Empowering Education and Research Institutions with Microsoft Azure

contact EduPartnerSupportEU@microsoft.com
Phoenix Software – who we are

Our mission statement
We empower and inspire our people to fulfil their potential, so they can help our customers make smarter buying decisions and meet their business objectives through technology.

Our values
As the UK’s leading 100% Public Sector focused IT Solution and Service Provider, we will continue to deliver the outcomes our customers want and need, while adhering to our core values.

Dedicated to the UK public sector
Our customers are drawn from some of the UK’s largest organisations including the NHS, emergency services, housing associations and several large local authorities, as well as many smaller organisations such as schools and charities.

Our partners
At Phoenix, we partner with both world-leading software, hardware and solution partners and technology specific start-ups to ensure we can offer the best solution for our customers strategies and budgets.
What is the OCRE Framework?

The OCRE Framework is an EU-compliant for procurement of cloud infrastructure as a service (IaaS), platform as a service (PaaS), software as a service (SaaS) and associated services.

“The OCRE Cloud Framework and OCRE Cloud Catalogue will support state-of-the-art research and explore new ways forward for procuring, funding and using in-demand digital solutions while benefiting from volume discounts.

In short, this allows Education and research institutions to avoid bureaucratic barriers that prevent researchers from easy access to these cloud services.”

National research and education network

In the UK the national research and education network (NREN) Jisc will bridge the gap between members and other eligible users of the framework.

In more detail, they provide a range of services including:

- Liaising with education and research institutions on their requirements
- Providing institutions with documentation and guidance prior to them contracting with cloud service resellers
- Liaising with resellers and platform providers, including original cloud providers as well as the hyperscale cloud providers
- Bringing institutions, resellers and providers together via webinars and workshops

Cost recovery fee of 3.5% that Phoenix collect on Jisc’s behalf and pass straight on.
Eligibility

In OCRE, customer will be able to purchase EES or SCE enrolments depending on their organisation eligibility.

Qualified Education users can purchase an EES. They must meet the criteria of Section A in the Microsoft QUED.

Accounts not qualified and Education users can purchase Azure on a SCE enrolment.

The NREN for OCRE framework is Jisc and so all customers must be a Jisc member.
Contract

Agreement and amendment effective date is January 2021
The concessions will be effective immediately upon contract activation until 31 December 2025
EES/SCE contract will be for a period of up to 60 months.

In 2021 start with a minimum Azure prepayment of £4,628.31 (including NREN CRF exc. VAT)
No anniversary payments required for the duration
Consume in overage once prepayment is used
Concessions

As part of the OCRE framework, Microsoft grants education and research institutes discounted prices and reduced network costs as follows:

- 15% discount on all Azure PAYG metered SKU prices
- Phoenix 3% ACR until Dec 2024
- Still receive non-OCRE discounts on Reserved Instances & Hybrid Use Benefit
- Data Egress waiver (capped at 15% total ACR) – zones 1, 2 & 3
- 65% discount on ExpressRoute Unlimited until 31 December 2021
  Thereafter swap to Express Route Direct & benefit from 15% discount
15% discount on all Azure PAYG metered SKU prices
What do I sign?

• EES/SCE eAgreement
  o PCN number
  o Signatory Contact
  o Primary Contact

• Jisc Access Agreement

• Framework Call Off Contract

• Phoenix Azure Overage Letter of Authority

• Master Services Agreement (*only required if purchasing Professional Services from Phoenix*)
Azure Billing Managed Services for Research and Central IT Services
Visibility into Spend and Cost Management

Offering:

- Visibility into spend
- Subscription level management and cost management
- Easily cross charge and track spending across IT and Research Azure usage
- Access to licensing and Azure Technical Specialists for workshops, landing zone deployment, Azure for Research focussed sessions
- Simplify Azure cost management
- Cost optimisation options
Phoenix Support and Service Offerings
Our Credentials

Microsoft Advanced Specializations
- Microsoft Adoption and Change Management Advanced Specialization
- Microsoft Windows Server and SQL Server Migration to Microsoft Azure Advanced Specialization
- Microsoft Windows Virtual Desktop Advanced Specialization

Our Focus Areas
- Modern Work & Security
- Azure Infrastructure
- Azure Windows Virtual Desktop
- Azure Sentinel
- Azure VMware Solution
- Data and Artificial Intelligence (AI)
- Power Apps and the Power Platform
- BizApps and Dynamics 365
- Surface Family of Devices
- Adoption & Change Management
- Accessibility and Inclusion
- Digital Skills & Careers in Technology

Gold
Microsoft Partner
Azure Expert MSP
Help organisations understand what Azure is, use cases and assess existing infrastructure

**Strategy Planning Offerings**
- Azure 101
- Data 101
- AI 101
- Azure for Research
- Power Platform Workshop

**Assessment**
- Surveyor 360
- Azure Fundamentals
- Azure Security Assessment
- Microsoft Solution Assessments
- Azure Essentials Managed Service

Migrate organisations to Azure after assessment, strategy defined and innovate with new workloads

**Project Services**
- Azure Migration Programme (AMP)
- Sentinel
- HPC & Research
- Landing Zone Deployment
- Windows Virtual Desktop (WVD)
- Azure Stack HCI
- Data Warehousing in Azure
- AI & IoT Workloads in Azure
- Azure VMware Solution (AVS)
- Power Platform Deployment
- Onboarding to Azure Essentials

Managed Service, cost optimisation and training - enable customers for successful and effective Azure usage

**Managed Services & Project Services**
- Azure Essentials Managed Service
- Azure Cost Optimisation
- Health Check & Governance Assessment
- Azure Training & Adoption Support
- Data Managed Service
Can be used as your only directory

Can be used in combination with your on-premise Active Directory Domain

Allows granular management, centrally managed or delegated, using Role Based Access Control (RBAC)

Flexible and entirely cloud-based

Azure AD

Is a Cloud-based Identity as a Service (IDaaS)

Backbone of Office 365

Enables Single Sign-On (SSO) for organizations like Concur, Salesforce, ServiceNow, Etc.

Enables Multi-Factor Authentication (MFA)

Big benefit in being able to manage your security, identity and compliance controls across the organisation through a single place

Can enable features such as Conditional Access, Privileged Identity Management, Device Management with Intune
<table>
<thead>
<tr>
<th></th>
<th><strong>Azure Active Directory</strong></th>
<th><strong>Windows Active Directory</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>Representational State Transfer (REST APIs)</td>
<td>Lightweight Directory Access Protocol (LDAP)</td>
</tr>
<tr>
<td>Authentication</td>
<td>All protocols are cloud-based</td>
<td>Kerberos and NTLM</td>
</tr>
<tr>
<td>Network Organization</td>
<td>Users and groups follow a flat structure</td>
<td>organizational units, domains, and forests</td>
</tr>
<tr>
<td>Entitlement Management</td>
<td>Admin can organize the users into different groups</td>
<td>Data owners or admins can assign the users to groups</td>
</tr>
<tr>
<td>Devices</td>
<td>Support for mobile device management</td>
<td>No support for mobile device management</td>
</tr>
<tr>
<td>Desktops</td>
<td>Can collaborate with Microsoft Intune</td>
<td>Group Policy (GPOs) govern the desktops</td>
</tr>
<tr>
<td>Servers</td>
<td>Domain services manage the servers</td>
<td>Either GPOs or different on-site server management system manages the servers</td>
</tr>
</tbody>
</table>
Phoenix Windows Virtual Desktop (WVD) Offering
There are two Windows Virtual Desktop (WVD) deployment options from Phoenix ...

**Express Plus**
- Production deployment – simplified and streamlined
- Ideal for burst capacity of existing solutions given need for Remote Learning
- Does NOT require any Microsoft Cloud footprint at all as a pre-requisite
- POC/Pilot and full rollout potential
- Easy upgrade at a later date to ‘Full Install’

**Full Install**
- Potential to be part funded by ECIF – will require customer commitment
- Production deployment – Increased customisation
- Ideal replacement of existing VDI deployment – VMware Horizon / Citrix
- Does NOT require any Microsoft Cloud footprint at all as a pre-req

When combined with the Phoenix WVD Essentials Managed service, you require zero in house skills for either Azure or WVD – Applicable to both options above
WVD Cost Calculator

Things to consider...

- PAYG / 1YR / 3YR
- User profile size
- Peak and Off Peak Usage
- Days per month, hours per day
- Azure Files / Netapp Files / File Servers / BLOB – User profile storage
- User type – Multi session / 1-2-1 / GPU based
- Includes costs for various supporting services such as Azure Domain Services, DCs, Egress etc
- WVD Essentials Managed service
Ongoing Management

Phoenix WVD Essentials Managed Service

• 10 years experience of managing customers VDI environments
• Ensures Azure costs are kept low and to anticipated levels
• Constant security reviews
• Proactive management of Azure Infrastructure and Networking
• Incident Management
• 24/7/365 Support

<table>
<thead>
<tr>
<th>Managed Service</th>
<th>WVD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support hours</td>
<td>24 x 7 x 365</td>
</tr>
<tr>
<td>Reporting dashboard</td>
<td>✓</td>
</tr>
<tr>
<td>SLA Agreement</td>
<td>✓</td>
</tr>
<tr>
<td>Subscription Cost and Billing Management</td>
<td>✓</td>
</tr>
<tr>
<td>Technical support by phone, email or portal</td>
<td>✓</td>
</tr>
<tr>
<td>Access to Azure 3rd line Tech Support Specialists</td>
<td>✓</td>
</tr>
<tr>
<td>Incident Management</td>
<td>✓</td>
</tr>
<tr>
<td>Event Management</td>
<td>✓</td>
</tr>
<tr>
<td>Problem Management</td>
<td>✓</td>
</tr>
<tr>
<td>Security Incident Management</td>
<td>✓</td>
</tr>
<tr>
<td>Basic Monitoring, Logging &amp; Alerts</td>
<td>✓</td>
</tr>
<tr>
<td>- Azure Infrastructure</td>
<td>✓</td>
</tr>
<tr>
<td>- Azure Security</td>
<td>✓</td>
</tr>
<tr>
<td>- Azure Network</td>
<td>✓</td>
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<tr>
<td>Health and performance monitoring</td>
<td>✓</td>
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<tr>
<td>Performance and Capacity Optimisation - Advice</td>
<td>✓</td>
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<tr>
<td>Cost Optimisation - Advice</td>
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<tr>
<td>Quarterly Service Reviews</td>
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<tr>
<td>Operational Best Practice</td>
<td>✓</td>
</tr>
<tr>
<td>- Windows 10 Patching</td>
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</tr>
<tr>
<td>- Backup Verification</td>
<td>✓</td>
</tr>
<tr>
<td>Proactive Management</td>
<td>✓</td>
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<tr>
<td>- Azure Infrastructure</td>
<td>✓</td>
</tr>
<tr>
<td>- Azure Network</td>
<td>✓</td>
</tr>
<tr>
<td>- Pool Size Management</td>
<td>✓</td>
</tr>
<tr>
<td>- Diurnal Optimisation</td>
<td>✓</td>
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</table>
Security, Governance, Risk and Compliance
Governance, Risk & Compliance Practice

**Cyber Security & Resiliency**
- ISO Standards
  - 9001; 27001; 20000; 14001; 22201; 31000; BS10008
- PCI – DSS Audit & Advisory Services
- Penetration Testing & Vulnerability Scanning
- Cyber Security Incident Response Planning
- Cyber Security Breach Management (Crisis Support)
- Licence and Software Services

**Governance, Risk and Compliance Services**
- Cloud Security Posture Assessment
- Digital Forensics and Incident Management Services
- Cyber & GRC Resiliency and Strategic Reviews
- ISF Security Health Checks and Benchmarking*
- Cyber Essentials and Cyber Essentials Plus
- Risk Assessment Reviews and Build
- Data Protection Services – UK-GDPR/DPA; Virtual CISO and others
- BCP/DR and CSIRP Review and Build Services incl Tabletop exercises

*Cyber Essentials and Cyber Essentials Plus are currently under UK Government approval.
Next Steps

Simple joint engagement process with Microsoft and Phoenix

• Microsoft funded pilots/POCs available via Microsoft and Phoenix. Contact your Microsoft account team or Phoenix for more information on this.

• Pilot offering for Azure Research Billing Essentials

• Set up 1:1 call to discuss how OCRE Framework applies to you

• Email us today at OCRE@phoenixs.co.uk