Managed IT Operations

What is Managed IT Operations?

As customer solutions start to expand beyond their own data centres into embracing the benefits obtained through multi-cloud, managing basic IT hygiene tasks, coupled with generating accurate, trusted monitoring across disparate technology stacks and locations, becomes highly complex and resource intensive. Managed IT Operations helps to reduce the non-value add challenges of managing your compute assets, whilst increasing your overall level of trust and confidence in the true health of your entire multi-cloud estate.

This service provides you with the building blocks to utilise essential operational delivery services. Examples include:

- Monitor the availability of your cloud services as well as your existing physical and virtual infrastructure, enabling quick reaction to customer affecting service disruptions
- Hook into virtual resource metrics (CPU, disk, memory) and highlight performance trends, helping you to rightsize your resources to meet the requirements of your applications
- Provision of core OS patches, providing confidence in the health of your IT estate with none of the traditionally associated resource effort
- Allow UKCloud to execute defined runbooks, enabling automation of remediation processes to known issues, helping to increase your time to resolution for common events
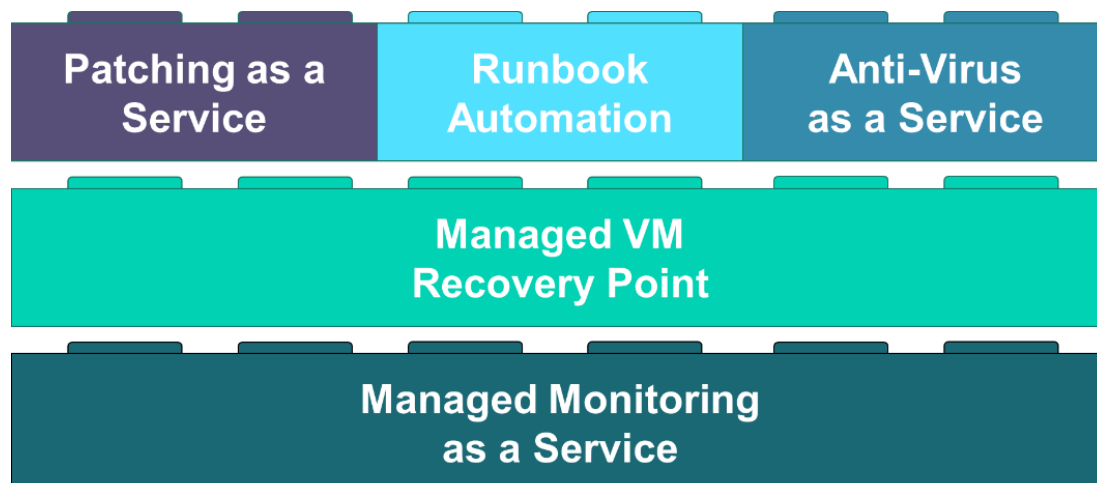
What the service can help you achieve

- Incorporate, consolidate, and extend your current monitoring platforms, and any new requirements, into a single, as a service, solution
- Gain a reliable and trusted view of the health of your entire IT infrastructure
- Monitor any device, from anywhere, via the internet or the various community networks UKCloud supports
- Concentrate on creating and managing applications that increase business value rather than managing virtual infrastructure
- Reduce the number of 'false-positive' alerts and associated out of hours call-outs, utilising UKCloud's 24x7x365 Network Operations Centre (NOC) as the initial responder to events, only escalating those which genuinely need further investigation and attention
- Increase the uptime of your IT estate through faster identification, triage and alert escalations
- Leverage the insights that UKCloud's AIOps engine can provide in identifying trends and anomalies

📖 Product options

This service is designed to be flexible and allows you to mix and match from a range of pre-defined options and change them when required. The elements that make up this service consist of the following:

Patching as a Service	Runbook Automation	Anti-Virus as a Service
Managed VM Recovery Point		
Managed Monitoring as a Service		

- **Managed Monitoring as a Service** *(mandatory)* The foundation of the Managed IT Operations portfolio of services. We become your first line of support, 24 hours a day, 365 days a year, receiving and reacting to any abnormal events or alerts across your IT estate, leveraging the power of AIOps to reduce the amount of noise you traditionally had to filter through, enabling you to focus on the critical events that really matter.
- **Managed VM Recovery Point** *(optional add-on)* Ensures your VM is protected on a nightly basis, providing confidence that you can request your entire VM or individual files to be restored from an RPO within the previous 24 hours.
- **Patching as a Service** *(optional add-on)* Provides routine OS patch management for compute instances deployed across UKCloud's multi-cloud. It helps you accelerate business value by removing the burden of basic OS hygiene, letting you focus your attention above the operating system.
- **Anti-Virus as a Service** *(optional add-on)* Provides you with the confidence that your environments are protected from the dangers of viruses and malware, all without the usual headaches associated with the deployment, management, and operation of an antivirus solution.
- **Runbook Automation** *(optional add-on)* Enables UKCloud to execute predefined basic actions in response to well understood events to achieve a specific outcome, helping to accelerate your time to resolution for known issues.

£ Pricing and packaging

Prices start from £12.50 per month for a customer endpoint device. Full pricing with all options is available in the UKCloud Pricing Guide.

Managed Monitoring as a Service (mandatory)	
Description	**£ per instance per month**
Monitoring of Infrastructure • Virtual Server • Physical Server • Edge switch / router	£12.50
Managed VM Recovery Point (optional add-on)	
Description	**£ per month**
Basic nightly data protection of a VM	£40 per instance
Associated storage charges	£0.10 per GiB
Patching as a Service (optional add-on)	
Description	**£ per server per month**
Patching of server operating system	£12.50
Anti-virus as a Service (optional add-on)	
Description	**£ per instance per month**
Installation and management of an anti-virus endpoint solution	£9.50
Runbook Automation (optional add-on)	
Description	**£**
Creation/amendment, validation, and storage of runbook	£100 per runbook per month
Execution of runbook	£75 per execution per runbook

Volume discounts

Volume discounts are offered per single line item (for example, Managed Monitoring, Anti-Virus as a Service, Patching as a Service) and line items cannot be combined in order to obtain a higher level of volume discount. Storage charges associated with Managed VM Recovery Point are excluded from this volume discount scheme.

Volume	% discount
1 to 24	List Price
25 to 49	5%
50 to 99	10%
100 to 249	15%
250+	20%

Accreditation and information assurance

The security of our platform is our number one priority. We've always been committed to adhering to exacting standards, frameworks and best practice. Everything we do is subject to regular independent validation by government accreditors, sector auditors, and management system assessors. Details are available on the UKCloud website.

Connectivity options

UKCloud provides one of the best-connected cloud platforms for the UK Public Sector. We enable access to our secure platform by DDoS-protected internet, PSN, Janet, HSCN, RLI and your own leased lines via our HybridConnect or CrownConnect services. The full range of flexible connectivity options is detailed in the UKCloud Pricing Guide.

An SLA you can trust

We understand that enterprise workloads need a dependable service that underpins the reliability of the application to users and other systems, which is why we offer one of the best SLAs on G-Cloud. As the SLA varies based on the chosen cloud technology, you can find full details on each service's SLA, including measurements and service credits, in the SLA Definition article on the UKCloud Knowledge Centre.

The small print

For full terms and conditions including onboarding and responsibilities, refer to the Terms and Conditions documents.

For full information regarding this product, we have relevant documents on our Knowledge Centre.

Why UKCloud?

UKCloud is dedicated to the digital transformation of our nation's public services through our flexible, secure and cost-effective multi-cloud platform and the expertise of our people and partners. We believe that diversity of technology drives value and innovation and so we bring together different cloud technologies, with different deployment models spanning on-premises (private cloud), on-campus (Government's Crown Campus) and off-campus global public cloud services. This enables you to choose the right cloud for creating new workloads, migrating or replacing existing applications to the cloud with specialist SaaS solutions.
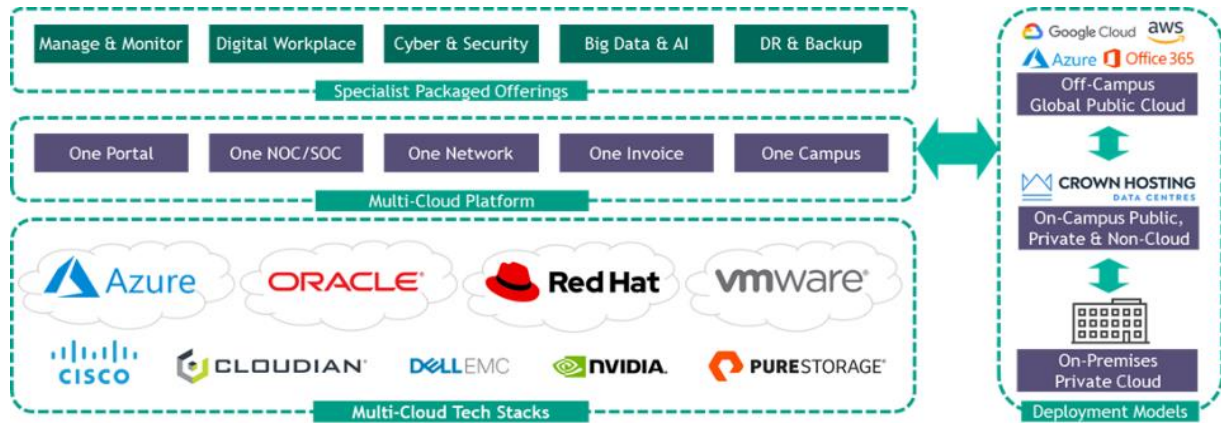
We recognise the importance of public services to UK citizens and businesses, which is why we include the highest level of support to all our customers at no extra cost. This includes dedicated 24/7 UK support, a Network Operations Centre (NOC), utilising protective and proactive monitoring tools, and access to UKCloud's experts. UKCloud can also provide outcome-based professional services or managed services to help you with digital transformation.

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