Element	Standard	Additional Services (Optional)
<p><b>Patching Service</b></p> <p>Mandatory and fully automated patching within agreed maintenance windows. See patching section for further details.</p>	✓	
<p><b>Windows Server anti-malware and virus protection - Microsoft Defender</b></p> <p>Protection for Windows using Windows Defender, to protect files and online activities from viruses, malware, spyware, ransomware and other threats. Defender will be disabled should customer have other 3rd party Server malware protection products active.</p>	✓	
<p><b>Database management</b></p> <p>Advanced provide Managed Services for SQL Server on VM (including option for AlwaysOn), Azure SQL Database (PaaS and Azure SQL Managed Instance). These cover core database monitoring, backup, recovery and administration. Includes database and account creation, amendment and deletion, backup and scripted maintenance jobs, index optimisation, log shipping, mirroring and replication. See Microsoft SQL Server database service description for further information.</p>	✓	✓
<p><b>Azure Backup</b></p> <p>Advanced will keep 30 days of rolling virtual machine backup, with a 24 RPO as a default. The backup policy can be tuned to meet customer requirements offering, Daily, Weekly, Monthly and Yearly retention. Recovery of virtual machine images and file- based recovery. Advanced perform annual test restores, whilst the customer is required to confirm data integrity.</p>	✓	
<p><b>Log Management</b></p> <p>To support customer security forensic needs, Advanced manage Azure log management, setting retention policies to meet customer requirements.</p>	✓	

Service Element	Standard	Additional Services (Optional)
<p><b>Azure Platform Monitoring</b></p> <p>The Azure platform, products and services are monitored for availability, capacity and critical events using Azure Monitor. Standard alerting thresholds are provided but can be customised to customer requirements. Subject to agreement Alerts are integrated with ITSM tooling for operational services response.</p>	<p>✓</p>	
<p><b>Disaster Recovery Invocation Process Management &amp; Testing</b></p> <p>Dependant on the designed solution architecture and service requirements, disaster recovery governance may be required. In some cases, DR may be automated by design i.e. Active-Active. Advanced provide the option to manage this in the production of customer tailored and documented invocation procedures -including initial and regular testing, as well as assessing BAU changes for any impact.</p>		<p>✓</p> <p>Customer tailored process</p>
<p><b>Azure Site Recovery (ASR)</b></p> <p>Advanced can assist with the configuration, setup, monitoring and management of ASR in our customers' Azure subscription. This includes the installation of agents on any Advanced managed operating system and instance creation within ASR. Dependent on customer requirements and agreed solution design. Advanced will assist customers in their DR needs by providing service to failover Virtual Machines in agreed sequence. Custom failover automation and procedures can be provided subject to scope and additional charges.</p>		<p>✓</p> <p>DR Automation Scripting</p>
<p><b>Azure Site Recovery (ASR) Failover testing assistance</b></p> <p>Where formal Disaster Recovery Invocation Process Management &amp; Testing are not provided by Advanced, we can assist with test failovers. Subject to additional charges, scope and resource availability.</p>		<p>✓</p>

Service Element	Standard	Additional Services (Optional)
<p><b>Customer Run Books</b></p> <p>The 'definitive guide by which Advanced support and account teams operate our customer solutions. Contains a solution architecture and business services overview, customer specific escalations, monitoring, response and reporting. Including, but not limited to, customer specific standard operating procedures, and DR processes.</p>	√	
<p><b>Azure Tagging</b></p> <p>Advanced assist customers with effective tagging of assets in the Microsoft® Azure™ Public Cloud platform. This is essential to maintain the health of the platform and optimise billing control. At Advanced we provide a real-time dashboard view of tagging in our customer's environment. This includes ensuring that tagging is complete, unique and valid so that quality is maintained. In addition, we use our expertise and experience to advise on tagging standards and strategies. All tagging is mandatory and fully automated to ensure that customer systems are correctly identified for billing, BCDR and compliance. Any machine that is not tagged will be powered-off so that customers are not billed for incorrect usages.</p>	√	

To learn more about any of our services or to get started, contact us today.

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# Make **IT** work



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## More Information

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