



Cloud Support

Service Definition Document

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WHO WE ARE

Founded in 2018, Cloudscaler specialises in designing, building, and operating enterprise-scale landing zones and cloud platforms. In doing so, we enable our clients to realise their strategic aims and objectives — turbocharging their digital transformation journeys and unlocking their ability to innovate at scale while safeguarding their mission-critical assets and optimising their costs.

Our proprietary methodologies, accelerators, and tools are grounded in more than hands-on engineering experience and reflect our clients' priorities: control, security, visibility, flexibility, and scalability.



Best Public Sector Project, Computing Weekly



Best Use Of Cloud Services, UK IT Awards

Why Cloudscaler?

WE'RE EXPERTS

All our consultants, engineers, and analysts are experts in their respective fields — we hire and retain the best.

WE'RE OUTCOME-FOCUSED

Specialists in all aspects of cloud, we build solid foundations that enables you to deliver business outcomes securely, cost effectively, and reliably at scale.

WE'RE TRUSTED

Our clients, many of whom rank among the country's largest organisations, trust us to tackle their problems.



WHAT WE DO

We're experts in enabling our clients to realise their business priorities through the cloud.



By focusing on strong foundations, we build cloud platforms that scale.

Cloud Platforms

Cloud Operating Models

Cloud Control Frameworks



WHO WE WORK WITH

We work some with the country's largest public and private sector organisations, including the Home Office, Santander, the National Health Service, HM Revenue and Customs, easyJet Holidays, and UK Defence.

"Cloudscaler's technical expertise and knowledge in creating and operating a single cloud platform that can serve the whole organisation is second to none."

Lead Cloud Architect, UK Home Office

"Cloudscaler's expertise and experience has been key to building the foundations for a state-of-the-art cloud, technology teams, and operating model."

Head of Cloud Centre of Excellence, Santander UK

"Cloudscaler's experience, commitment and energy enabled us to create a world class delivery team and cloud foundation."

CEO, easyJet Holidays

AWS PARTNERSHIP

We're proud of our market-leading certifications and accreditations:





THE OFFER

Cloud Support

Cloudscaler can deploy its experienced consultants, engineers, and analysts on a short, medium, or long-term basis to direct, manage, or support your digital transformation journey.

Onboarding and Offboarding

Before the start of the engagement, we will work with your stakeholders to prepare a comprehensive onboarding plan that reflects your functional requirements, non-functional requirements, and timeline and budgetary constraints. We will then meet with your stakeholders on an ongoing basis to evaluate our progress and mitigate any risks, issues, or barriers. At the end of the engagement, we will prepare a detailed offboarding plan before transitioning the service to your new provider.

Repaying Buyers

At the start of the engagement, we will work with your stakeholders to agree on our success metrics, against which we will measure and, if necessary, course-correct our performance. If we fail to these metrics, we will compensate you by way of service credits, the full of details of which will be described in the call-off contract.

Pricing

Please see our pricing document and SFIA rate card.

Ordering and Invoicing

To order this service, please contact us at contact@cloudscaler.com. Subject to your needs, we offer a range of invoicing and payment options, including time and materials (monthly in arrears) and fixed price, the full of details of which will be described in the call-off contract.

Termination

Unless otherwise stated in Schedule 1 of the Call-Off Contract, the Contract shall take effect on the date on which the Buyer signs the Call-Off Contract and shall remain in force until the completion of the Services, whereupon the Contract shall terminate by expiry. The Contract may be terminated before expiry by either Party upon notice in writing to the other if that the other Party is in breach of its obligations under the Contract and, in the case of a breach which is not persistent and can be remedied, that Party has not remedied such breach within ten business days of receipt of a written notice specifying the breach.



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