

AZURE MANAGED SERVICE

Azure Cloud Management

Your Azure estate, governed, secured and cost-optimised.

The challenge

Azure estates grow quickly and quietly. Workloads are spun up, footprints expand, and before long spend is climbing with no one able to explain the invoice. Migrations from on-premises, often from IBM Power or VMware, add scale without adding governance, and security posture drifts as the estate grows. Two pressures are bringing this to a head. The Broadcom licensing shock is pushing organisations off VMware and into Azure at pace, and in regulated sectors, operational resilience rules such as DORA now demand evidenced control over cloud workloads.

At a glance

A fully managed service for your Azure environment. Northdoor takes ownership of your Azure infrastructure, security, backup and disaster recovery, and cost governance, runs it to a defined standard and keeps spend under control. Delivered in three tiers, from a governed baseline to advanced platform operations with 24/7 security and a dedicated Service Delivery Manager. **UK based. Independent for 38 years. Microsoft and IBM partner.**

Ideal for

UK organisations with an existing or planned Azure footprint, often migrating from on-premises IBM Power or VMware, with no in-house Azure expertise and a finance team frustrated by unpredictable Azure invoices. Strong fit for regulated sectors that must evidence operational resilience for cloud workloads.

You'll recognise this if

Your Azure invoice keeps rising and no one can explain why.

You're migrating off VMware after the Broadcom price shock.

Your Azure footprint has grown without governance.

You have SQL Server reaching end of life.

You need to evidence operational resilience under DORA.

You have no in-house Azure expertise to run it well.

What the service covers

The service is built around six capability domains, each delivered to a defined standard.

Capability	What is included
Infrastructure operations	Azure VM lifecycle, provisioning, patching, rightsizing and decommissioning; Azure SQL Database managed configuration and monitoring; VNet, NSG and Azure Firewall or WAF management; storage account and access key governance.
Security, identity and compliance	Entra ID governance for Azure resources, RBAC and PIM for privileged roles; Microsoft Defender for Cloud posture management; Azure Policy guardrails; Key Vault secret, certificate and key lifecycle.
Backup, disaster recovery and continuity	Azure Backup configuration, scheduling and restore testing; Azure Site Recovery replication with failover testing and RTO and RPO reporting.
Cost management and FinOps	Cost monitoring and anomaly alerting; Azure Advisor recommendations actioned; Reserved Instance and Savings Plan management; CSP billing where Northdoor is CSP.
Monitoring and incident response	Azure Monitor and Log Analytics; Alert Manager routed to ServiceDeskPlus; LogicMonitor overlay for unified alerting.
Platform governance	Azure Landing Zone governance aligned to the Cloud Adoption Framework; deployment stacks and tagging strategy for policy and cost consistency.

Optional add-ons

Infrastructure as Code governance, Azure SQL performance tuning, Microsoft Sentinel SIEM, Azure Virtual Desktop management, and application hosting for App Services and Functions.

Service tiers

The service is offered in three tiers. Core establishes a governed, monitored baseline. Enhanced adds proactive optimisation and cost control. Premium provides advanced platform operations, 24/7 security and a dedicated Service Delivery Manager.

Dimension	Core	Enhanced	Premium
Best for	A governed, monitored Azure estate.	Proactive optimisation and cost control.	Advanced operations with 24/7 security.
Scope	VMs, Azure SQL, networking, storage, Entra ID RBAC, Defender for Cloud, Azure Backup, Site Recovery, Cost Management, Azure Monitor and Landing Zone governance.	Adds Reserved Instance management, Infrastructure as Code governance, patch management and performance optimisation, and AVD management.	Adds AKS platform operations, application hosting, AI and ML platform enablement and a full FinOps programme.
Hours of coverage	Mon to Fri 08:00 to 18:00.	Mon to Fri 07:00 to 20:00.	24/7/365.
SLA (P1)	1 hr response.	30 min response.	15 min response, 24/7.
Security posture	Defender for Cloud posture management and monthly Secure Score.	Regulatory compliance scoring against CIS and ISO 27001 with Defender alert triage.	Sentinel threat detection, automated remediation and quarterly penetration test readiness.
Cost management	Monthly cost versus budget with anomaly alerting and Advisor recommendations.	Monthly FinOps report with actioned optimisations and savings plan recommendations.	Full FinOps programme with actioned savings, Reserved Instance management and chargeback reporting.
Service reviews	Quarterly Business Review.	QBR plus mid-quarter architecture and cost check-in.	Monthly review with a dedicated SDM, quarterly Executive Business Review and an annual Well-Architected Framework review.
Change and governance	Standard changes within maintenance windows via RFC.	Up to 5 standard changes per month with quarterly Cloud Adoption Framework reviews.	Up to 10 standard changes per month with CAB representation and Infrastructure as Code drift remediation.

Pricing on application. Every engagement is scoped to your environment.

Outcomes, proof and next steps

The outcomes you can expect

- Azure spend brought under control, with waste removed month on month.
- A governed, well-architected estate aligned to the Cloud Adoption Framework.
- A demonstrable security and compliance posture across Defender for Cloud, ISO 27001 and DORA.
- Resilient backup and disaster recovery with tested RTO and RPO.
- One accountable partner across both migration and ongoing operations.

~30%

of cloud spend typically wasted
without active FinOps

24/7

managed Azure security cover at the
Premium tier

38 yrs

Northdoor as an independent UK
provider

Why Northdoor

- Combined IBM and Azure capability that is genuinely rare, we can manage the migration from IBM Power or VMware and the ongoing Azure estate.
- Deep infrastructure heritage that bridges on-premises to cloud.
- Financial services depth and FSQS registration, built to a regulated standard.
- FinOps discipline that turns cost control into a monthly, actioned outcome, not an annual surprise.

How we engage

- 1 A fixed, no-obligation health check and audit of your current Azure environment.
- 2 A Statement of Work to remediate the findings and align the estate to best practice.
- 3 Transition into an ongoing managed service on the tier that fits.

Start with a health check

Book a no-obligation health check. We assess your Azure estate, quantify the findings and show you exactly where the spend and the risk are, before you commit to anything. Contact your Northdoor account manager or visit northdoor.co.uk.

About Northdoor. Northdoor is a UK-based IT and managed services consultancy with 38 years of experience across infrastructure, security and cloud, with particular depth in Microsoft, IBM, managed security and hybrid cloud.