



SolidCloudMS

Intelligent Managed Services

SERVICE DEFINITION



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About Us

Who We Are

Solidsoft Reply is more than just a Technology partner for Microsoft AI Cloud Solutions.

We are a team of innovators, applying our solutions and services to effect meaningful change across various sectors including retail, government, humanitarian efforts, and the pharmaceutical & healthcare industries.

What We Do

We develop, deploy, and operationally manage software solutions with Microsoft Azure Technology.

Specifically, we are recognised as a leading global provider of medicines verification & traceability systems.

These solutions deliver vital services to millions of citizens across Europe, Africa, and Asia.

Our Mission

We focus on building and managing critical solutions, applications and services for our customers that scale to accommodate national, pan-national, and international demands.



Service Overview

Solidsoft Reply presents **SolidCloudMS**, a comprehensive suite of managed services. Utilising state-of-the-art tools and automation, all built on Microsoft Azure, and a team of skilled professionals, we ensure optimal service levels.

Our focus extends to managing cybersecurity threats, with the ultimate goal of achieving unparalleled customer satisfaction.



The Facts

20+ Countries

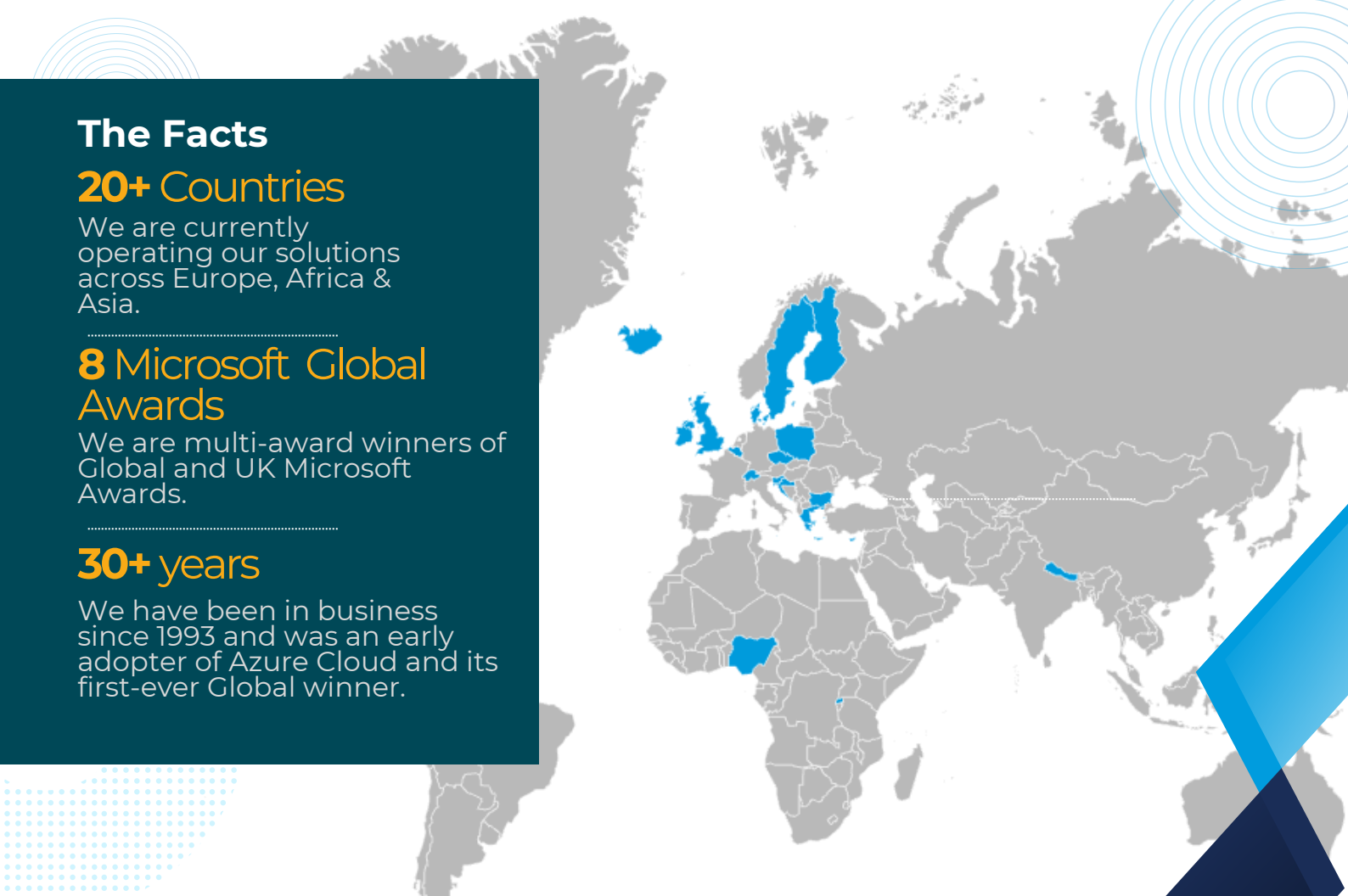
We are currently operating our solutions across Europe, Africa & Asia.

8 Microsoft Global Awards

We are multi-award winners of Global and UK Microsoft Awards.

30+ years

We have been in business since 1993 and was an early adopter of Azure Cloud and its first-ever Global winner.



Service Description

SolidCloudMS is built upon six fundamental building blocks, each designed to align with the ITIL v4, the global standard for IT Operations. These building blocks form the foundation of our managed services, embodying our commitment to excellence and adherence to globally recognised best practices.

Support & Service Desk

- 24x7 Support
- Monitoring
- Incident & Problem Mgmt
- AI Ops

Cloud Service Management

- Hosting & Lifecycle Mgmt
- Capacity & Availability
- Infrastructure
- Technical Change

Governance & Compliance

- IT Security Strategy
- IT Regulatory Compliance
- Programme Mgmt
- Risk & Account Mgmt

Security & Continuity

- SIEM, SOAR & XDR
- Disaster Recovery
- Monitoring & Automation
- Service Continuity

Solutions Development

- Software Development
- Testing & Validation
- Solution Design
- Project Mgmt

Consultancy & Advisory

- Architecture
- Service Transition
- IT Regulatory Compliance
- Technical Resourcing

Features & Benefits

Don't just rely on our words, we encourage you to speak with our customers. Our award-winning Managed Service, **SolidCloudMS**, is designed to offer flexibility tailored to your specific needs.

Whether it's a custom application running on Azure or a fully scaled, complex critical system, we take immense pride in our distinguished heritage and enduring customer relationships. Rest assured, your solutions, products, and services are **'Safe in our Hands'**.

Features

- Fully Cloud Managed Service
- **Self-service** Portal
- **Proactive Monitoring**
- Capacity Management
- Cost Management
- Bespoke service to suit needs
- **Monitoring, automation and orchestration expertise**
- **Disaster Recovery** and Backup services
- **Incident** Management Process
- Change Management Process
- Release Management Process
- **ISO 9001 & ISO 27001** Compliant
- **ITILv4** Compliant
- Certified Cyber Security experts

Benefits

- **Secure robust** & reliable service
- **Cost-effective** managed hosting
- Assurance of an Azure Expert Managed Service Provider (**AEMSP**)
- Access to **Microsoft Premier Support**
- Your **data securely managed**
- **Lifecycle management** to leverage the latest Microsoft solution offerings.
- ITIL aligned and certified team
- **Unified Billing** - one supplier, one bill
- Fully UK based support **24/7/365**
- Dedicated Account and Service Account Managers
- Service management consultancy

Service Levels

While our standard service levels are outlined below, they can be customised based on your needs. We have extensive experience in setting up Service Level Agreements that are managed and reported against effectively.

	Description	First Contact	Target Resolution Time
Priority 1	Business Critical An issue or incident is urgent if a business process / functionality / product cannot be carried out. The product is unusable, resulting in a critical impact on its operation. No workaround is available. Infrastructure down during business hours.	15 minutes	4 hours
Priority 2	High Priority An issue or incident is high priority if the business process / functionality operates but its operation is severely restricted. Alerts received which can impact business in the long run.	1 hour	8 hours
Priority 3	Medium Priority An issue or incident is medium priority if business process / functionality will operate with a usable workaround.	4 hours	3 business days
Priority 4	Low Priority The business process / functionality can be used with only slight inconvenience and does not meet above priorities.	1 business day	5 business days
Priority 5	Requested Item Request for infrastructure change, due to new / updated application requirements.	2 business days	Next scheduled or agreed action date

Support & Service Desk

Supporting customers and their end users in the management of service requests, queries, incidents and problem management is the core part of our service offering.

24X7 Support

Our **service desk** serves as the central point of contact for our customers, handling IT incidents, requests, and communication. Beyond a mere help desk, it strategically aligns with your **business goals**. We can accommodate different customer requirements:

- Core Service hours, 09:00 – 17:00 Monday to Friday
- **24/7** available for Critical Services cover
- **Multi-channel** support available
- **1 hour** incident Response & Reaction times
- **Cloud-hosted ITSM** tooling with Android & IOS mobile applications

Our web-based personalised **Service Desk** portals let you track, monitor tickets, and request updates. We integrate with your **communication channels** for faster resolution and increased satisfaction.

Monitoring

Monitoring and **Event Management** is a key practice in IT Service Management at Solidsoft Reply. We focus on data collection, analysis, and action from various IT infrastructure sources to achieve our objectives.

- **Detect and Respond:** We promptly address any deviations, anomalies, or incidents that may impact the performance, availability, or security of the IT services.
- **Identify and Resolve:** We work to identify and resolve the root causes of problems to prevent their recurrence.
- **Insights and Feedback:** We provide valuable insights and feedback to improve the design, delivery, and support of IT services.
- **Continuous Improvement:** We enable continuous improvement and innovation of IT services and processes through our advanced software and processes, a blend of ready-made and custom tools, and AI-driven data analysis. This ensures quality service, cost efficiency, and swift customer response.

Support & Service Desk

Incident Management

Our mature and effective Incident Management will swiftly **restore normal service** operation, **minimising business impact** and ensuring service quality and availability. An incident refers to an unplanned interruption or quality reduction in an IT service. We will identify and **resolve root causes** to avoid incidents repeating. We regularly **benchmark** against any **SLAs** and performance metrics to continually enhance our incident resolution times.

Our robust incident management processes handle major incidents and keep customers informed. **AI assists** in **diagnosing root causes** and suggesting solutions based on **historical data**.

Problem Management

Our Problem Management offering is focused on **identifying** and **eliminating** the root causes of IT issues, investigating incidents, and implementing **preventive** solutions. Unlike **incident management**, which prioritises quick resolution, problem management emphasises understanding and preventing recurring errors.

Our approach is customised to suit specific needs. **Reactive Problem Management** involves reacting to incidents, investigating the root cause, and implementing corrective actions to prevent recurrences.

Proactive Problem Management actively searches for, identifies, and prevents potential issues before they impact services. This is achieved by using **AI-powered tools** to analyse trends, patterns, and **historical data** to predict and prevent problems.

Cloud Service Management

We offer comprehensive oversight and management services for Azure resources and other critical infrastructure components.

Availability, Capability and Performance Management

Ensuring reliable and accessible IT services that cater to both **present** and **future** needs in a **cost-effective** and **timely manner** is crucial. This requires a holistic approach encompassing the design, planning, monitoring, testing, analysis, and **optimisation** of IT infrastructure, processes, and personnel. Here's how we can provide assistance:

- **Robust Practices:** Implementing robust management practices for capacity, performance, and availability can lead to improved customer satisfaction, cost and risk reduction, enhanced business agility and innovation, and ensured compliance and governance.
- **Intelligent Tools:** We utilise AI and machine learning for complex data analysis, pattern and anomaly detection, future trend prediction, and provision of insights and recommendations.
- **Cloud Computing and Virtualisation:** These technologies enable us to provide scalable, flexible, and resilient IT resources and services that can adapt to changing demand and performance needs.
- **Monitoring and Analytics Tools:** These tools are used to collect and visualise data and metrics related to the capacity, performance, and availability of IT resources and services.
- **Automation and Orchestration Tools:** These tools help execute and coordinate tasks and workflows related to management processes, reducing human errors and delays.

In addition to providing tools and technologies, Solidsoft offers the following services:

- **Assessment and Consultancy:** We assess your current state and maturity level of your management processes and identify areas for improvement.
- **Design and Implementation:** We design and implement management processes and solutions that suit your specific needs and goals.
- **Support and Optimisation:** We provide ongoing monitoring, maintenance, and enhancement of your management processes and solutions. We also help optimise your capacity using intelligent tools and techniques that can forecast the demand and performance of your IT services and adjust the IT resources accordingly.

Cloud Service Management

Technical Change Management

Inefficiently managed system alterations can lead to unplanned system outages, with some studies suggesting that such changes could be responsible for up to **80%** of these incidents. We offer **Effective Change Management** to ensure that modifications to IT services and infrastructure are executed in a planned, controlled, and coordinated manner. This approach significantly reduces risks, disruptions, and costs to your business while boosting customer satisfaction. Here's our strategy:

- **Comprehensive Practices:** We use comprehensive Change Management practices, driven by intelligent tooling and automation. This helps to predict the potential impact and outcomes of proposed changes, thereby increasing agility and innovation.
- **AI-Driven Approval Tools:** We utilise AI-driven approval tools to streamline and simplify the change approval process. These tools generate recommendations and approvals based on predefined criteria and policies, which strengthens compliance and governance.

Governance & Compliance

We assist our customers in formulating strong strategies and executing efficient measures for ensuring security, continuity, and regulatory compliance of their systems hosted on Azure.

IT Regulatory Compliance

Legislative and regulatory compliance is important but can be a **distraction** from your core business. Our **security** and **data protection specialists** and tools provide you with the compliance support you need, leaving you free to focus on your customers:

- **Legislative reviews and compliance gap analysis.** Our AI-based, human-verified regulatory reviews and risk assessments reduce the time required to assess applicable legislation and compliance gaps.
- **Compliance with IT,** data protection and security legislation including GDPR, NIS/NIS2, HIPAA, DORA and the AI Act.
- **Adherence and certification** to IT and information security standards including ISO standards (27001, 22301, 27701, 9001 20000), Cyber Essentials, SOC2, ITIL4
- **Management system implementation:** manuals, policies, risk registers, standard operating procedures, training programmes, internal auditing
- **Guidance on tooling, automation and integration** to minimise compliance overheads.
- **Compliance programme management.**

Relationship and Account Management

Our focus is on **nurturing** and developing long-term, credible relationships with our customers, **grounded** in **facts** and thorough **risk assessment**. Our IT services and solutions are underpinned by **honesty** and **integrity** which lead to high levels of **customer satisfaction**.

- **Establishing Relationships:** We begin by understanding to our customers' needs, establishing knowledge of the internal organisational structure, and overall business drivers.
- **Building Relationships:** We devise and implement a mindset aimed at deepening our understanding of our customer's world and challenges to align with their organizational goals.
- **Monitoring Relationships:** We maintain a regular check on the health of our relationship with our customers, obtain feedback and agree on improvements.

Governance & Compliance

IT Security Strategy

Information security is a critical aspect of any organisation, and it **necessitates robust** governance and a well-defined, **frequently evaluated strategy**. Our team of specialists, who hold qualifications such as **ISO 27001, CISM, and CISSP**, are well-equipped to assist in the development of your security strategy. Here are some of the key activities we can support:

- We **classify sensitive assets and data**, assess threats, vulnerabilities, and risks, and identify suitable controls to mitigate these risks.
- We **review** your **current security posture**, perform gap analysis, and assess maturity against models like **Microsoft's Zero Trust Maturity Model** or the **NIST CMMC**.
- **Objectives and Roadmap**: We assist in setting security objectives, developing roadmaps, and establishing **performance metrics** and **dashboards**.
- We help in establishing **Information Security Management Systems**, defining roles and responsibilities, and other governance mechanisms, aligned with frameworks such as ISO 27001 or NIST CSF.
- We offer services like **CISO** (CISO as a service), security programme management, progress monitoring and reporting, as well as training and awareness.

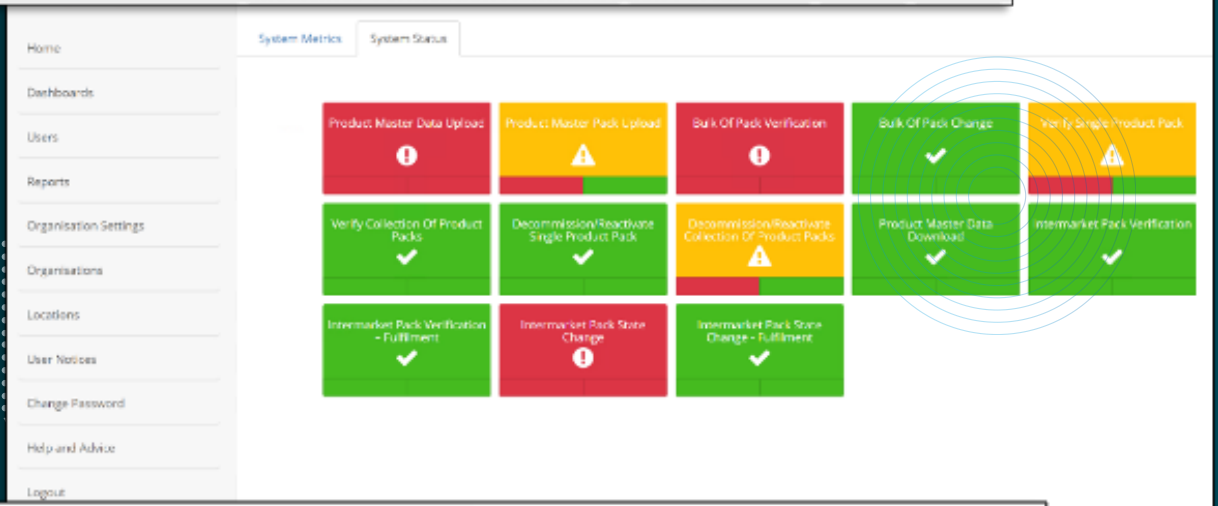
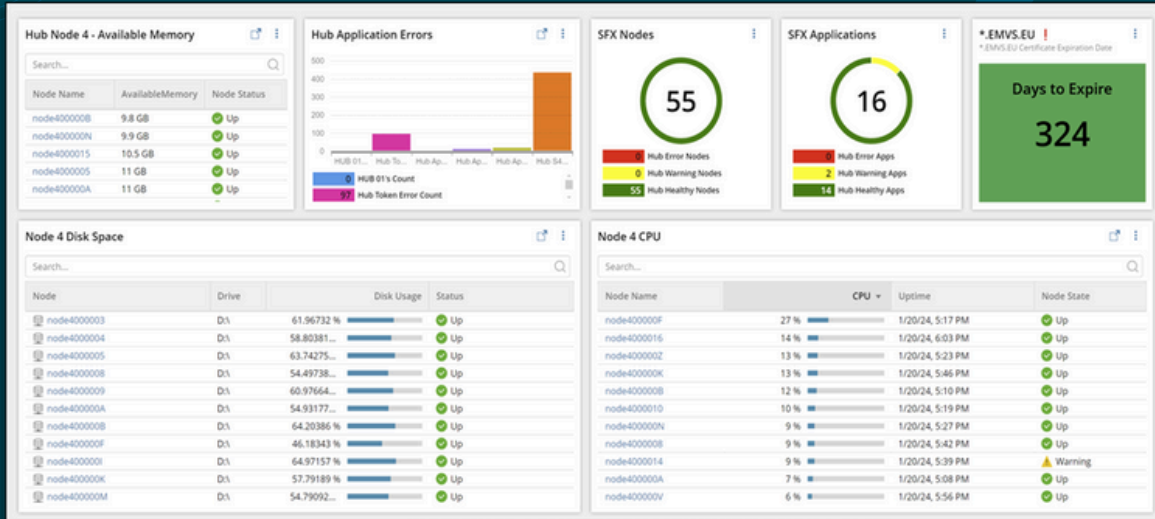
Programme Management

Our Programme Management practitioners are committed to delivering successful outcomes in large programmes. Here are three key aspects of our approach:

- **Governance of Delivery**: We prioritise the governance of successful delivery, ensuring each programme is effectively managed and achieves its intended outcomes.
- **Collaboration with Customers and Suppliers**: We work closely with our customers and their suppliers, fostering a collaborative environment that is crucial for the successful delivery of large programmes.
- **Proven Experience Across Sectors**: Our expertise spans various sectors, including healthcare, NGOs, government, retail, and finance, demonstrating our ability to adapt and deliver value in diverse contexts

Dashboards & Reports

We utilise the latest support tools to construct customised dashboards for our managed service teams and customers, facilitating effective monitoring and enabling them to detect anomalies early.



Security & Continuity

We empower our customers with bespoke strategies and effective measures, safeguarding their systems for security, compliance, and uninterrupted operation.

Security

We take advantage of Microsoft Azure and other leading cloud technologies to ensure systems remain secure and resilient.

- **SIEM, SOAR** and **XDR**. Our services are covered by cloud security event monitoring and response tooling, including automated containment and response.
- **Mobile device management** and **EDR**. Automated endpoint protection, **threat identification** and response technologies are in place.
- Capacity and demand monitoring and response. **Network monitoring** and **scaling** are in place to respond to spikes or increases in demand.

Continuity

We offer robust **backup** and **failover** technologies as part of our cloud services. These technologies are designed to provide a safety net for your data and ensure the smooth operation of your infrastructure even in the face of unexpected issues. Here are some key features of our approach:

- **Zonal or Geographical Redundancy**: Our cloud services include options for zonal or geographical data and infrastructure redundancy. This means that your data is duplicated and stored in multiple locations, providing an extra layer of protection against data loss.
- **Automated Failover**: In the event of a system failure, our services are designed to automatically switch to a redundant or standby system. This automated failover process minimises downtime and ensures the continuity of your operations.
- **Impact and Risk Assessments**: We select our tooling based on comprehensive impact and risk assessments. This ensures that our solutions are tailored to effectively manage the specific risks associated with your operations.
- **Alignment with ISO Standards**: Our approach is aligned with the requirements of ISO 27001 and ISO 22301 standards. These standards set out the best practices for information security management and business continuity management, respectively.

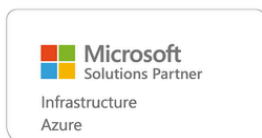
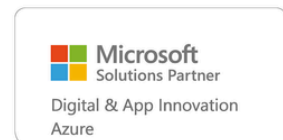
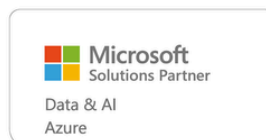
Solutions Development

The driving force behind our managed service offering is our capability to create dependable solutions and applications on Azure for our customers.

Software Design and Development

Our software design and development services involves a lifecycle embedding a customer focused and centred design processes. Integrating end-to-end Software Development LifeCycle (SDLC and SSDLC) from planning, design, build and release - aligning to governance and assurance (GxP), rapidly releasing solutions using industry-standard practices.

- Microsoft **Azure certified** developers.
- Microsoft **Security** certified experts.
- Microsoft **DevOps** certified engineers.
- Microsoft **Infrastructure** certified consultants.
- **Service Fabric** specialisation (microservices)
- Microsoft **C#, C++, REACT** skills
- **Data developers** (SQL, Warehouse, Data Factory, Synapse, Fabric)
- Artificial Intelligence (**OpenAI**)
- **Power platform** & Scripting



Solutions Development

Testing and Validation

As a solutions provider to the pharmaceutical industry, our solution testing and validation services meet the **highest standards of rigour**. We offer these services to other organisations so that they too can benefit from our expertise:

- **ISTQB**-qualified software testers
- **Computerised System Validation** experts specialising in pharmaceutical GxP best practices, including **GAMP 5**.
- Specialists in automated testing and AI-driven risk assessment, acceptance criteria and test case development.
- **Functional** and **non-functional testing**, including **performance** testing.
- Facilitation of **User Acceptance Testing**.
- **Security testing** including support and guidance on **Static Application Security Testing** best practices and tooling, **Dynamic Application Security Testing**, Security Information and Event Monitoring and Penetration Testing.
- **Disaster recovery testing**, from desktop walkthroughs to full system recovery tests.
- Full suite of **test documentation** available including risk assessment, traceability matrices, test plans, evidence, reports and, where necessary, certification.

Consultancy & Advisory

We are skilled to offer advice and support to our customers, focusing on the optimization of their Azure cloud systems to enhance performance and bolster security.

Architecture Consultancy

Our architecture consultants provides **expert guidance** to organisations regarding their software systems.

- **Strategy and Vision:** Our consultants assess existing systems, define new technology visions, and orchestrate transformation.
- **Design and Delivery:** We architect cloud-native and traditional applications, enabling business differentiation and innovation.
- **Modernisation:** Our consultants transform legacy systems into modern, flexible, cloud-native solutions.
- **Integration:** We connect applications, infrastructure, and devices across cloud environments.
- **Performance and Reliability:** We ensure systems meet expected service levels throughout their lifecycle.

Service Transition

Service transition activities play a **crucial role** in ensuring that services, whether **new**, **modified**, or being **phased out**, meet the expected needs and requirements when they are deployed. These activities are designed to provide a **seamless transition** and maintain the quality and efficiency of services. Here are the key aspects of service transition activities:

- **Establishing Readiness Criteria:** Each service is prepared according to established readiness criteria to ensure it meets the necessary standards.
- **Resource, Risk, and Change Management:** These activities involve careful planning and management of resources, risks, and changes to ensure a smooth service transition.
- **System Verification:** The system is verified to ensure it aligns with the intended design, requirements, and operational principles.
- **Monitoring Systems:** It is confirmed that monitoring systems are in place and functioning properly to track the performance of the services.
- **Documentation and Handover:** Information, assets, and responsibilities are documented and transferred to all relevant service teams.

Consultancy & Advisory

Technical Resourcing

We can help our customers navigate their technical resourcing challenges, we **augment** their teams by providing **bright, passionate, and proficient** engineers.

- **Diverse Expertise:** Our team can fulfil a wide range of roles across the software development lifecycle, including **Test Analysts, SDETs, DevOps Engineers, Developers, Quality Management, and Business Analysts.**
- **Azure Specialists:** We boast a team of skilled Azure engineers who are in **high demand** in the marketplace, ready to bring their expertise to our customers' projects.

Business Analysis Consultancy

Our business analysis consultants provide expertise and can add valuable guidance to organisations regarding their software systems.

- **Project Discovery:** We help validate, refine, and fill gaps in requirements, solution design, and planning. This includes analysing the project from business, user, and tech perspectives, as well as creating a delivery plan and risk management strategy.
- **Requirements Management:** Bridging the gap between product owners and engineering teams, they prioritise the product backlog, refine detailed requirements, and support product development up to release.
- **Software Requirement Audit:** Assessing current requirements processes, they identify improvements to enhance product development from the outset.
- **Enterprise Business Processes Analysis:** We review and assess existing operational workflows, suggest comprehensive improvements, and uncover opportunities for performance enhancement and resource leverage.

Consultancy Services

Our consultants are skilled to deeply understand our customers' challenges. Using their Azure expertise, they provide practical options, advice, and effective solutions.

- **Software Analysis and Assessment:** We analyse existing software and assess technological needs to provide **tailored solutions.**
- **Guidance and Implementation:** We guide clients through the design and implementation of new solutions, ensuring **effective** and **seamless** integration.
- **Maximising Investment:** We provide **training** and **support** to help customers **maximise** their software **investment**, encompassing software audits, custom development, testing, and other IT-related support.

Pricing

Our pricing delivers fixed outcomes for fixed fees giving our customers the confidence to know their solutions are safe in our hands.

	Standard	Advanced	Enterprise
Phone Support	X	X	X
Online Ticketing Support	X	X	X
Infrastructure Maintenance		X	X
Capacity Management		X	X
Proactive Problem Management		X	X
Disaster Recovery and Backup			X
Proactive Threat Management			X

Standard

9x5

Business hours managed services support covering the essential services for your solutions.

**From
£1,325
per month.**

Advanced

10x6

Extended hours support covering Monday to Saturday, with extended benefits and features provided by standard offering.

**From
£2,235
per month.**

Enterprise

24x7

Fully managed services operating 24x7, 365 days a year, with an increased focus on security and disaster recovery.

**From
£3,350
per month.**

Contact Us



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