NODE4

Node4 Elevate for Azure

An Outcome-Led Cloud Partnership Model

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Service Overview

Traditional managed services are typically governed by operational metrics such as incident response times, service availability and ticket resolution targets. Whilst these metrics remain important, they do not necessarily reflect whether a cloud platform is delivering increasing value to the organisation.

As organisations mature their adoption of cloud, the focus shifts from simply operating the platform to continually improving it. Financial optimisation, operational resilience, security posture, platform modernisation and the adoption of emerging technologies such as Artificial Intelligence become increasingly important measures of success.

Elevate has been designed around a different principle: cloud services should be measured against the business outcomes they enable.

Elevate is Node4's Outcome-Led Cloud Success Framework, combining cloud operations, financial governance and transformation services into a single engagement model designed to improve the value delivered by the cloud estate. Rather than treating support, optimisation and transformation as separate activities, Elevate brings them together under a unified operating model that aligns technical services to business objectives.

Unlike traditional managed service offerings, Elevate establishes a shared accountability model between Node4 and the customer. Together, both parties define a small number of strategic outcomes aligned to organisational priorities. These outcomes form the foundation of the service and are used to guide governance, prioritise investment, focus continuous improvement activities and measure success throughout the lifetime of the engagement.

The outcomes themselves are unique to each customer and may focus on areas such as cloud financial performance, operational excellence, resilience, security, modernisation, AI adoption or wider business transformation initiatives. Progress against these outcomes is reviewed through a structured Outcome Governance process, creating a transparent framework for measuring value realisation and service effectiveness. Where appropriate, outcome-based service credits can be incorporated to reinforce accountability and align service performance to customer priorities.

To support the achievement of these outcomes, Elevate is built upon three integrated service layers:

CSP Advantage

Providing the commercial foundation for the service through flexible Azure consumption, consolidated billing, Microsoft funding opportunities, commercial optimisation and proactive vendor management.

Operational Run Framework

Providing the capabilities required to operate, manage and optimise the cloud platform. This includes 24x7 support, Cloud FinOps, Architecture Support, Service Delivery Management, Intelligent Monitoring, AIOps and Platform Lifecycle Management services.

Transform & Consult Framework

Providing access to specialist expertise that enables continual platform evolution and business transformation. This includes Project Management, Cloud Strategy &

Governance, Migration & Modernisation, AI & Data Acceleration, Continuous Delivery & Engineering, and Adoption & Enablement services.

Together, these service layers create a cloud operating model that extends beyond traditional support services. Operational activities, optimisation initiatives and transformation programmes are coordinated through a common governance framework and aligned to agreed customer outcomes, ensuring that cloud investment continues to deliver measurable business value year after year.

The result is a collaborative partnership that combines the flexibility of CSP, the assurance of managed cloud operations and the expertise required to accelerate transformation. Through Node4's Co-Ops (Collaborative Operations) approach, customers gain access to the skills, governance and operational capabilities they require whilst retaining control of their cloud strategy, internal teams and technology roadmap. The service flexes alongside changing business priorities, creating a long-term framework for optimisation, innovation and value realisation.

Key Benefits

- **Outcome-Led Partnership** – Elevate aligns cloud operations to measurable business outcomes, creating accountability for improvements in cost optimisation, platform maturity, operational resilience and innovation adoption.
- **Maximum Commercial Flexibility** – Built upon a CSP foundation, Elevate removes large upfront commitments and allows services to flex in line with changing business priorities, cloud consumption and transformation initiatives.
- **Extensible Specialist Expertise** – Leverage Node4's accredited architects, FinOps specialists, cloud engineers, project managers and AI consultants exactly when needed, without the cost and complexity of maintaining large internal teams.
- **Continuous Cloud Optimisation** – Through integrated FinOps, architecture governance, observability and operational intelligence, the platform is continually assessed for opportunities to reduce waste, improve performance and increase business value.
- **Collaborative Co-Ops Operating Model** – Elevate complements internal teams rather than replacing them. Responsibilities can be shared, transitioned or expanded as organisational requirements evolve.
- **Accelerated Innovation** – By combining Cloud, Data, AI and Automation expertise within a single operating framework, customers can rapidly adopt new capabilities whilst maintaining governance and financial control.
- **Lower Operational Overhead** – Integrated monitoring, AIOps triage, automation and specialist support reduce operational burden on internal teams, allowing them to focus on strategic transformation initiatives.
- **Single Partner Accountability** – Commercial governance, cloud operations, optimisation and transformation services are brought together under a unified operating model aligned to agreed business outcomes.

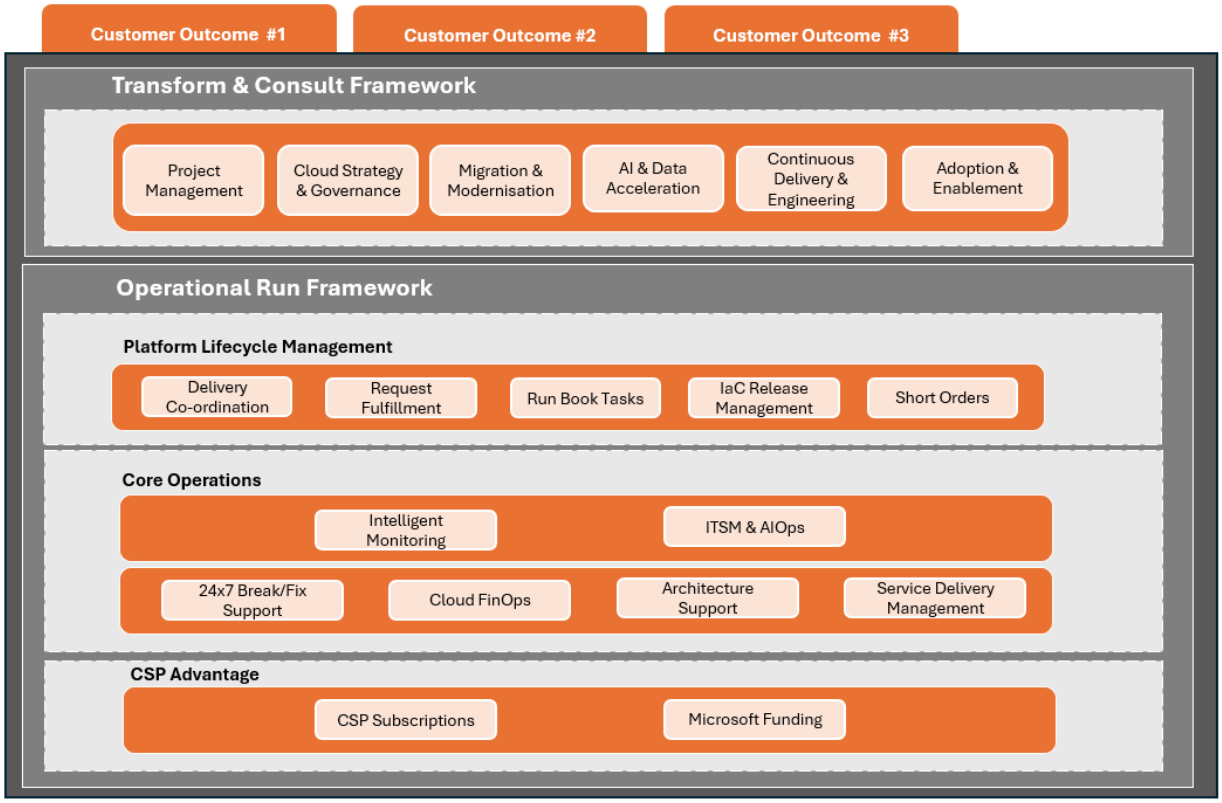
Governing Success Through Outcomes

Elevate establishes a shared accountability model between Node4 and the customer. At the commencement of the service, both parties agree a small number of strategic outcomes that align to business priorities and provide a framework for measuring success. These outcomes are typically focused on areas such as financial optimisation, operational excellence, resilience, security, modernisation, AI adoption or business transformation.

Progress against these outcomes is reviewed through regular governance meetings where service performance, optimisation opportunities, transformation initiatives and improvement activities are assessed against agreed objectives. This ensures service activities remain aligned to business priorities and that cloud investment continues to deliver measurable value.

Where appropriate, outcome-based service credits can be incorporated to align service accountability to the achievement of agreed objectives, creating a true partnership model focused on long-term value realisation rather than solely operational service metrics.

Diagram showing Elevate's Service Components



Commercial Framework

How the Outcome model works

Elevate is designed around a Collaborative Operations approach, creating shared accountability between Node4 and the customer for achieving meaningful business outcomes. Rather than measuring success solely through operational service levels, Elevate aligns a portion of the service value to the achievement of agreed strategic objectives.

Step 1: Agree the Strategic Outcomes

During contract negotiations or service mobilisation, the parties will jointly define up to three strategic outcomes aligned to the customer's business priorities.

Example outcomes may include:

- **Financial Efficiency** *Reduce cloud waste and improve cost predictability through continuous optimisation and FinOps practices*.
- **Innovation & AI Adoption** *Accelerate business innovation through the adoption of modern cloud services, data platforms and AI capabilities*.
- **Cloud Maturity & Automation** *Increase cloud operating maturity through automation, governance and platform engineering practices*.

These outcomes provide the framework against which success will be measured throughout the engagement.

Step 2: Define the Success Goals

Once the outcomes have been agreed, several measurable success goals will be established for each outcome. These goals should represent areas where Node4 can make a meaningful contribution and typically have a delivery horizon of 12 months.

Using Innovation & AI Adoption as an example:

Goal 1 - Establish an AI Operating Foundation

Success Criteria:

- AI Readiness Assessment completed within 90 days
- AI opportunity backlog established containing a minimum of 20 prioritised use cases
- AI governance framework formally approved

Goal 2 - Deliver Measurable AI Adoption

Success Criteria:

- Five AI use cases deployed into production
- Quarterly value realisation reviews completed
- 250 employees trained or enabled on approved AI platforms

The specific goals, measures and target dates will be tailored to each customer and reviewed annually.

Step 3: Establish the Outcome Success Fund

To demonstrate shared commitment to delivering measurable outcomes, 10% of qualifying Node4 service charges will be designated as an Outcome Success Fund, up to a maximum of £1m of charges.

Qualifying services include:

- Core Operations
- Platform Lifecycle Management
- Transform & Consulting Services

Third-party services and consumption-based charges, including CSP subscriptions and public cloud consumption, are excluded. The customer may determine how the Outcome Success Fund is allocated across the agreed strategic outcomes based on their business priorities.

Example of fund allocation:

Outcome	Allocation
Financial Efficiency	35%
Innovation & AI Adoption	40%
Cloud Maturity & Automation	25%

This allows investment and accountability to be aligned to the areas that matter most to the organisation.

Step 4: Baseline and Measure Performance

During the first quarter of the agreement, a baseline will be established for each success goal. Progress will then be reviewed through the Elevate governance process and formally assessed on a quarterly basis.

Where customer dependencies materially impact the achievement of a success goal, both parties may agree revised milestones or alternative measures through the governance process to ensure the framework remains fair and collaborative.

Step 5: Annual Outcome Success Review

At each contract anniversary, performance against the agreed success goals will be assessed and the Outcome Success Fund allocated accordingly.

For example, if qualifying annual service charges total £250,000, an Outcome Success Fund of £25,000 will be established.

Assuming the customer has allocated 45% of the fund to the Innovation & AI Adoption outcome, a total of £11,250 will be available against that outcome.

Success Criteria	Weighting	Achieved	Fund Value
AI Readiness Assessment completed within 90 days	16.67%	✓	£1,875
AI opportunity backlog containing 20 use cases	16.67%	✗	£1,875
AI governance framework approved	16.67%	✓	£1,875
Five AI use cases deployed into production	16.67%	✓	£1,875
Quarterly value realisation reviews completed	16.67%	✓	£1,875
250 employees trained or enabled	16.67%	✗	£1,875

- Total goals achieved: **4 of 6**
- Fund released to Node4: **£7,500**
- Fund returned to customer as service credits: **£3,750**

Step 6: Fund Allocation

Following the annual review:

- **Achieved Goals:** Where success goals have been achieved, the associated portion of the Outcome Success Fund will be released to Node4.
- **Unachieved Goals:** Where success goals are not achieved, the associated portion of the Outcome Success Fund will be returned to the customer as service credits.

Service credits can be redeemed against future Node4 qualifying services, including:

- Consulting engagements
- Transformation projects
- Platform enhancements
- Adoption and enablement activities
- Innovation initiatives

This creates a genuine outcome-led commercial model where both parties share responsibility for success and where investment remains focused on continually improving business outcomes over the life of the agreement.

Note: For clients who are focussed on cost savings and financial efficiency outcomes, there is the ability to add gainshare or accelerators to the outcome fund. This is at the client's discretion, and typically used as an additional incentive.

Elevate's Commercial Flexibility & Scaling

Elevate is designed to provide customers with a flexible commercial framework that can scale in line with cloud consumption, operational maturity and transformation demand. Rather than requiring a large upfront commitment, the service combines a lean foundational operating model with modular service components, consumption-linked benefits and access to specialist expertise when required.

Customers can start with the core capabilities needed to govern, support and optimise their Azure estate, then expand the service as priorities evolve. This may include increasing monitoring coverage, adding AIOps and automation workflows, consuming short-order engineering packages, drawing down consulting capacity or establishing a longer-term platform engineering delivery model.

The commercial model is designed around four principles:

- **Start lean**: establish the core service foundation without unnecessary upfront commitment.
- **Scale with consumption**: unlock CSP commercial benefits as Azure usage grows.
- **Flex with demand**: consume specialist capability through short orders, rate card services or committed delivery packages.
- **Reward outcomes**: align a proportion of qualifying service charges to agreed customer outcomes through the Outcome Success Fund.

This approach gives customers the commercial flexibility of CSP, the assurance of managed cloud operations and the ability to access transformation expertise without having to procure each activity as a standalone project.

Service Offering	Services	Contracting	Commercial Logic
Outcome Governance	Outcome definition, quarterly reviews, annual success review	*Included*	Included as part of the Elevate model
CSP Advantage	CSP subscriptions, Microsoft funding support	*Required*	Built around Azure consumption and CSP discount tiers
Core Operations	Break/fix, FinOps, architecture support, SDM	*Required*	Baseline monthly service charge based on a % of CSP Spend
Monitoring & AIOps	Intelligent Monitoring, ITSM, AIOps	*Optional*	Baseline monthly service charge based on a % of CSP Spend

Platform Lifecycle Management	Access to request fulfilment, runbooks, short orders	*Optional*	Consumed through rate card and billed in arrears based on usage (no upfront commitment)
Transform & Consult	Project Management, Strategy & Governance, Migration & Modernisation, AI & Data, Continuous Delivery & Platform Engineering and Adoption & Enablement	*Optional*	Consumed through rate card and billed in arrears based on usage (no upfront commitment)

Growing together; how Elevate rewards increased spend commitments

Elevate is designed around the principle of mutual success. As customers increase their Azure consumption commitment through Node4 CSP, additional commercial benefits are unlocked across both cloud consumption and managed service capabilities.

Rather than treating cloud consumption and support services as separate commercial agreements, Elevate creates a unified framework where increased platform adoption directly drives improved commercial value. This allows customers to reinvest savings into optimisation, innovation and transformation activities whilst maintaining predictable operating costs.

As Azure consumption grows, customers progressively benefit from enhanced CSP consumption discounts and reduced rates for supporting run and transform services. The result is a model that rewards platform growth and encourages investment in cloud maturity, operational excellence and innovation.

CSP Advantage

CSP Subscriptions

The customer will be provided with CSP subscriptions from Node4 in line with the governance design which provides a greater level of flexibility and management than other methods. There is no upfront commitment like an Enterprise Agreement (EA) and the customer can benefit from discounts based on the consumption of services within Azure (excludes reservations, savings plans and marketplace purchases).

A CSP offers:

- True cloud pay-as-you-go economics
- Ability to license hybrid and cloud services
- Provides simple single bill that combines Support, Security, Management and Cloud
- Management of Microsoft relationship and administration of any SLA refunds
- Discount based on total consumption across Node4 CSP subscriptions

Please note that any CSP discounts are only applicable if Node4 has Administrator on Behalf of Access in a manner that is compatible Microsoft Partner Earned Credit.

Microsoft Funding

As a Microsoft Solutions Partner and Azure CSP provider, Node4 works closely with Microsoft to identify and secure funding opportunities that support cloud adoption, optimisation and transformation initiatives.

Microsoft regularly invests in customer success programmes designed to accelerate the adoption of Azure, Data, AI and Security technologies. These programmes can help offset the cost of assessments, workshops, proof of concepts, migration activities and transformation projects, enabling organisations to realise value more quickly and reduce the upfront investment required to achieve strategic objectives.

Node4 actively manages the funding process on behalf of customers, identifying suitable opportunities, aligning engagements to Microsoft programme criteria, developing funding proposals and managing the submission process through to approval and delivery.

Funding opportunities vary over time and are subject to Microsoft approval; however, common engagement areas include:

- Azure Migration and Modernisation
- Azure Well-Architected Reviews
- FinOps and Cost Optimisation Assessments
- Security and Compliance Workshops
- Data Platform Modernisation

- AI Readiness and Adoption Programmes
- Microsoft Copilot Assessments
- Azure AI Foundry Workshops and Proofs of Concept
- Cloud Architecture Reviews
- Platform Engineering and DevOps Enablement

Key Benefits

- Reduced investment requirements for transformation initiatives
- Accelerated adoption of Microsoft technologies and services
- Access to Microsoft-funded assessments and advisory engagements
- Increased return on Azure investment
- Alignment with Microsoft best practices and strategic priorities
- Dedicated management of funding applications and Microsoft engagement by Node4

Core Operations

24x7x365 Break Fix Support

The Node4 Managed Service team operate a UK manned Service Desk, available 24x7 to handle business critical issues. With over 20 years of experience supporting our clients, we are experts in supporting cloud environments and resolving issues in a timely and efficient manner.

Incident Management

Node4 operate a mature event and Incident Management methodology to sustain our solutions, enabling detection and management of issues. All service Incident lifecycle information can be viewed and tracked via our ServiceNow portal.

Events and Incidents are categorised by Impact Severity as follows:

Severity	Description
Level 1 - Critical	A major fault resulting in total loss of service.
Level 2 - High	A major fault resulting in a severe service degradation or loss of service to a significant percentage of users.
Level 3 - Medium	A minor fault resulting in a limited or degraded service or a single end user fault.

Level 4 - Low	General, non-service affecting support. This includes installation support.
Level 5 - Change Request	Level 5 should be used for requesting a change to an existing service or system.

Events and Incidents are handled under the following SLA:

Action	P1	P2	P3	P4	P5
Faults & Technical Query Acknowledgement	0.5	1 Hr	2 Hrs	4 Hrs	12 Hours
Remediation Actions Commence	1 Hr	2 Hrs	4 Hrs	-	-
Frequency of updates	1 Hr	2 Hrs	12 hours if Target to Fix is exceeded		
Target to resolve	4 Hrs	8 Hrs	12 Hrs	36 Hrs	60 Hrs

Note: Remediation actions may include escalation to Microsoft for Azure Service issues. Vendor escalation is only applicable whereby a client uses Node4 for the licensing or subscription which includes an associated escalation agreement such as Microsoft Azure.

Cloud FinOps

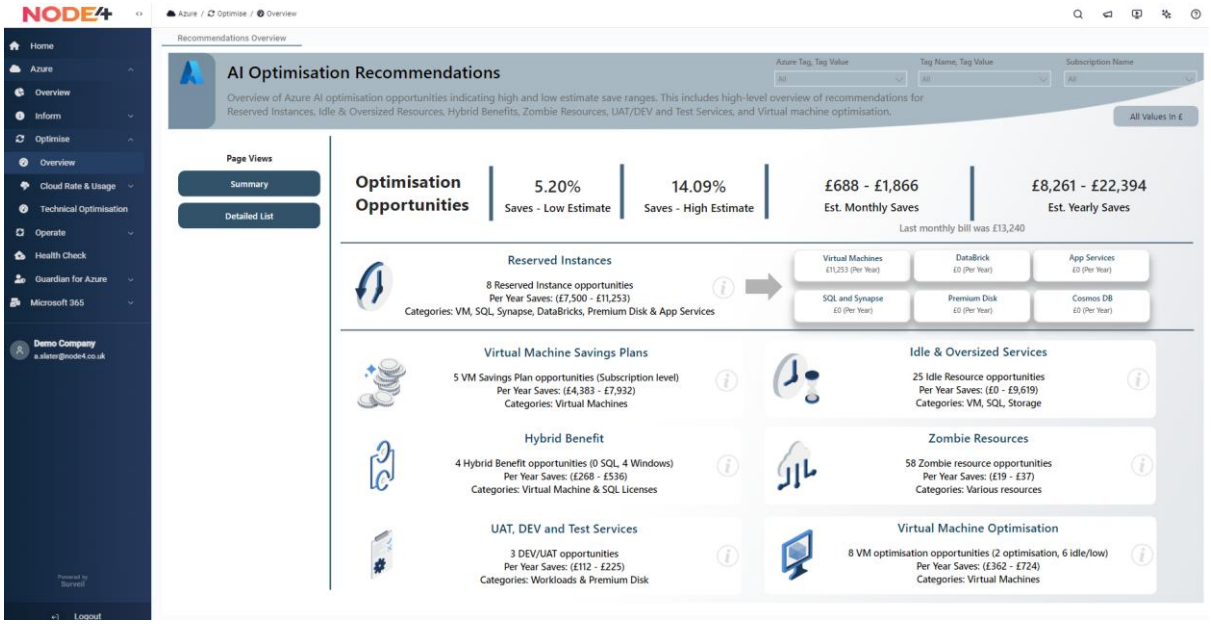
Node4's FinOps Services empower organisations to maximize the business value of their cloud investments. By combining best-in-class financial operations (FinOps) practices with robust tooling, governance, and expert guidance, Node4 helps clients achieve transparency, control, and optimisation of cloud spend across public cloud, SaaS, and AI workloads.

The Node4 FinOps service provides a proactive, comprehensive FinOps service in line with the FinOps Foundation guidelines.

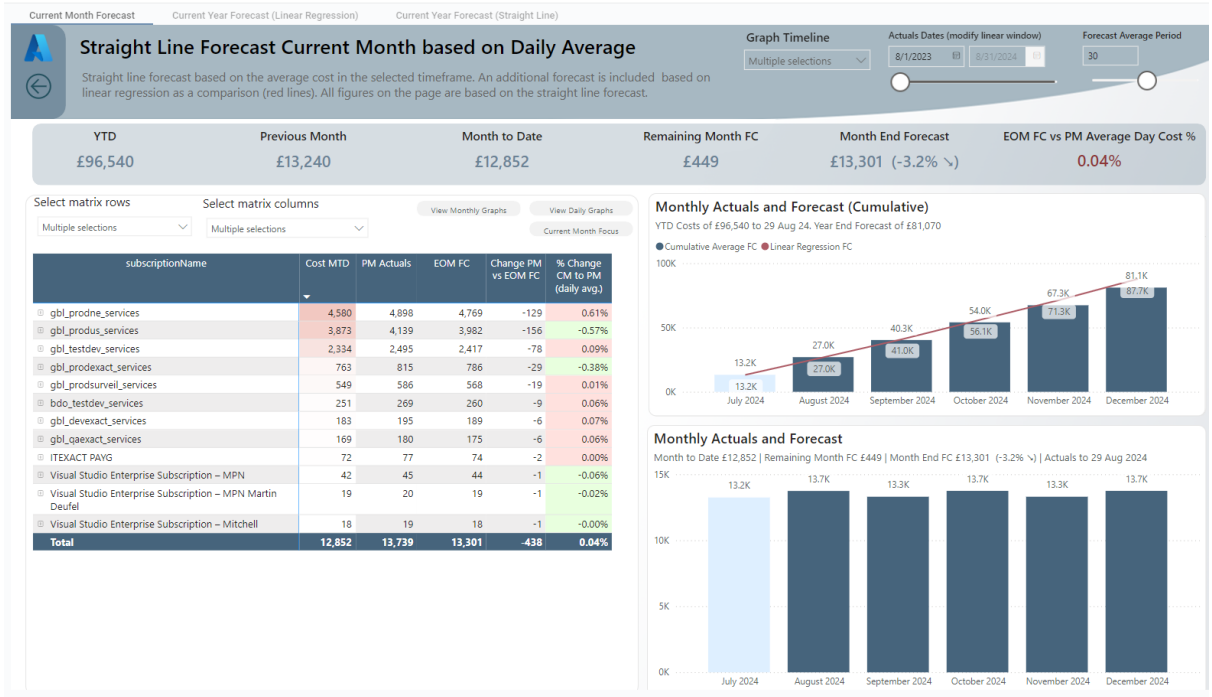
Cloud Optimisation Platform (COP)

Node4 will provide access to our FinOps Platform (COP) which provides customers with a wealth of information on Azure best practices including Cost Management, Right Sizing and Security Advisories. This analytics platform will continually review your deployment and feedback vital information to the management teams.

Screenshot showing Optimisation Opportunities



Screenshot showing one of the forecasting dashboards



Budget Breach Monitoring

An essential part of in-life FinOps is managing spend anomalies and actively managing budget. A common issue with cloud operations is accidental purchases or underestimating consumption. Therefore, having accurate budgets and breach monitoring aims to catch overspend issues before the invoice arrives.

- Monitoring of budgets and threshold breaches.
- Escalation of breaches to client stakeholders
- Service requests for threshold changes

Monthly FinOps Recommendations Report

Every month the FinOps team will curate a monthly report containing advisories from multiple data sources. The FinOps report typically covers the below areas:

- Executive summary
- Cost Breakdown (by budget, Cost Centre)
- Budget Performance
- Budget Insights
- Service Analysis
- Optimisation Recommendations
- KPIs
- Reservation Management

FinOps Review

On a monthly basis the FinOps team will undertake a review meeting with the appropriate client stakeholders. This agenda is based on FinOps Foundation best practices and focuses on visibility, accountability, and optimisation. The key topics are:

- Spend performance
- Forecast accuracy
- Optimisation opportunities
- Commitment management
- Business alignment

Rate Optimisation Implementation

Rate optimisation is the process of securing the most cost-effective pricing for cloud services by leveraging pricing models, discounts, and commitments offered by cloud providers. It focuses on optimising the “rate” (price per unit) rather than reducing consumption. Node4 will undertake any rate optimisation work to implement recommendations such as Reserved Instances and Savings Plans.

Workload Optimisation

The implementation of Workload Optimisation recommendations will be covered under the Platform Lifecycle Management Services. Workload optimisation tasks focus on how workloads are architected, deployed, and operated to minimize waste and maximise value.

Typical tasks include the following:

- Rightsizing Resources
- Decommissioning Zombie resources
- Auto-Scaling Implementation
- Storage Optimisation
- Container & Serverless Efficiency
- Scheduling Non-Production Resources
- Architecture-Led Optimisations
- Performance vs. Cost Tuning

Architecture Support

Elevate provides customers with structured architecture governance and assurance across their Azure environment. Architecture is not treated as a one-off design activity. The service provides ongoing technical leadership, periodic platform assessment and access to design guidance as the environment evolves. This ensures that cloud decisions remain aligned to business objectives, Microsoft best practice, operational requirements and the customer's long-term technology roadmap.

The service is delivered through three integrated architecture capabilities:

Principal Architect
A nominated Principal Architect will be assigned to the customer and will act as the technical authority for the Azure environment. The Principal Architect works closely with customer stakeholders and Node4 delivery teams, becoming embedded within the Elevate operating model. Their role is to provide architectural leadership, design assurance and strategic guidance across operational, optimisation and transformation activities.

The Principal Architect will maintain involvement in governance forums, delivery planning, architecture reviews and customer discussions, helping ensure platform decisions remain aligned to business priorities, Azure best practice, security requirements, cost optimisation objectives and the customer's long-term roadmap.

Half-Yearly Well-Architected Reviews
As part of the architecture service, Node4 will deliver half-yearly Azure Well-Architected Reviews. These reviews provide a structured health check of the customer's Azure environment and selected workloads, assessing alignment against the key pillars of the Microsoft Azure Well-Architected Framework: Reliability, Security, Cost Optimisation, Operational Excellence and Performance Efficiency.

Each review combines automated analysis, architectural assessment and expert consultation to identify risks, inefficiencies and opportunities for improvement. Following the review, customers receive a prioritised improvement roadmap covering quick wins, medium-term enhancements and strategic recommendations. Findings are categorised by business impact, risk reduction and potential cost saving, allowing activity to be prioritised through the Elevate governance process.

Architecture Guidance & Validation
In addition to scheduled reviews, customers can request architecture guidance and validation for new deployments, design changes, workload enhancements or optimisation activities. This provides access to Node4 Azure architects and engineers who can review proposed designs, validate alignment to best practice and provide practical recommendations before changes are implemented.

This capability is intended to support customer projects, internal engineering teams, third-party software vendors and in-life platform changes where architectural assurance is required. Typical requests may include review of landing zone changes, workload designs,

resilience patterns, identity and networking approaches, security controls, cost optimisation recommendations or the use of Azure-native services.

Architecture Guidance & Validation requests include an initial discussion by the next working day, with target completion within five working days, subject to scope and complexity.

Design Standards and Reference Patterns
Node4's architecture guidance is aligned to Microsoft best practice and proven Azure design principles. This includes designing for resilience, redundancy, scalability, operational manageability, security, cost efficiency and future evolution. Where appropriate, Node4 will use reference architectures, Azure blueprints and repeatable design patterns across IaaS, PaaS, serverless and cloud-native services to help customers make consistent, well-governed architecture decisions.

Together, these capabilities provide customers with architectural oversight, practical design support and a structured mechanism for improving the maturity, resilience, security and value of their Azure platform over time.

Service Delivery Manager (SDM)

The Service Delivery Manager acts as the operational governance lead for the Elevate engagement, coordinating service performance, reporting, escalation management and improvement activities. Working with customer stakeholders and Node4 technical teams, the SDM helps ensure services remain aligned to operational priorities and agreed outcomes. The SDM role encompasses:

- Point of management escalation for:
  - P1 Incidents
  - Change Management
  - Problem Management
- Service Reviews and Service Reports
- Creating an agreed Communications Plan with the customer
- Creating and issuing of Service reports in a timely manner
- Conducting (Chairing) regular Service Review meetings in accordance with the Communications Plan
- Recording Service Review meeting minutes, documenting agreed actions and owners
- Continuous Service Improvement Process / Plan (CSIP) and being the owner of the Service Improvement Plan for Node4.

Monitoring & AIOps

Intelligent Monitoring & Service Assurance

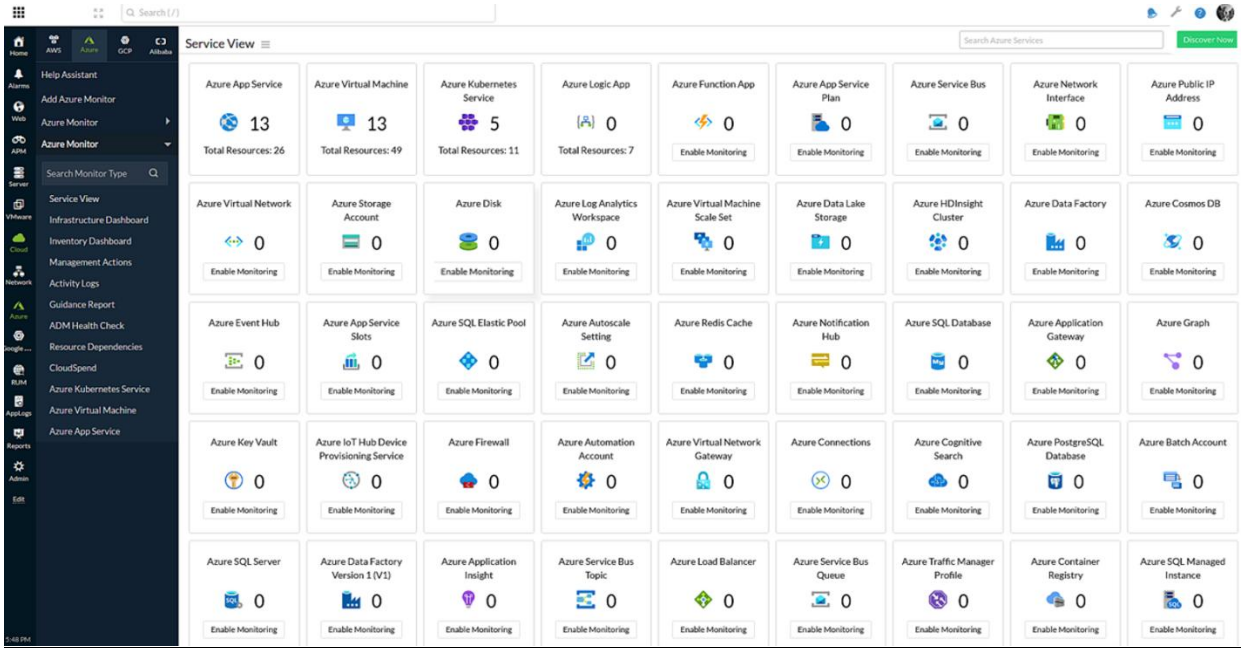
Visibility is only valuable if it drives action. Our Intelligent Monitoring service provides oversight of your Azure estate, hybrid infrastructure and business-critical services through the Site24x7 observability platform, delivering real-time insight into performance, availability, capacity and user experience. Rather than simply generating alerts, the service focuses on identifying operational risk before it impacts users, enabling faster resolution, improved service reliability and more informed operational decision-making.
By combining infrastructure monitoring, application performance monitoring (APM), log analytics, cloud platform telemetry and digital experience monitoring into a single operational view, we provide end-to-end visibility across your technology landscape. From Azure resources and network connectivity through to applications and customer-facing services, our monitoring capability helps organisations understand not just *what* has failed, but *why* performance is degrading and *where* intervention is required.

Actionable intelligence is further enhanced through trend analysis, anomaly detection, capacity forecasting and service health reporting. This enables proactive optimisation of cloud resources, early identification of security or operational concerns and data-driven planning to support future growth. Monitoring insights feed directly into operational reviews, FinOps recommendations and continuous improvement initiatives, ensuring observability becomes a strategic business enabler.

Screenshot showing Azure Custom Dashboard



Screenshot showing Azure Service View



The result is a cloud environment that is observed, optimised and better equipped to meet business expectations for availability, performance and resilience providing IT teams with the confidence to focus on innovation, not firefighting.

Key Outcomes

- End-to-end visibility across Azure, hybrid and multi-cloud environments
- Proactive identification of performance and availability risks
- Faster incident detection and resolution
- Improved service reliability and user experience
- Capacity planning and utilisation optimisation
- Operational reporting aligned to business outcomes
- Integration with ITSM, AIOps and automated remediation workflows

AIOps & Incident Triage

Elevate AIOps combines AI, observability and service management to reduce operational effort and accelerate issue resolution across hybrid and cloud environments. To reduce the time engineers spend manually interrogating monitoring tools, logs and telemetry sources, Elevate uses AI-powered workflows to gather, correlate and analyse operational data automatically before investigation begins.

By integrating service management platforms such as Halo with observability platforms including Site24x7, Azure Application Insights and other telemetry sources, Elevate can enrich incidents with contextual information, related alerts, historical patterns, asset relationships and performance insights. This allows service desk analysts and engineers to focus on resolution.

Key Capabilities

AI-Powered Incident Enrichment

- Automatically gathers telemetry, monitoring data, CMDB relationships and historical ticket information when an incident is raised.
- Correlates information from multiple systems to provide a consolidated operational view.
- Generates AI-driven summaries and recommendations to support faster diagnosis.

Telemetry-Led Root Cause Investigation

- Analyses Azure Application Insights, monitoring platforms and operational telemetry to identify anomalies, performance degradation and potential causes.
- Uses predefined investigative skills and workflows to look for common failure patterns and operational signals.

Knowledge & Code Intelligence

- Can reference operational knowledge, documentation repositories and source code locations to provide engineers with probable areas for investigation.
- Surfaces relevant historical incidents and known resolutions automatically

Predictive Operations

- Leverages historical performance trends and monitoring data to distinguish between expected and unexpected behaviour.

Business Outcomes

- Fewer service-impacting incidents
- Reduced alert noise and operational overhead
- Faster root cause identification
- Improved service availability and user experience
- Lower operational costs through automation
- Greater operational maturity through a proactive AIOps model

Platform Lifecycle Management

Delivery Co-ordination

The Delivery Co-ordination service provides a central point of planning, scheduling and governance for Platform Lifecycle Management activities. Working closely with customer stakeholders, Node4 coordinates requests, engineering activities, release schedules and short-order engagements to ensure resources are prioritised effectively and changes are delivered in a structured and controlled manner.

By maintaining visibility of operational, optimisation and enhancement activities, the service helps manage dependencies, reduce delivery conflicts and ensure platform improvements remain aligned to business priorities. Delivery Co-ordination provides customers with a clear mechanism for tracking demand, prioritising work and governing the evolution of their Azure platform through a single, collaborative engagement model.

Request Fulfilment

The Request Fulfilment service module allows our customers to request service changes. Authorised users from a client can log a request via the support portal for a range of actions that have been agreed as part of service delivery. Examples of standard changes would be:

- Amend the configuration of a cloud service
- Reboot a service
- Change/ add/ remove service
- Perform an ad-hoc back up
- Verify a replication task
- Apply a patch/ service update

A standard Request is a routine change that can be completed within 30 minutes by a Node4 Cloud Support Engineer.

Run Book Tasks

Custom runbook tasks are a great way to utilise Node4's 24x7 Service Desk capability to perform simple, scripted operational activities, supporting a shift-left operating model. Tasks are expected to take no more than 15 minutes to complete.

Runbook tasks are commonly used alongside custom alerting for solution components that are not directly managed by Node4, enabling automated or first-fix actions to be performed as part of monitoring and incident triage workflows.

IaC Release Management

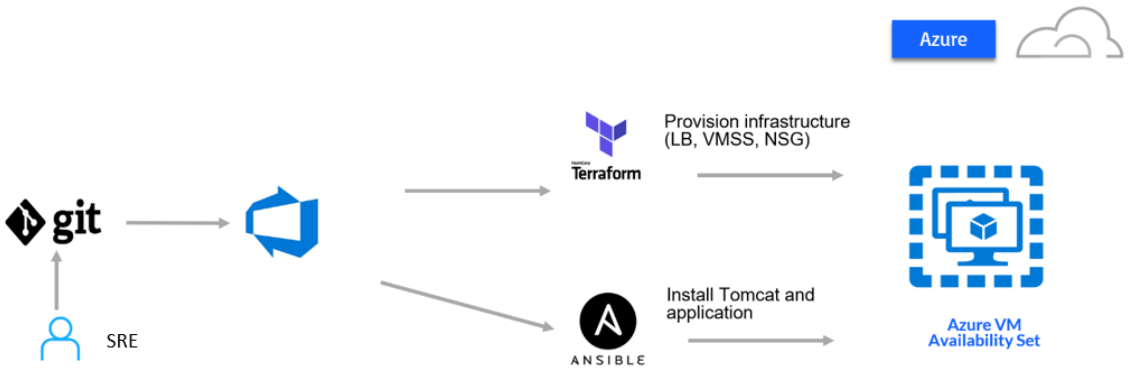
A key part of leveraging Elevate to adopt an Infrastructure as Code approach is the desire to remove the need to undertake manual changes to the service configuration outside of agreed releases. Therefore, all changes are made via the configuration files and pushed through an agreed deployment pipeline with agreed automated testing.

Node4 will work with the customer to ensure there is a consistent and effective release management approach in place.

Deployment Tool Chain

Customers may use a range of tools as part of their deployment process, however the service mandates the use of Azure DevOps or GitHub to define and "manage" the deployment process. Typically, the SRE team will use a mixture of Terraform, Ansible and Bicep templates to support the infrastructure side and customers commonly also integrate tools such as Jenkins and Octopus.

Image showing a simple example of the toolchain for an Infrastructure Deployment



The release process will depend on the application and customer requirements; however, we encourage customers to consider lower risk strategies such as blue/green and/or canary deployments.

Infrastructure as Code

To support the effective operation of the service all Infrastructure needs to be defined as Code and all configuration changes should flow through the deployment pipeline.

Short Orders

Not every requirement justifies a full project or continuous delivery engagement. Many organisations need rapid access to specialist engineering expertise to deliver targeted improvements, implement optimisation recommendations or address emerging business requirements.

The Elevate Short Orders service provides access to pre-scoped engineering packages designed to deliver clearly defined outcomes in five working days or less. These engagements offer a simple and cost-effective way to consume specialist expertise without the overhead of formal project initiation, procurement processes or longer-term commitments.

Short Orders are typically used to implement Operability Improvements, deploy automation, enhance monitoring, improve security controls, optimise workloads or accelerate adoption of new Azure capabilities. Activities are delivered by experienced Node4 architects, cloud engineers, platform engineers and automation specialists, with all work aligned to established governance, security and operational standards.

Transform & Consult Framework

Unlike traditional managed service agreements that separate support and consultancy into independent contracts, Elevate combines operational services, optimisation activities and transformation capabilities within a single outcome-led engagement model.

The Transform & Consult Framework provides access to specialist expertise across Cloud, Data, AI, Platform Engineering and Modernisation disciplines. Delivered through Node4's Collaborative Operations (Co-Ops) model, these services operate as an extension of your internal teams, combining human expertise, proven methodologies and AI-assisted delivery techniques to support improvement and long-term business outcomes.

Node4 is actively incorporating AI-assisted delivery capabilities across consulting, engineering and project teams. These capabilities help reduce the effort spent on repetitive activities, allowing specialists to focus more time on architecture, engineering and customer outcomes.

Project Management

Cloud transformation programmes are rarely constrained by technology alone. Success depends on effective governance, stakeholder alignment, financial control and the ability to coordinate multiple teams towards a common objective. The Elevate Project Management service provides experienced project and programme leadership to ensure transformation initiatives are delivered in a structured, controlled and outcome-focused manner.

Acting as the central point of coordination between customer stakeholders, Node4 specialists, Microsoft and third-party partners, our project delivery professionals manage

engagements from initial mobilisation through to transition, adoption and operational handover. Whether delivering a cloud migration, platform modernisation programme, AI adoption initiative or broader transformation roadmap, the service provides the governance, planning and oversight required to maintain momentum whilst minimising delivery risk.

Drawing upon extensive experience across Azure, Hybrid Cloud, Digital Workplace and AI-enabled transformation programmes, the team combines proven project management disciplines with a practical understanding of cloud technologies and operating models. Delivery is supported through structured governance, financial oversight, resource planning, risk and issue management, stakeholder engagement and change coordination, providing customers with complete visibility and confidence throughout the programme lifecycle.

Typical Services

- Project and programme mobilisation
- Transformation planning and roadmap delivery
- Governance, steering committees and executive reporting
- Budget management and financial oversight
- RAID management and dependency tracking
- Stakeholder engagement and communications
- Change management and business readiness
- Vendor and third-party coordination
- Service transition and operational handover
- Outcome governance and value realisation tracking

Key Outcomes

- Increased delivery confidence and programme transparency
- Improved alignment between technology investment and business objectives
- Reduced delivery risk across complex cloud and AI initiatives
- Stronger governance, accountability and stakeholder engagement
- Faster adoption of new capabilities and services
- Measurable progress against agreed transformation outcomes

Cloud Strategy & Governance

The Cloud Strategy & Governance service helps organisations establish the operating model, governance and controls required to successfully adopt and manage Azure. Delivered through experienced cloud strategists, architects and FinOps specialists, the service provides practical guidance across cloud adoption, governance, risk management and actionable improvement.

Organisations work alongside our experienced cloud strategists, architects and FinOps specialists who help define target operating models, establish governance frameworks and optimise cloud investments. Whether adopting Azure for the first time, modernising an existing estate or operating across hybrid and multi-cloud environments, our experts provide the guidance and experience required to create a secure, scalable and financially sustainable cloud foundation.

Cloud Strategy & Advisory

- Cloud maturity assessments
- Cloud adoption roadmaps
- Executive strategy workshops
- Cloud operating model design
- Hybrid and multi-cloud strategy
- Cloud Centre of Excellence (CCoE) development
- Business case and transformation planning

Cloud Governance & Risk Management

- Governance framework design
- Cloud policy and standards development
- Security and compliance assessments
- Architecture governance boards
- Resource hierarchy and subscription design
- Cloud management guardrails
- Regulatory and operational risk reviews

Architecture & Platform Governance

- Cloud landing zone strategy
- Azure Well-Architected Reviews
- Platform standardisation initiatives
- Resilience and disaster recovery planning
- Cloud automation strategy
- Infrastructure as Code governance
- Platform engineering best practices

Continuous Improvement & Innovation

- Quarterly strategy reviews
- Cloud roadmap management
- Technology trend briefings
- Governance forums and steering groups
- Platform optimisation reviews
- Innovation workshops
- Outcome and KPI tracking

Unlike traditional consultancy engagements, these capabilities are consumed as part of the Elevate operating model. Organisations can access strategic expertise when required, mature governance over time and adapt their cloud strategy as business requirements evolve. The result is a well-governed, cost-effective and resilient cloud platform that remains aligned to business priorities and future transformation goals.

Key Outcomes:

- Improved cloud governance and operational maturity
- Better alignment between cloud investment and business objectives
- Reduced operational and compliance risk
- Stronger financial governance and cost optimisation
- Clear transformation roadmaps and prioritised investment decisions
- Improved accountability through structured governance processes

Migration & Modernisation

Many organisations recognise the need to modernise their technology estate but struggle to balance transformation ambitions against operational risk, business disruption and resource constraints. Elevate provides flexible access to cloud architects, platform engineers and modernisation specialists who help organisations accelerate transformation using proven methodologies, repeatable delivery patterns and industry best practice

Whether migrating from on-premises infrastructure, modernising applications, adopting cloud-native services or transforming data platforms, Elevate enables organisations to deliver change at a pace that matches business priorities. By combining strategic planning, expert delivery and ongoing operational knowledge transfer, we help customers reduce risk, accelerate time-to-value and build platforms ready to support future growth and innovation.

Cloud Migration Services

- Cloud migration assessments
- Application discovery and dependency mapping
- Migration planning and execution
- Workload placement assessments
- Hybrid cloud migration programmes
- Data centre exit strategies
- Migration factory services

Application Modernisation

- Legacy application assessments
- Application re-platforming
- Cloud-native transformation
- Containerisation and Kubernetes adoption
- DevOps implementation
- CI/CD pipeline development
- Platform engineering services

Infrastructure Modernisation

- Azure landing zone deployment
- Infrastructure as Code implementation
- Platform automation
- Hybrid cloud connectivity
- Identity and access modernisation
- Resilience and disaster recovery enhancements
- Platform consolidation initiatives

Security & Compliance Transformation

- Security posture assessments
- Zero Trust implementation
- Cloud security architecture reviews
- Microsoft Defender deployment
- Microsoft Sentinel onboarding
- Identity governance improvements

- Compliance remediation programmes

Key Outcomes

- Reduced migration and transformation risk
- Faster time-to-value from cloud investment
- Increased platform agility and scalability
- Reduced technical debt
- Improved resilience and security posture
- Accelerated adoption of cloud-native services

AI & Data Acceleration

AI is rapidly moving from experimentation to production, but many organisations face the same challenge: fragmented data, inconsistent governance and a lack of specialist expertise prevent AI initiatives from scaling beyond isolated use cases. Elevate helps organisations establish the foundations required to unlock value from both data and AI, combining strategic advisory, platform engineering, data expertise and optimisation within a single outcome-led service.

Through Elevate, organisations engage with specialists across Data Architecture, Data Engineering, Analytics, Microsoft Fabric, Azure AI, Copilot and Agentic AI solutions. Working alongside internal teams, Node4 helps define strategy, prioritise opportunities, modernise data platforms and accelerate AI adoption through proven architectures, reusable delivery patterns and real-world operational experience.

AI Strategy & Transformation

- AI maturity and readiness assessments
- Executive AI workshops and envisioning sessions
- AI use-case discovery and prioritisation
- AI governance and operating model design
- AI Centre of Excellence development
- AI business case creation and ROI modelling
- Enterprise and industry-specific AI strategies

Data Platform & Modernisation

- Microsoft Fabric design and deployment
- Modern data platform architecture
- Data estate consolidation and rationalisation
- Data engineering and integration services
- Data warehouse and lakehouse implementation
- Master data and trusted data foundation programmes
- AI-ready data platform design

Analytics & Business Intelligence

- Power BI implementation and optimisation
- Executive reporting and KPI frameworks
- Self-service analytics enablement

- Predictive and prescriptive analytics
- Data visualisation and dashboard development
- Data governance and reporting assurance

AI Enablement & Adoption

- Microsoft 365 Copilot readiness and deployment
- Adoption and change management programmes
- User enablement, training and workshops
- AI policy and governance implementation
- Responsible AI assessments
- Benefits realisation and adoption optimisation

Agentic AI & Automation

- Agent discovery and prioritisation workshops
- Agent Factory services
- Custom Copilot Studio agent development
- AI workflow automation
- Business process transformation
- Multi-system AI integration
- Agent governance and lifecycle management

Innovation & Optimisation

- AI innovation sprints
- Data and AI roadmap reviews
- Quarterly value realisation assessments
- Emerging technology advisory
- Platform optimisation recommendations
- AI FinOps and consumption analysis
- Outcome tracking aligned to business objectives

Unlike traditional consultancy engagements, these capabilities are consumed as part of the Elevate operating model. Organisations can access specialist expertise when required, scale services up or down as priorities evolve, and develop their data and AI capabilities without the need for large upfront programmes or inflexible project commitments. The result is a trusted data foundation, accelerated AI adoption, measurable business outcomes and a platform that evolves alongside business priorities.

Continuous Delivery & Platform Engineering

Elevate's Continuous Delivery & Platform Engineering capability provides a structured, sprint-based delivery model for organisations that require ongoing engineering capacity to deliver platform improvements, transformation initiatives and strategic technology outcomes. Acting as an extension of internal teams, Node4 specialists work from a prioritised backlog of activities, enabling customers to evolve and optimise their Azure platform whilst maintaining alignment to business priorities.

The service can be used to deliver anything from targeted platform enhancements through to large-scale transformation programmes. Typical engagements include cloud migration

and modernisation initiatives, platform engineering roadmaps, Infrastructure as Code adoption, automation programmes, landing zone evolution, resilience improvements, security enhancements and cloud-native application platforms. By combining experienced engineers, architects and delivery governance within a single operating model, customers gain access to a flexible delivery capability that can scale in line with their transformation ambitions.

Customers can choose from 3, 6 or 12-month commitment options depending on the scale of their roadmap, desired pace of delivery and organisational priorities. Longer-term engagements provide greater commercial efficiency and support sustained platform evolution whilst retaining the flexibility to reprioritise activities through the Elevate governance process.

Typical Activities

- Cloud migration and modernisation programmes
- Platform engineering initiatives
- Infrastructure as Code implementation
- CI/CD and deployment automation
- Landing zone deployment and enhancement
- Platform observability and monitoring improvements
- Security and compliance automation
- Cloud-native application platforms
- Kubernetes and container platform adoption
- Technical debt reduction and platform optimisation

Key Outcomes

- Accelerated delivery of strategic transformation initiatives
- Increased engineering capacity and delivery velocity
- Reduced manual effort through automation
- Improved platform consistency, resilience and operational maturity
- Faster adoption of cloud-native and platform engineering practices
- Flexible access to specialist engineering expertise
- Continuous delivery of business outcomes through a governed backlog approach

Adoption & Enablement

Successful cloud transformation is not just about deploying technology; it is about ensuring people, teams and processes are ready to adopt it. The Elevate Adoption & Enablement service helps organisations maximise the value of their Azure, Data and AI investments through structured training, workshops, knowledge transfer and operational readiness activities.

Working alongside business and technical stakeholders, Node4 helps customers build the skills, governance and ways of working required to successfully adopt new cloud capabilities, Platform Engineering practices, FinOps disciplines, DevOps methodologies and AI technologies. Through a combination of executive workshops, technical

enablement, role-based training and stakeholder engagement, we help accelerate adoption, reduce delivery risk and increase return on investment.

Whether supporting a migration programme, the introduction of a Cloud Operating Model, FinOps implementation, AI adoption initiative or broader transformation roadmap, our specialists provide the guidance and expertise needed to create lasting organisational capability and drive measurable business outcomes.

Typical Services

- Executive strategy and vision workshops
- Microsoft Copilot and AI adoption programmes
- Azure technical training and skills development
- Cloud Centre of Excellence (CCoE) enablement
- Knowledge transfer and operational handover
- Stakeholder engagement and communications planning
- Service transition readiness assessments
- Role-based learning and capability development