

Lithe

Cloud Transformation Services

Service Overview:

Our Cloud Transformation Service is designed to streamline and simplify the migration of businesses to advanced cloud-based solutions. We provide comprehensive consultation, planning, and implementation services to empower clients in leveraging the scalability, flexibility, and cost-effectiveness of cloud technology. By driving innovation, enhancing operational efficiency, and achieving strategic objectives, our service enables clients to thrive in the digital era.

Levels of Data Backup and Restore, Disaster Recovery:

We offer robust data backup and restore capabilities, including regular backups of client data stored in the cloud environment. Disaster recovery plans are tailored to each client's specific needs, ensuring business continuity and rapid recovery in the event of unforeseen incidents.

Onboarding and Offboarding Support:

Our service includes onboarding support to guide clients through the initial setup and configuration process. Additionally, we provide offboarding assistance to facilitate smooth transitions when clients decide to discontinue or migrate away from our service.

Service Constraints:

Maintenance windows are scheduled during off-peak hours to minimise disruption to business operations. Customization options are available within predefined parameters to ensure compatibility and maintain service integrity.

Service Levels:

- **Performance:** Our service guarantees optimal performance through continuous monitoring and optimization of cloud infrastructure.
- **Availability:** We ensure high availability of services with minimal downtime through redundancy and failover mechanisms.
- **Support Hours:** Our technical support team is available during standard business hours and offers 24/7 support for critical issues.

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71-75 Shelton Street, London, United Kingdom, WC2H 9JQ
Registered in England and Wales with Companies House under 12298672

After Sales Support:

- We provide ongoing support to address any post-deployment issues, optimise performance, and assist with scaling or adapting the cloud environment to evolving business needs.

Technical Requirements:

- Clients are required to have stable internet connectivity and compatible devices to access and manage cloud resources effectively.

Outage and Maintenance Management:

- Outages and maintenance activities are managed proactively to minimise impact on service availability. Clients are notified in advance of any planned maintenance windows or disruptions.

Hosting Options and Locations:

- Our service supports various hosting options, including public, private, and hybrid cloud deployments. Hosting locations are selected based on client requirements for data residency, latency, and compliance.

Access to Data (Upon Exit):

- Clients retain full ownership and control of their data at all times. Upon exit, clients have access to their data in a standardised format for easy migration or transfer to alternative service providers.

Security:

- We prioritise data security and compliance with industry standards and regulations. Our service includes robust security measures such as encryption, access controls, and regular security audits to safeguard client data and ensure regulatory compliance.

This service definition document provides detailed information about our Cloud Transformation Service, outlining its key features, support levels, technical requirements, and security measures. For further details, please refer to www.thinklithe.com.

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