SERVICE DEFINITION DOCUMENT

POST MIGRATION CLOUD SUPPORT

Contents

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BACKGROUND

This document describes Simplex's service definition framework to support our Post Migration Cloud Support portfolio for the cloud ecosystem.

OUR CAPABILITIES

Service features

- Business Continuity Assurance

- ITIL Service review

- Service Catalogue Review and Enhancement with latest public cloud offerings

- Service Management

- 24/7 365 Monitoring

- Continuous Improvement inline with cloud technologies development trends

- Maintain an up-to-date Cloud Strategy and Road Map

- Service Validation and Testing

- Service Integration

- Release and Deployment Management

Service benefits

- Ensure Service team are equipped to support the service

- Process is reviewed and tweaked to ensure right user experience

- Articulate impact of public cloud provider's updates for your environment

- Bridge the gap between your requirements and cloud offerings

- Support can be invoked effectively, as needed

- Ongoing service improvement and enhancements

APPROACH

Simplex's Cloud - Strategy to Execution journey for its clients is based on our Alignment Build Capabilities (ABC) framework as shown below:

	ALIGNMENT	BUILD	CAPABILITIES
ABC framework covering	**Requirements**: Signed-off requirements across Business, Application, User and Infrastructure	**Architecture**: Develop target architecture and detailed designs aligned with requirements	**Migrate**: Prepare move groups along with business leads to meet organisation appetite for change
	Business Case: Approved business case including tangible and non-tangible benefits and chargeback models	**Platform:** Work with existing and external experts to build target platform, integrated with support model	**Support:** Pre, during and post migration support and enhancing existing support staff skills for continuity

Based on six point model → **Addressing challenges** →

✓ Technology and business case assessment
✓ Independent view of service providers
✓ Documentation covering design, standards and technology
✓ Develop TCO and charge/show back models
✓ Detailed migration readiness and downtime plans
✓ Integration and upskill existing support models
✓ Costs covering budgetary, savings and controlled spend
✓ Small team ensuring minimum handoffs and human errors
✓ Organisation and technology change management
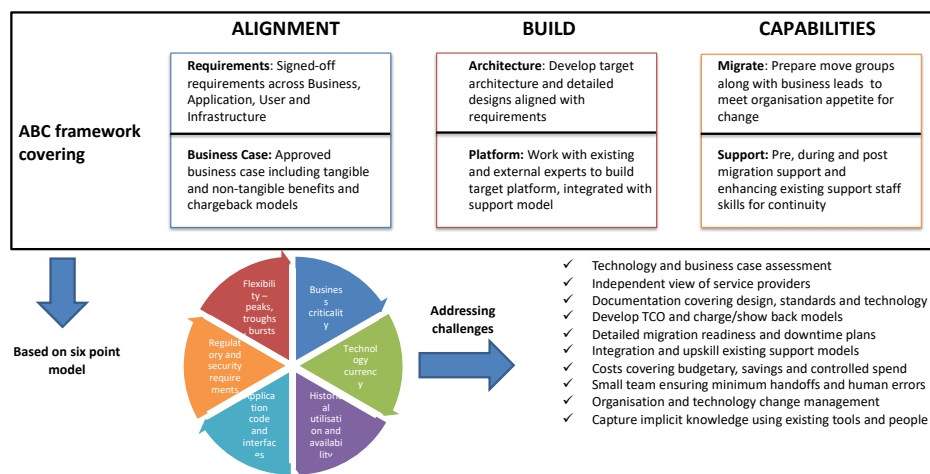✓ Capture implicit knowledge using existing tools and people

Figure 1 Framework

The various technologies and components covered are as below:

- **Hosting** - In-house, Outsourced, Private and Public Cloud
- **Building Blocks** - Compute, Storage, Backup, Archive
- **Platform** - Database and Middleware
- **Operations** - Monitoring and Management
- **Security** - Compliance and Regulatory
- **Process** - Business, Service & Operational Level Agreements

PRICING

Please refer to the associated Pricing Document relevant for this Service.

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ABOUT US

We are a UK-based IT consulting, business change and implementation services provider, offering services across Cloud, Infrastructure and DevOps.

Our key offerings include Strategy and Consulting, Architecture and Design, Build and Assurance and Project and Programme Management. We specialise in delivering our customer services where we can address immediate skill gap, develop strategy, and drive execution and managed services.

Our engagement models include:

1. Outcome driven: We take charge of end-to-end delivery, with strict focus on quality and timelines.

2. Time and Material: We identify and provide the right skill match and ensure that delivery meets your end customer expectations.

3. Partner Ecosystem: From point solutions to our wide partner framework, you will have access to most efficient solutions at zero hassle and best cost. This also includes skilled and effective field force resources.