



# nimbus Service Definition

Digital & Technology Innovations Accelerating your journey to the cloud with confidence.

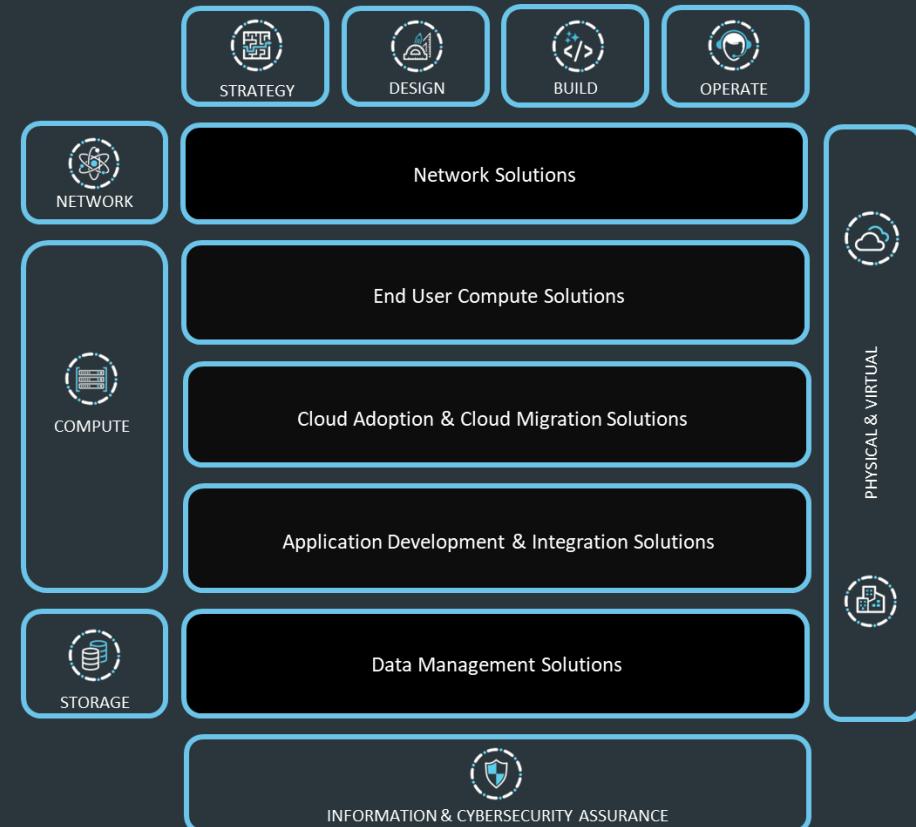
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

Our services can be used individually or collectively to support your digital and technology optimisations and transformations. Enabling you to move your existing legacy workloads into the cloud while supporting you to design, build and operate your next generation of business and IT services in and for the cloud.

We provide an end-to-end collection of services, underpinned by our experience agile architects, designers, developers, infrastructure engineers, testers, and support engineers, including:

- Cloud Hosting Services for Microsoft Azure
- Cloud Software Services for all Microsoft Technologies
- Cloud Support Services
  - Cloud Centre of Excellence (CCOE) Services
  - Cloud Readiness Assessment Services
  - Cloud Service Design & Service Management Services
  - Cloud Adoption, Migration & Transformation Services
  - Cloud Network Design, Implementation & Support Services
  - Cloud End User Compute (EUC) Design, Implementation & Support Services
  - Cloud Application Migration & Support Services
  - Cloud Data Migration & Support Services
  - Cloud Integration & Support Services
  - Cloud Security Operations (SecOps) Support Services
  - Cloud Development Operations (DevOps) Support Services
  - Cloud Technical Operations (TechOps) Support Services

Whether you are considering moving to the cloud or are already in the cloud, we can help you keep up with the fast-changing pace of cloud technologies.



For more information, please contact:  
[sales@nimbusdti.co.uk](mailto:sales@nimbusdti.co.uk), +44 (0) 1789 654 952

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## Service Name

### Cloud Readiness Assessment Services

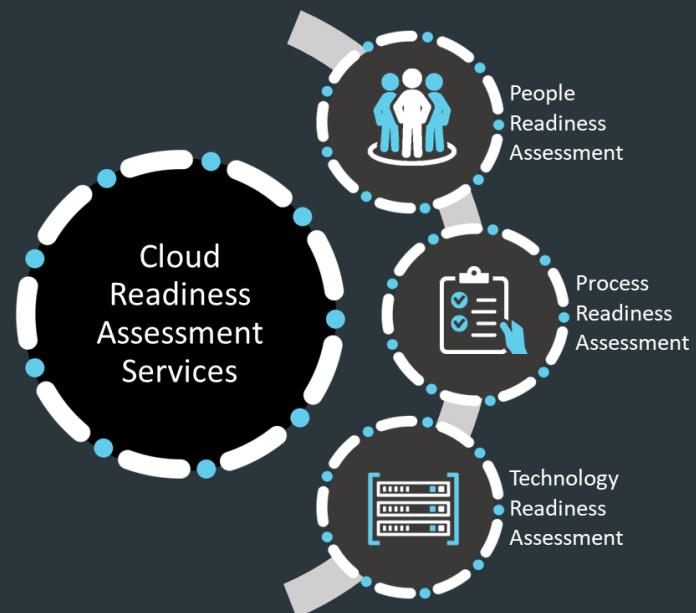
## Service Description

Nimbus provides Cloud Readiness Assessment Services to help organisations securely plan and accelerate their cloud migration and transformation. We provide tailored Cloud Readiness Assessments covering strategy, infrastructure, applications, data, security, and governance. We include gap analysis, risk profiling, maturity modelling, and stakeholder workshops to ensure alignment with business goals and objectives.

We deliver actionable roadmaps that enable informed decisions, reduce migration risk, and optimise cloud spend. Whether you're adopting hybrid, public, or multi-cloud platforms, our Services ensure scalable, secure, and compliant cloud readiness.

## Service Overview

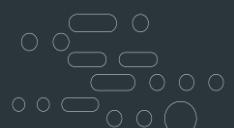
Our Cloud practitioners will work with you to define how you want to operate your applications in the cloud, helping you to achieve business and technical agility through the innovative use of modern cloud services. We will assess your People, Processes and Technologies to help you make informed decisions on your next steps.



We can provide experienced experts and leaders to support your Cloud Adoption, Cloud Strategy, and Cloud Governance, alongside Architects and Engineers to design, build, operate, and automate your Cloud platform securely, aligned with modern DevOps principles and practices.



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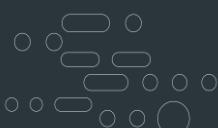
### Cloud Readiness Assessment Services

#### Service Features

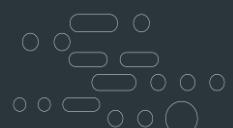
- Comprehensive cloud readiness assessment across people, process, and technology
- Strategic cloud alignment and planning through expert readiness assessment services
- Detailed organisation, infrastructure, applications, data, cost modelling, readiness scoring
- Cloud gap analysis, technical debt review, impact assessment, remediation roadmap
- Workload suitability analysis, migration risk profiling, mitigation readiness service
- Interactive cloud readiness workshops driving stakeholder engagement and enablement
- In-depth cloud architecture review integrated within cloud readiness assessment services
- Governance, security, compliance checks embedded in cloud readiness service framework
- Cloud maturity model development, roadmap planning, enablement for digital transformation
- Tailored cloud readiness assessment services optimised for hybrid environments

#### Service Benefits

- Holistic cloud readiness assessment across people, processes, organisation, and technology
- Strategic cloud alignment enabling informed planning and business-driven decision-making
- Comprehensive infrastructure, application, data, and cost readiness scoring analysis
- Detailed cloud gap analysis with technical debt and remediation roadmap
- Workload suitability assessment with migration risk profiling and mitigation planning
- Collaborative workshops enhancing stakeholder engagement and organisational enablement
- In-depth cloud architecture review strengthening design quality and migration confidence
- Embedded governance, security, and compliance assurance across all readiness activities
- Cloud maturity modelling supporting roadmap development and transformation acceleration
- Tailored cloud readiness services optimised for hybrid and multi-cloud environments



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## Service Levels

|                      | Standard  |                 | Enhanced          |              |                 | Premium           |              |                 |
|----------------------|---|-----------------|-------------------|--------------|-----------------|-------------------|--------------|-----------------|
| Service Hours        | 08:00 – 18:00 Monday to Friday excluding UK Public Holidays |                 |                   |              |                 |                   |              |                 |
| Service Availability | 99.5%   |                 | 99.7%             |              |                 | 99.9%             |              |                 |
| Service Levels       | Sev   | Response Target | Resolution Target | Sev          | Response Target | Resolution Target | Sev          | Response Target |
|                      | P1  | 90% in 60 mins  | 90% in 4 hours    | P1           | 90% in 45 mins  | 90% in 2 hours    | P1           | 90% in 30 mins  |
|                      | P2  | 90% in 60 mins  | 90% in 16 hours   | P2           | 90% in 45 mins  | 90% in 8 hours    | P2           | 90% in 30 mins  |
|                      | P3  | 90% in 60 mins  | 90% in 10 b'days  | P3           | 90% in 45 mins  | 90% in 5 b'days   | P3           | 90% in 30 mins  |
|                      | P4  | 90% in 60 mins  | 90% in 20 b'days  | P4           | 90% in 45 mins  | 90% in 10 b'days  | P4           | 90% in 30 mins  |
| Service Channels     | Email   |                 | ✓                 | Email        |                 | ✓                 | Email        |                 |
|                      | Self-Service  |                 | ✗                 | Self-Service |                 | ✓                 | Self-Service |                 |
|                      | Web Chat  |                 | ✗                 | Web Chat     |                 | ✗                 | Web Chat     |                 |
|                      | Telephone   |                 | ✗                 | Telephone    |                 | ✗                 | Telephone    |                 |

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