



DEFENDED SOLUTIONS

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Cloud Support

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1. Document Control

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2. Confidentiality

All information shared between the customer and the service provider during the integration of cloud services is considered confidential and will be treated as such. Both parties agree to maintain the confidentiality of sensitive information, including but not limited to business processes, technical details, and proprietary data, unless required by law or mutually agreed upon for specific purposes related to the service integration.

3. Introduction

Our Full Lifecycle IT Architecture and Design Services with Cloud Expertise provide a comprehensive approach to building secure and scalable IT solutions that align with your business goals. We take a client-centric approach, ensuring the chosen technology stack perfectly complements your specific needs. We are seasoned professionals with extensive experience of large cloud transformation projects, target operating model design, and service design. We are well versed to delivering within highly regulated government organisations and National Infrastructure.

4. Service Benefits

- 🏆 **Improved Security:** Secure by Design (SbD) approach minimises vulnerabilities and protects your IT systems. Security is at the heart of everything we do all our designs and solution align to SbD following NIST and NCSC controls.
- 🏆 **Increased Scalability:** Our architecture is designed for growth, allowing you to easily adapt to changing business needs.
- 🏆 **Enhanced Performance:** We optimise your IT infrastructure for optimal performance and efficiency.
- 🏆 **Reduced Costs:** Our services can help you avoid costly mistakes and optimise your IT investments.
- 🏆 **Streamlined Project Delivery:** Our full lifecycle management ensures a smooth and efficient project execution.
- 🏆 **Expertise and Alignment:** Our DDAT-aligned resources provide the technical know-how and understanding of the UK government's digital landscape to deliver successful projects.
- 🏆 **Security Clearance:** Our SC and DV cleared staff allow us to handle highly sensitive projects within the government sector.
- 🏆 **Technology-Agnostic Selection:** We don't force-fit solutions to specific technologies. Instead, we analyse your requirements and recommend the best-fit technology stack for your project. This ensures:
 - 🏆 **Focus on Business Needs:** We prioritise solutions that directly address your business goals.
 - 🏆 **Architecture:** We ensure our proposed solutions are the best match to your existing or target architecture.
 - 🏆 **Scalability for the Future:** We select technologies that can grow and adapt alongside your business.
 - 🏆 **Cost-Effectiveness:** You only pay for the features and functionality you need, avoiding unnecessary licensing costs.
 - 🏆 **Long-Term Maintainability:** We choose technologies with a strong support ecosystem, roadmaps and future maintenance.

5. Service Overview

- ✔ **Comprehensive IT Architecture and Design:** We deliver a holistic approach to IT architecture and design, ensuring your IT infrastructure is secure, scalable, and aligns perfectly with your business goals. This includes:
 - ✔ **Secure by Design Expertise**
 - ✔ **High-level blueprint creation for your IT infrastructure**
 - ✔ **Technology-agnostic selection of the most suitable technology stack**
 - ✔ **Detailed technical design documentation and implementation assistance**
 - ✔ **Our Architects follow TOGAF framework and ArchiMate standards when it comes to design but can adapt to customer required standards**
 - ✔ **For our deliveries that follow an Agile route Defended Solutions have adopted the SAFe framework. We can also align to Agile frameworks adopted by our customers**
- ✔ **Security Consultancy:** We provide security services from being resources on projects such as Security Architects or Security Accreditation Consultants through to reviewing threats across existing landscapes and providing remedial actions to mitigate.
- ✔ **Cloud Transformation:** We have extensive experience guiding organizations through successful cloud migrations. We help you define a clear cloud strategy, design a robust cloud architecture, and ensure a smooth and secure transition to the cloud. Our experience touches on all major cloud vendors Amazon Web Services (AWS), Microsoft Office 365 and Azure, Google Cloud Compute (GCP) and Oracle Cloud Infrastructure (OCI). We also have a high level of experience with regards to MODCloud and Community Cloud across the MoD.
- ✔ **Target Operating Model Design:** We work with you to design a future-proof target operating model that aligns your IT organization with your evolving business needs. This includes optimizing your organizational structure, processes, and governance for the cloud era.
- ✔ **Service Design:** Our service design expertise ensures your IT solutions are user-centric and deliver a positive experience for your end users. We focus on understanding user needs, designing efficient workflows, and developing intuitive interfaces. We align our design to ITILv3/4 and IT4IT frameworks whilst taking into account integrations to clients existing processes.

6. Responsibilities

Customer Responsibilities:

- ✔ Provide accurate and timely information required for integration.
- ✔ Ensure compliance with security and access control measures.
- ✔ Participate in testing and validation activities as needed.
- ✔ Maintain communication channels for updates and feedback.
- ✔ Ensure dependencies called out are met to enable milestone completion.

Provider Responsibilities:

- ✔ Meet the scope of the engagement as detailed in SoW/SoR.
- ✔ Provide documentation and guidance for integrating cloud services.
- ✔ Ensure availability and performance of integrated services.
- ✔ Monitor and respond to incidents and service disruptions promptly.
- ✔ Collaborate with customers on troubleshooting and issue resolution.
- ✔ Engage appropriately all identified stakeholders.

7. Complaints

- ✔ Customers can lodge complaints related to quality, or other issues through designated channels.
- ✔ Complaints will be logged, investigated, and addressed in accordance with established procedures.
- ✔ Feedback from complaints will be used to improve service delivery and customer satisfaction.

8. Conclusion

We are confident that our Full Lifecycle IT Architecture and Design Services with Cloud Expertise will help you achieve your business goals by providing a secure, scalable, and cost-effective IT foundation tailored to your specific needs. We leverage the latest technologies while prioritising long-term maintainability for your project's success.