



CLOUD NATIVE
SERVICE DEFINITIONS
G-CLOUD 14

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1. INTRODUCTION

Cloud Native's specialists have a long track record of delivering successful and secure 'cloud' services to predominately military customers but also to wider industry. Most of our specialists have decades of relevant experience and are leading individuals in the technologies and areas they work in. Most of our specialists operate at SFIA levels 5 to 7 and will be cleared to MOD SC or DV level (additionally we can resource associates as required to flex service capacity).

Cloud Native is an independent business with no commercial links to product vendors of any type. Our advice will always be strictly professional, following industry standards and best practice and be appropriate for the service being delivered.

2. SERVICES

The following cloud services are provided by Cloud Native via the G-Cloud framework:

Service Name	Description
Strategy, Design and Architecture	The design of the enterprise and solution architectures used for hosting applications and business services. Cloud Native architects are proficient in the use of most industry standard methodologies and will adapt their output to meet the buyers 'shop' standards.
Implementation and delivery	Solution Implementation and Delivery. Cloud Native build and deliver solutions based on a client supplied architecture design and build documentation set. Implement and deliver secure solutions for Public, Private and Hybrid Cloud environments utilising specialist teams of Poly-skilled resources within a DevOps culture.
Test-as-a-Service	<p>Cloud Native Provides a full array of testing services ranging from fully managed to the provision of highly skilled professional supporting a specific project or business need. Roles include:</p> <ul style="list-style-type: none">- Programme Test Manager- Testing Lead- Test Analyst (Functional/Non-functional)- Test Environment and Data Management- Test Automation Specialist- Performance Test Specialist
Performance Testing	<p>Performance Evaluation: quickly and cost effectively assure the performance of a new application/service.</p> <p>Performance investigation: an in-depth end-to-end</p> <p>Performance testing service: Full scoping, Planning, Scripting, executing and Reporting Managed testing service: Enduring solution that manages and provides performance testing across a portfolio of projects within the software development lifecycle.</p>
Health Checks and Assurance	<p>Health Checks and Assurance</p> <p>Sometimes you just need another eye on the service you or your partners are providing. Often it just takes a fresh ear to listen, record and escalate those difficult issues. Cloud Native can provide the experience and independence to help improve the services in question and reduce future risk. This covers both application development and infrastructure projects.</p>
Cloud Lifecycle Design, delivery and Support	Solution Design, Delivery, Test and Operational Support Service. Cloud Native design, build, Test and deliver secure solutions for Public, Private and Hybrid Cloud environments utilising specialist teams of Poly-skilled resources within a DevOps culture.

Service Name	Description
Programme and Project Management	The project management of cloud hosted applications and business services. Cloud Native project managers are proficient in the use of most industry standard methodologies (Agile, Prince2) and will adapt their output to meet the buyers 'shop' standards.
Service Management and Support	Augmenting the buyers IT department.
Platform Security Hardening	Platform Security Hardening service. Cloud Native design, build, test and deliver secure solutions for Public, Private and Hybrid Cloud environments utilising specialist teams of Poly-skilled resources within a DevOps culture.
Security Architecture - (Information Assurance Architecture)	The design, documentation and assurance of secure technical architectures used for hosting applications. e.g. the Security Architectures that underpin a Risk Management Accreditation Document Set or equivalent. The mitigation of vulnerabilities. The design of new applications, platforms and/or networks to support new capabilities. Quality Assurance of existing capability.
DevOps Automation	Cloud Native use Enterprise DevOps software and tools to automate all aspects of cloud based services including, but not limited to: Platform Provisioning, Containers and Microservices, Application Installation (CI/CD), Clustering and High Availability. Support for multiple vendors across all private and public clouds, major operating systems and application platforms.
Disaster Recovery	Cloud Native specialists can analyse and document the buyers Business Continuity and Disaster Recovery requirements. Technically we have also designed and installed recovery mechanisms.
Solutions Management	The ongoing management of system software based platforms. Cloud Native specialists can provide on-going system management, patching and monitoring support for the entire range of Oracle, Redhat and Microsoft platforms from complex multi node clusters to light weight 'micro'/ course grained service style deployments. Covering Production and Development environments
Linux/UNIX architecture and lifecycle support	Cloud Native design, build, test and deliver complex Linux and Unix solutions for Public, Private and Hybrid Cloud environments utilising specialist teams of Poly-skilled resources within a DevOps culture.
Secure Private Cloud Delivery Accelerator	Our Private Cloud provision and delivery service helps customers design, deliver manage and support their own private cloud Software Defined Datacenter (SDDC) and leverage cloud broker technologies to enable the delivery and management of all on premises and cloud services via a single pane of glass.
Network and Infrastructure Solutions	Cloud Native provides experts to support, design and implement software defined and traditional network and infrastructure architectures incorporating cloud and on premise platforms, that are both secure and scalable utilising the best of breed commercial and open source technologies.

Service Name	Description
Secure Hybrid Multi-Cloud Design, Deliver and Operate	Our Cloud Architects will deliver solutions that deliver real world value from a Hybrid Multi-Cloud adoption Strategy. Integrating current Private Cloud Capability with One or More Cloud Service provider.

3. PREVIOUS CLIENTS

Cloud Native specialists have had key roles with the following customers:

(a) Army Head Quarters (Land Command, Land Forces, ADS) implementing and supporting their software defined data centre and software development and deployment pipelines.

(b) Navy Command - Cloud Support Services to PasS Infrastructure

(c) Service Police - Technical Engineering - Cloud Support Services

(d) MOD Project UNICOM helping develop and support a large HR and Equipment database application with servers distributed across the world.

(e) BUPA implementing their first data warehouse.

(f) Police Service - Technical design and consultancy, Performance, non-functional and automated testing. Delivering Police case, custody and command and control and court systems.

(g) HM Treasury - Payroll, Purchasing HR

(h) Hutchinson 3G (Three mobile network) Set up their purchasing and HR system

(i) National Audit Office - Public Sector Financials

(j) Barclays B2B - First SSL deployment of ebusiness suite in the world

(k) Thales Naval - small purchasing system for aircraft carriers

(l) VMware Professional Services - Providing expert advice and guidance around Software Defined Networking and the Defence accreditation process.

Our Consultants have also presented our client success stories at a number of high profile international events to include VMworld, AnsibleFest and RedHat Summit.

3. PLANNING A NEW SERVICE

Cloud Native will provide experienced technical specialists to support the buyer in planning the implementation of these services. Our specialists are well versed in the activities and processes required to ensure that change is controlled and successful.

4. MEASURING PERFORMANCE AND QUALITY ASSURANCE

Cloud Native technical specialists will assist the buyer in setting the required performance standards and quality assurance measurements required for these services. Our specialists can then also assist the buyer in their assessment of these services to ensure it is delivered to their satisfaction.

5. ONGOING SERVICE SUPPORT

Cloud Native can provide a range of managed service support capabilities for our clients. This includes first line user support through to third and fourth line technical support of applications and infrastructure on both public, private and Hybrid clouds.

6. USER SUPPORT

Cloud Native tailors its support services to meet the specific needs of the business and its users. We have provided telephone support, email support, and on-call support. The costs of each of these models is dependent on the specific needs of our clients to ensure alignment of support with the needs of the service. In all of our client engagements a lead consultant will be assigned who will possess both a strong technical and management background.