Managed Active Directory Support

What is Managed Active Directory Support?

Our Managed Active Directory (AD) Support service aims to remove the day-to-day burden of having to ensure your Active Directory services and supporting Windows servers are stable, secure and available.

Active Directory provides the backbone for centralised management and control of authentication and authorisation for users and computers in a Windows domain type network, assigning and enforcing security policies for all computers and installing or updating software.

Organisations often struggle to find or fund the resources required to ensure the ongoing health and availability of their Active Directory services. With UKCloud's Managed AD Support service, we provide you with full 24/7 monitoring and support for your Active Directory services and supporting Windows servers across your multi-cloud estate, be it on-premises, on our cloud, or on a cloud deployment elsewhere. This level of monitoring and support, when coupled with pro-active Windows patching, provides you with the confidence that your AD services are operating effectively, enabling you to focus on your business outcomes.

What the service can help you achieve

- **Do more.** Free your technical resources to focus on business value projects.
- **Reduce complexity.** A single contract to support your Active Directory footprint across any cloud.
- **Peace of mind.** Protect your Active Directory schemas with our built-in backup service.
- **Virtually grow your team.** Leverage the skills and experience of an entire team of Active Directory experts.
- **Understand your costs.** Our costs are fixed so you don't have to worry about deciphering and understanding SFIA day rates.
- **Remove your pain.** Move towards consuming Active Directory as a commodity service.

🪙 Pricing and packaging

Managed Active Directory Support pricing can be as low as £445 per month. Full pricing with all options is available in the UKCloud Pricing Guide.

Monthly pricing is comprised of the following three elements:

- A fixed monthly **Account Management fee**. This is a flat monthly fee that provides you with access to UKCloud's advanced support services, including:
  - Managed SQL Server
  - Managed Remote Desktop Services (RDS)
  - Managed Web Server (IIS/Apache)
  - Managed Active Directory (AD)
- A monthly support fee **per Active Directory Forest** under UKCloud's management.
- A monthly support fee **per Windows Domain Controller Server** used to host the Active Directory Forest.

Account Management fee
£500 per month

Active Directory Forest Support fee
£278 per Forest per month

Windows Domain Controller Server Support fee
£167 per Windows server supporting AD per month [1]

[1] Additional storage charges will apply at £0.10 per GiB per month for the retention of Windows server backups.

Our Commitment Discount scheme applies to this service, with pricing reducing to the following after the maximum discount is applied:

Account Management fee
£405 per month

Active Directory Forest Support fee
£225 per Forest per month

Windows Domain Controller Server Support fee
£135 per Windows server supporting AD per month [1]

[1] Additional storage charges will apply at £0.10 per GiB per month for the retention of Windows server backups.

Full details of our Commitment Discount can be found within the *Discounts and purchase schemes* section of the UKCloud Pricing Guide. No other forms of discount are applicable to this service.

An additional one-off onboarding charge of £3,500 may be applicable.

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, MCN 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

A minimum term of twelve months applies to the Account Management fee and any associated (Active Directory Forest and Windows Domain Controller Server) Support fees. Any additional Active Directory Forests or Windows Domain Controller Servers will automatically initiate a new 12-month Account Management term and 12-month term for the new additional Active Directory Forest or Windows Domain Controller Server. That is, the Account Management fee shall always run in parallel with the most current Support fee term. Should early termination be invoked, the customer shall be liable for the remaining balance of the term (both Account Management and Support fee). For example, if a customer's spend is £1,000 per month and they terminate at month nine, they are liable for the remaining three months/£3,000 in full and shall pay within 30 days of invoice.

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.
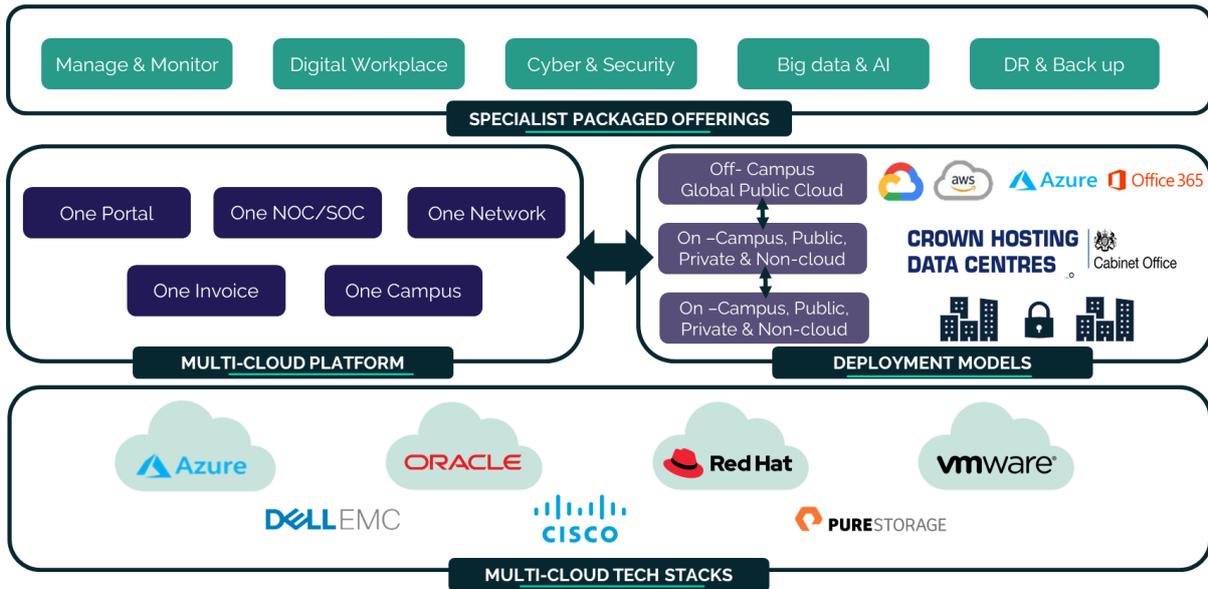
We recognise the importance of public services to UK citizens and businesses, which is why we include the highest level of support to all our customers at no extra cost. This includes dedicated 24/7 UK support, a Network Operations Centre (NOC), utilising protective and proactive monitoring tools, and 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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