Cloud Consultancy Service Definition

What you can expect from us

CLOUD CONSULTANCY

/ A decade of expertise facilitating hybrid workplaces

We're a managed service provider that specialises in enabling secure work from any location. Born in Newcastle, operating nationally, we can help you adopt the cloud to remove geographical barriers.

Since founding in 2010, we've always focused on helping people do great work from anywhere, and – in today's hybrid working era – that mission has never been more important.

WORKING WITH ATLAS CLOUD

/ Lean on our hybrid working experience for cloud services

Our specialist cloud consultancy services are relied upon for mission-critical Government services, like the building of the new HS2 line – spanning the length of England.

Service specialisms include virtualisation (applications/desktops) and Microsoft 365 services including Intune/Endpoint Manager, SharePoint and Endpoint Detection and Response.

Our ten years of experience have allowed us to formalise our way of working with a Quality Management System, to ensure the smooth flow of projects.

PROJECT FLOW

Our Quality Management System comprises of the following steps:

1/ Pre-Project: Including the sales process, client acceptance and project office acceptance

2/ Kick-Off & Design: Including categorisation, resource allocation and project initiation documentation

3/ Implementation & Readiness: Service delivery, progress updates, testing (expanded below) and user acceptance

4/ Go Live: Including any required handover

5/ Post-Project: Snagging and improvements

See the Appendix for a full outline of the Project Flow.

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TESTING APPROACH

The testing phase of any cloud project is pivotal to success. Here we detail our process, which we've refined for over decade.

/ **Create test plan** – requirements session, client-based pass criteria, personnel confirmation, user size scoping, time period scoping

/ **Internal peer testing** – initial internal test, blind user approach, pass criteria mimics UAT, failures passed back to technical team, learnings recorded and reviewed

/ **UAT training** – training for designated individuals, ensure level of competence for correct identification of unexpected behaviour, user walkthrough of test plan, full explanation

/ **UAT testing** – walkthrough of standard day-to-day activities, user confirmation (pass/fail/feedback), amendments and retest, learnings recorded and reviewed

/ **Service readiness** – load testing, system access verification, change request simulation

/ **Sign-off and review** – stakeholder review, sign-off passed items, failed items discussion, acceptable progression plan, within acceptable margins, alternative solution agreement

GDPR & DATA PROTECTION

Atlas Cloud is ISO 27001accredited and maintains a Personal Information Management System (PIMS) to ensure any information shared for the purposes of work is dealt with in the appropriate way, meaning you can be confident all risks are minimised.

SERVICE LEVEL AGREEMENTS

All service requests outside of project work follow our SLAs, detailed below.

Type	Ticket Priority	Definition	SLA Response Time	SLA Resolution Time
Incident	1 – Critical	Entire service down for all company users	30 minutes	4-hours
Incident	2 – High	Multiple loss of a single service for multiple users	30 minutes	24 hours
Incident	3 – Medium	Service affecting single user	60 minutes	48 hours
Request	4 – Low	Request for any type of service / information request (none service affecting)	120 minutes	120 hours

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DISCLAIMER

Whilst every care has been taken to ensure that the contents of this service definition are correct and realistic, the recommendations for equipment, programs and services are based on the information Atlas Cloud has been given, our own observations and our experience. Atlas Cloud believes these recommendations are sound but are dependent upon many factors not under control. Our recommendations for equipment, software and services together with estimates of performance and results must not be regarded as express or implied warranties.

Any contracts in respect of third-party equipment, programs and services and Atlas Cloud programs mentioned shall be subject to the terms and conditions of the standard applicable agreement. Any information, prices, terms and conditions given in this document may be amended or withdrawn by Atlas Cloud at any time.

All business is subject to Atlas Cloud's standard Terms and Conditions unless otherwise agreed in writing. Unless the relevant authorisation codes are present above, a proposal should be treated as a budgetary estimate and will require further systems assurance review prior to a final quotation being provided. All of Atlas Cloud's pricing excludes VAT & expenses.

All projects are conducted on a time and materials basis (unless agreed otherwise in writing) and all project costs states in this proposal are best estimates.

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APPENDIX

PROJECT FLOW

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Project Deliver Process QD07 Revision C

Quality Management Systems

PRE-PROJECT
- Sales Process
- Client Accepts Proposal & Signs Order
- Order Passed to Project Office
- **REVIEW POINT 1**
- Project Office Assess Project Information
- Project Accepted

KICK OFF & DESIGN
- Project Categorised
- Resource Requested
- Project Team Assigned
- Internal Kick-Off Meeting
- PID
- External Kick-Off Meeting
- **REVIEW POINT 2** — Approval to Commence
- Initial Client Contact
- Team Intro to Client
- Purchasing

IMPLEMENTATION & READINESS
- Project Delivery to agreed plan
- Progress Updates
- Creation of Test and Roll Back Plan
- Internal/ Peer Testing
- Amendments
- User Acceptance Testing
- Creation of Go Live Plan
- **REVIEW POINT 3** — Approval to Go Live
- MONITOR
- CONTROL
- COMMUNICATE

GO LIVE
- Cut Over Activity
- Go Live Support
- **REVIEW POINT 4** — Approval to Close Project

POST PROJECT
- Snagging
- Transition to Live Service
- Internal Lessons Learned
- Close Project
- Handover to Accounts to Arrange Billing and Contract Commencement

PROJECT ADMINISTRATION