nimbus
Digital & Technology Innovations

Service Definition
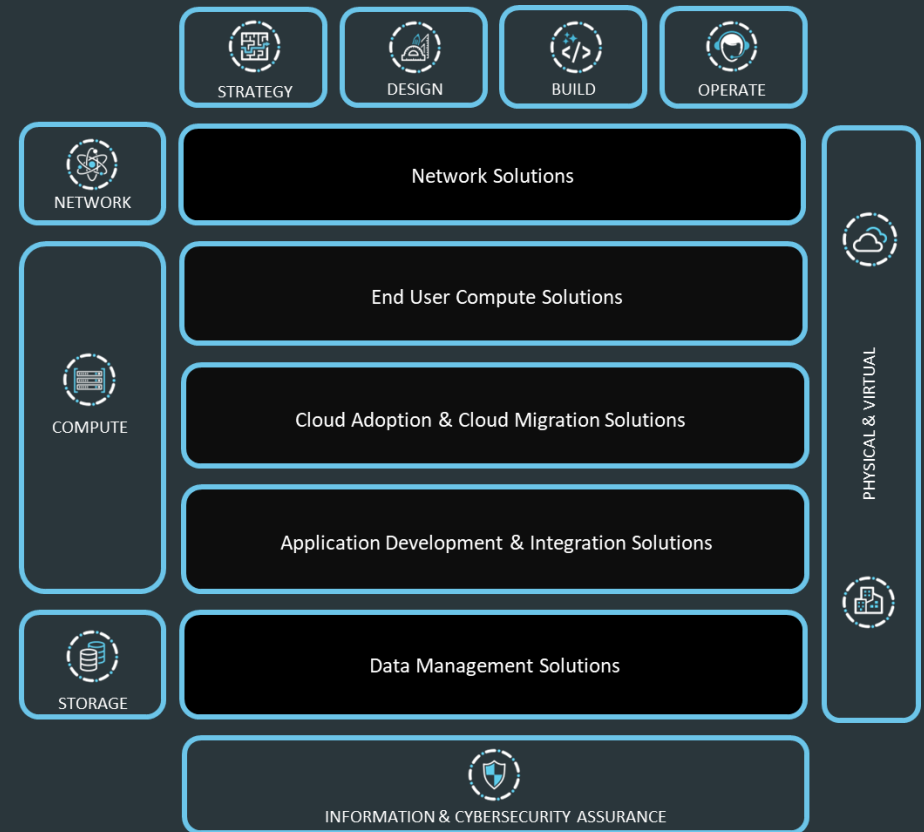Accelerating your journey to the cloud with confidence.

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 Development Operations (DevOps) Support Services
    - Cloud Security Operations (SecOps) Support Services
    - Cloud Technical Support (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.

STRATEGY **DESIGN** **BUILD** **OPERATE**

NETWORK

Network Solutions

End User Compute Solutions

COMPUTE

Cloud Adoption & Cloud Migration Solutions

Application Development & Integration Solutions

PHYSICAL & VIRTUAL

STORAGE

Data Management Solutions

INFORMATION & CYBERSECURITY ASSURANCE

CYBER ESSENTIALS PLUS

bsi ISO/IEC 27001 Information Security Management CERTIFIED

For more information, please contact:
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Service Name

Cloud End User Compute (EUC) Design, Implementation and Support Services

Service Description

Nimbus delivers secure, scalable Cloud End User Compute (EUC) services, including design, implementation, and support. We enable access to applications, desktops, and data across device, anytime, anywhere.

Our services leverage Microsoft 365, Azure Virtual Desktop, Office 365, Intune, and Nerdio Manager for Enterprise to streamline operations, enhance user experience, and support hybrid working.

With built-in Zero Trust security and ITIL-aligned support, we empower organisations to modernise their digital workplace with confidence.

Service Overview

We can provide an EUC model that provides Device Management, OS Management, Application Management, Productivity Tools and Service Desk Functions:
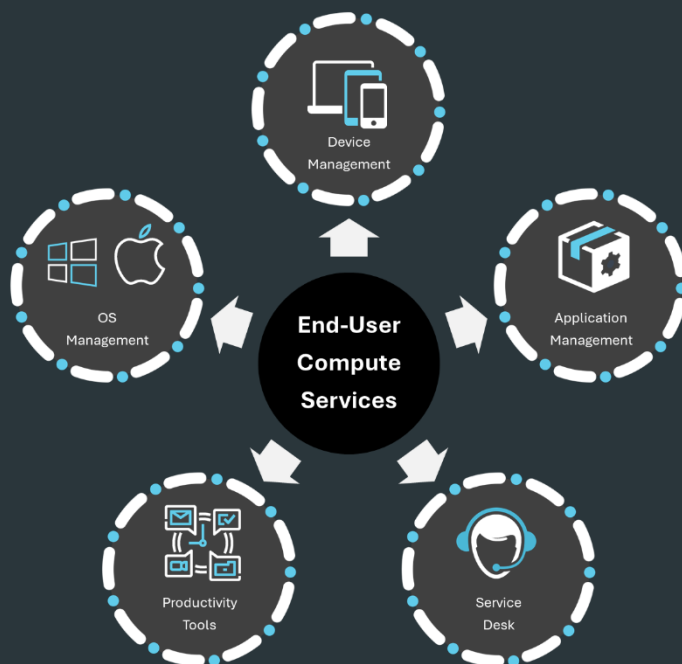
Our Cloud practitioners will work with you to establish and operate your End-User Computing platforms to help you achieve business and technical agility through innovative use of modern cloud services.

We can provide experienced experts and leaders to help you with Cloud EUC Adoption, Cloud EUC Strategy, and Cloud EUC Governance alongside Architects and Engineers to design, build, operate and automate your Cloud EUC platform.

Service Name

Cloud End User Compute (EUC) Design, Implementation and Support Services

Service Features

- Cloud EUC design for scalable, secure, anytime, anywhere digital workplaces

- VDI-powered EUC design for centralised, secure, scalable desktop control

- Azure Virtual Desktop, Windows 365, Intune, Endpoint Manager, Nerdio, MobileIron

- End User Compute with flexible provisioning (laptops, desktops, mobiles, peripherals)

- Application virtualisation to enable agile, scalable cloud service delivery solutions

- Zero trust security embedded in cloud EUC implementation and operations

- Unified endpoint management for seamless, secure device-as-a-service support

- Remote work enablement through secure, scalable, available cloud EUC services

- Self-service portals empower EUC users with autonomy and control

- End-to-end EUC support with modern ITIL and ITSM alignment

Service Benefits

- Scalable digital workspaces, rapid deployment of secure, cloud-based EUC environments

- Improved user experience, consistent performance across devices with proactive monitoring

- Enhanced security posture, zero trust architecture with identity-based access controls

- Optimised cost efficiency – Automated resource scaling and licensing, Nerdio

- Flexible device provisioning, support for desktops, mobiles, and peripherals, DaaS

- Streamlined IT operations, centralised management with Intune, Endpoint Manager, UEM

- Empowered workforce, Self-service and remote access boost productivity and autonomy

- Accelerated End User Compute onboarding using Azure Virtual Desktop, W365

- End-to-end EUC support, ITIL/ITSM-aligned service desk and lifecycle management

- Future-ready design, built for hybrid work, scalability, and continuous improvement

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Service Levels

	Standard	Enhanced	Premium
Service Hours	07:00 – 21:00 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	Resolution Target
P1	90% in 60 mins	90% in 4 hours	P1	90% in 45 mins	90% in 2 hours	P1	90% in 30 mins	90% in 1 hours
P2	90% in 60 mins	90% in 16 hours	P2	90% in 45 mins	90% in 8 hours	P2	90% in 30 mins	90% in 4 hours
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	90% in 2 b'days
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	90% in 5 b'days

Service Channels

Standard		Enhanced		Premium	
Email	✅	Email	✅	Email	✅
Self-Service	❌	Self-Service	✅	Self-Service	✅
Web Chat	❌	Web Chat	❌	Web Chat	✅
Telephone	❌	Telephone	❌	Telephone	✅

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