



FORDWAY

fordway.com

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Service Description IT as a Service

Gold
Microsoft
Partner



Is IT holding you back?

The way IT departments operate is changing. Expectations are high and the demands made on them are continuously increasing, working faster and harder than ever before to transform from building-centric to cloud based, agile, available anywhere, anytime services in a manageable cost-effective way.

Doing this with fewer people, fewer resources and limited funding is proving to be a huge challenge for many. Legacy systems, mixed platforms, multiple versions, erratic support, rigid policies,

short staffing, hiring challenges, lack of technical know-how... and endless cost pressure slows everything to a grinding halt. The need to just keep things working removes any opportunity to innovate; to add real value.

Fordway can help. Our IT as a Service (ITaaS) takes away the complexity, the uncertainty, and the stress of delivering and managing your organisations IT service. Fordway provide a team of highly experienced consultants, project managers, business analysts, technical and systems architects, operational experts, service continuity techies and service delivery managers to help. We will not only show the way, but walk alongside you, helping implement and manage the solid IT foundations to provide boringly effective, fit for purpose and secure IT services, based on new generation cloud platforms. These services set you free to add value, to deliver innovation and deliver the digital transformation your CEO is almost certainly asking for.

02

Taking your IT headaches away

With Fordway ITaaS we work side by side with you to discover the real pain points; develop a plan to take them away; and lay the foundation to set you free. We simplify the complex and manage the mundane services on an “as-needed, pay-as-you-go” basis whilst giving you independent strategic advice throughout the journey. You’ll free up resources, access new capabilities, take back control to use IT in an innovative way.

With Fordway, it's personal

We care deeply about what we do and the impact we have with our customers. They choose us for our combination of responsiveness, experience, quality of service, in-depth technical expertise and security accreditations. Working with us is simple, straightforward and easy. We give the flexibility desired and create lasting value. We've been doing it since 1991, delivering IT excellence for mid-size enterprises, UK Public Sector and Healthcare customers. We have been a leading ITaaS provider in the Government Cloud framework since its inception.

Don't take our word for it. One of our most recent customers has this to say:

“The GCH IT team are receiving a quite incredible amount of (virtual) love from the entire business today and it’s only right – given your efforts, professionalism, pragmatism and good humour – that we share that love with you!”

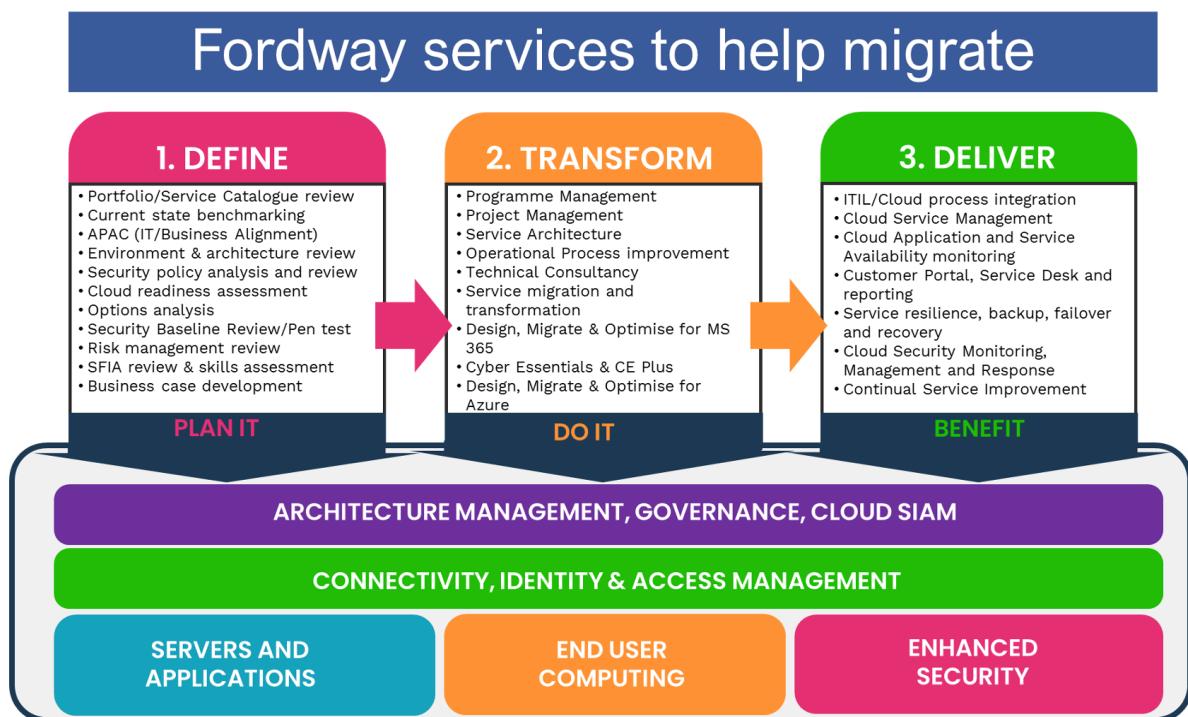
— Paul Haines, Head of IT, Gloucester City Homes

We put what you value first

In three phases, we align with your business goals:

- 1. Define:** together we will understand your business goals, what IT changes are needed to support them, and agree a viable plan to implement them and help you ensure the plans are accepted by your business.
- 2. Transform:** not just to Migrate but to Transform your IT services to the desired state. We provide the expertise, capabilities, Cloud and infrastructure knowledge to deliver better results, faster.
- 3. Deliver:** not only Manage and Operate the services on your behalf, but through continual review and service improvements, work side by side with you on a journey towards excellence. We take away the hassle from running your own infrastructure or focus on fixing a specific problem. Either way, you'll realise the benefits of the choice you made.

Our ITaaS offering is based on a set of core services, which are flexible and adaptable to both market and business needs. Every suite of services is grouped under six technology towers, which can be engaged in any combination as needed:



An end-to-end solution to help you in all areas

- Public Cloud:** maximise the benefits and utility of using the public cloud
- Data Centre & Private Cloud:** get the security, control and performance for your mission-critical business applications wherever they are
- Connectivity & Access:** access rock steady networking and mobile communications to support business operations
- End-User Computing:** provide modern, consistent, and secure experience for your office and remote users
- Application Availability & Business Continuity:** ensure your core IT services are always available. Your IT service will be seen as an enabler.
- Enhanced Security:** protect your data through our enterprise security toolset and continual monitoring to let us detect, investigate and respond to immediate security threats.

Choose the right IT for your needs

- Fordway IT as a Service (ITaaS) manages a customer's IT environment, whether hosted on public cloud, privately hosted, on-premise, or most likely a hybrid model. It encompasses all elements of infrastructure (server, storage, network, desktop and mobile devices), architecture & design, implementation & migration and operation & support.

03

ITaaS will provide a tailored managed service in agreement with a customer's service requirements in respect to risk, security, compliance, capacity and availability and will take away the daily grind and pain to allow customers to focus on the more important elements of their operations to drive their business forward. IT as a Service can provide functions such as 24x7 UK Service Desk, Architecture and Design, Operations, Security and Compliance and manage main processes such as Incident and Request Management, Change Management, Patch Management and Business Continuity.

IT as a Service will ensure a streamlined, value optimised SIAM function within multi-supplier environments along with a SIEM/SOC function where security is a main focus.

Fordway adopts best practise frameworks that are aligned with the customer's existing operations where needed and improved upon where and when required with value. Continual service improvement is at the heart of the Fordway/customer partnership to let you realise your IT strategy and Digital Transformation.

Define

The process begins with an overall assessment: we identify where you are and where you want to be. We then evaluate your options through consultation and workshops to create the best plan. Finally, we formulate the plan and get the business to agree to it. Here is a set of services that will help us achieve this:

- Portfolio Review
- Environment and Architecture Review
- Security Policy Analysis and Review
- Cloud Readiness Assessment
- APAC (IT/Business Alignment) Review
- Options Analysis and Assessment
- Current State Benchmarking
- Cyber Essentials / Cyber Essentials Plus
- Security and GDPR Analysis
- Penetration Testing
- Risk Management Review

04

Transform

In this step, we plan, migrate and transform your IT environment and services to the desired state while ensuring minimal disruption to the business.

- Programme Management
- Project Management
- Service Architecture
- Technical Consultancy
- Service Migration and Transformation
- Design, Migrate & Optimise for Microsoft 365
- Design, Migrate & Optimise for Azure
- Cloud Migration Services

05

Deliver

Access the IT infrastructure expertise (in the technologies below) to help your organisation deliver its digital transformation. Our six core towers of technology combine to provide everything needed to run and support your in-house IT or provide specific capability for a business function such as home working. We help you pick the key elements required to deliver exceptional results and we manage and operate the services relevant for you:

All service towers are underpinned by:

- ITIL/ISO20000 Process Alignment
- Service Integration and Management
- Service Support and Service Delivery Management
- Architecture management
- Element and Service Monitoring
- Customer Portal and Reporting
- Service Resilience, Backup, Failover and Recovery
- Service Security
- Continual Service Improvement

Fordway services to realise value

GOVERNANCE: Cloud Service Integration and Management | Cloud Architecture Management
Continual service improvement | Cloud support and Service Delivery Management
Customer portal and reporting | Identity, Authentication and Access Management

CLOUD OPERATIONS: ITIL/Cloud Operations process alignment | Cloud Connectivity
DevOps as a Service | Cloud billing and spend management | 24 x 7 Cloud service monitoring
Service resilience, backup, failover and recovery | Cloud Security

SERVERS & APPLICATIONS

- Azure IaaS Management & Operations
- Azure PaaS Management & Operations
- Azure SQL Management & Operations
- Azure Advanced Monitoring
- Azure Resilience & Service Continuity
- Azure Billing & Spend Management
- AWS IaaS Management & Operations
- AWS Resilience & Service Continuity
- AWS Billing and Spend Management
- SharePoint Management & Operations
- Teams and Teams Voice Management & Operations

END USER COMPUTING

- M365 Managed Desktop
- M365 Secure Desktop for E3/BP
- M365 Secure Plus desktop for E5
- Management & Operations for MS 365
- Office 365 Subscription Management
- Office 365 E5 Security Management
- Office 365 E5 Compliance
- Windows 365/Azure Virtual Desktop
- Device as a Service
- End user support
- Mobile Device Management
- Cloud Managed Print Service

ENHANCED SECURITY

- 24 x 7 SOC security monitoring & incident response
- Multi-cloud and on premise security management
- Managed MS Sentinel SIEM and SOAR
- M365 E5 Defender value realisation
- Patch Management as a Service
- Cloud Backup & Service Continuity
- Cloud Security Baseline
- Cloud Security management
- Security Awareness & Training

Who we've helped



Our Accreditations

ISO 9001



ISO 14001

ISO 27017

ISO 27018



Gold Cloud Productivity
Gold Cloud Platform
Gold Datacenter
Silver Security
Silver Small and Midmarket Cloud Solutions

ISO 20000

ISO 27001



Giving Back

We want to play our part in helping our vulnerable communities and protecting the environment.

We participate in carbon reduction projects to maintain a carbon neutral footprint. So far, we have planted many trees to preserve the UK's environment and biodiversity. Green computing is of particular importance to us and we won several Green IT Awards in 2010, 2011, 2012 and 2013. We also adhere to ISO14001 and sustainability initiatives which means that there is an evaluation of suppliers, their technology and their potential impact.

We've always done things differently. Our employees are encouraged to take paid leave to volunteer or to take time to champion fundraising efforts for a cause of their choice. One builds hand-made guitars to raise money supporting Crisis the charity for the homeless.

In 2016, Ermincloud permanently joined our team as part of the Surrey Cow Parade. We took part in a fun and engaging concept that allowed us to support a local charity Eikon while publicly promoting a public art movement encouraging the talents of established artists and aspiring designers to bring the cows to life to celebrate a variety of local causes. Ermincloud now sits in the Fordway car park opposite a very busy junction in Godalming, brightening the landscape for everyone waiting at the traffic lights.



Service Terms

08

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.

Termination Terms

Termination terms are per G-Cloud framework contract terms and conditions.

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.

08

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.

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.



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