



Gold
Microsoft
Partner




Cloud Service Management Service Description

Why Fordway?

- ✓ 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.

Why you need this?

Now that your core business systems have been migrated to Azure/ Microsoft 365/AWS/your SaaS provider of choice, the skills your IT team need to secure, operate and manage the new environments need to evolve and have become increasingly complex.

New skills and capabilities are required to maintain and support this new infrastructure, which is made more complex by legacy systems, hybrid and multi-cloud solutions. Organisations need assistance from providers with practical experience and an impartial point of view, who understand how to maximise the benefits of all the new technologies.

Fordway's Cloud Service Management delivers the end-to-end functionality required for support of the IT operations of all systems, irrespective of platform or provider. Fordway manage multi-vendor environments for a multitude of public, private and third sector organisations, providing the added value services to integrate all components into a single cohesive dashboard and alerting solution.

Key Benefits

- ✔ **Detailed Knowledge of Cloud Services to support your in-house team** - Use the Fordway expertise and knowledge of providing comprehensive, tailored operational and management solutions
- ✔ **Proactive Implementation** – Fordway’s knowledge can turn reactive responses to alerts into a proactive, automated, policy and risk-based response that ensures all threats are dealt with in a professional manner
- ✔ **Continual Service Improvement** – comes as standard with the service, delivered through recommendations and insights from the service reporting supported by scheduled Service Reviews.
- ✔ **Independent** – Fordway will provide independent feedback on the benefits and limitations of cloud platforms and align with other products if necessary.
- ✔ **Experienced Personnel** – From business, project management and technical viewpoint, Fordway have over 30 years’ experience of real-world deployments and operational requirements
- ✔ **Comprehensive Operational Assessment** – as part of the service initiation Fordway will perform a detailed analysis against the existing management tools, alerting and thresholds, to ensure real benefits can be gained
- ✔ **Collaboration** – Fordway’s personnel will work alongside your IT staff and any third parties to ensure the best result for your organisation.
- ✔ **Detailed Knowledge of Management Tools** – Fordway have extensive knowledge of the Advisor, Log Analytics, Sentinel tools, also how to integrate them with other complimentary Microsoft products, including Lighthouse, Monitor and Arc. These can be configured to deliver the necessary statistics and dashboard for each organisation.
- ✔ **Understand Legacy** – Fordway understand the importance of legacy systems to organisations, and ensure they are provided the same level of support and integrations as all other services.
- ✔ **Clear Recommendations** – Fordway will produce a set of costed recommendations on how to get the best operational and management solution out of the licences held and how to migrate any systems over



Overview

Knowing how your environment is performing and ensuring corrective actions are taken to maintain expected service levels when anomalies are detected is critical. Fordway's Cloud Service Management Service is an enterprise level capability, built on using Fordway's Service Now ITSM toolset integrated with tools such as Azure Monitor, Azure Sentinel, AWS Cloudwatch, Solarwinds, Cisco DNA and Intune, and leveraging the rich underlying capabilities of Log Analytics. Events and Incidents are captured and automatically created where applicable. The service also provides Request, Change and Release management.

Fordway gather log and metric data from resources across all your systems and applications to ensure key alerts are triggered and automatically routed to our 24/7 teams for immediate review and action. Metrics are configured for real-time alerts while Log Analytics enables us to drill into detailed application and operating system level data when a deeper understanding is required.

Customised, customer specific dashboards are be created to help visualise service availability alongside resource performance to better understand issues before users are impacted. Service Maps can be pinned to dashboards to display end-to-end service views, rather than relying on individual resources monitoring, creating a holistic view of critical services.

Azure spend also needs to be kept in-check, especially with the proliferation of DevOps, which empowers individuals to quickly stand-up environments for development and testing scenarios. Consumption monitoring can be configured to alert when spikes in usage occur. This can be broken down per service, region, tag, and subscription, to help identify where costs can be optimised. Forecasting is also used to predict future spend based on historical data.

Application monitoring is delivered through application insights allowing Fordway to monitor your critical applications for response, performance, and availability patterns. Synthetic transactions are configured to mimic a user experience ensuring the service is available from the frontend to the backend.

A key promise of a well-configured monitoring system, which the service provides is to not only to alert you when something's not right, but also to use automation to remediate standard incidents and problems. Fordway configure automation tasks within the platform to increase capacity or, restart failed elements within the service as part of ASAM. These Proactive measures ensure service continuity and significantly reduce service impact.

The service can be extended to your on-prem environment, allowing you to benefit from the Next-Gen capabilities of public cloud across your entire estate.

Fordway have the breadth of knowledge and experience to manage any organisations entire cloud portfolio, or the parts they lack experience on. Having both business, project and technical capabilities, Fordway staff can ensure the current and future business requirements are fully realised along with the basic day-to-day running of systems. Fordway are a safe pair of hands for operational management of any cloud resources.

Key Components:

The key components that Fordway's Cloud Service Management monitors and reports on your behalf are the following:

Azure AD User Management (including):

- User Identities
- Azure AD Users & Groups
- Roles and Role Based Access Controls (RBAC)
- Hybrid Identities

Tenant Management (including):

- Tenant Health
- Best practices
- Alerts on setup and configuration
- Cost threshold alerts
- Billing and Cost optimisation
- Service Improvement Plan

Advanced monitoring (including):

- Customised scope/policies
- Compliance requirements
- Defined alerts and actions
- Detailed telemetry
- Comprehensive/individual dashboards, real-time alerting and reports
- Single Point of Contact for issues and escalation

Service Management (including):

- Service Charter
- Monthly Service Review
- Monthly Reports
- Single Point of Contact for issues and escalation
- Service Improvement Plan

Multi-Vendor Support:

- Call logging and ownership to single service desk
- First Line for basic common issues and resolution
- Second Line for more complex issues and resolution
- Third Line for specific skills, including:

- Security
- Networking
- Server
- Storage
- Problem solving and resolution



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 customer's 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 customer's 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's 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



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



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