

nimbus Service Definition

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

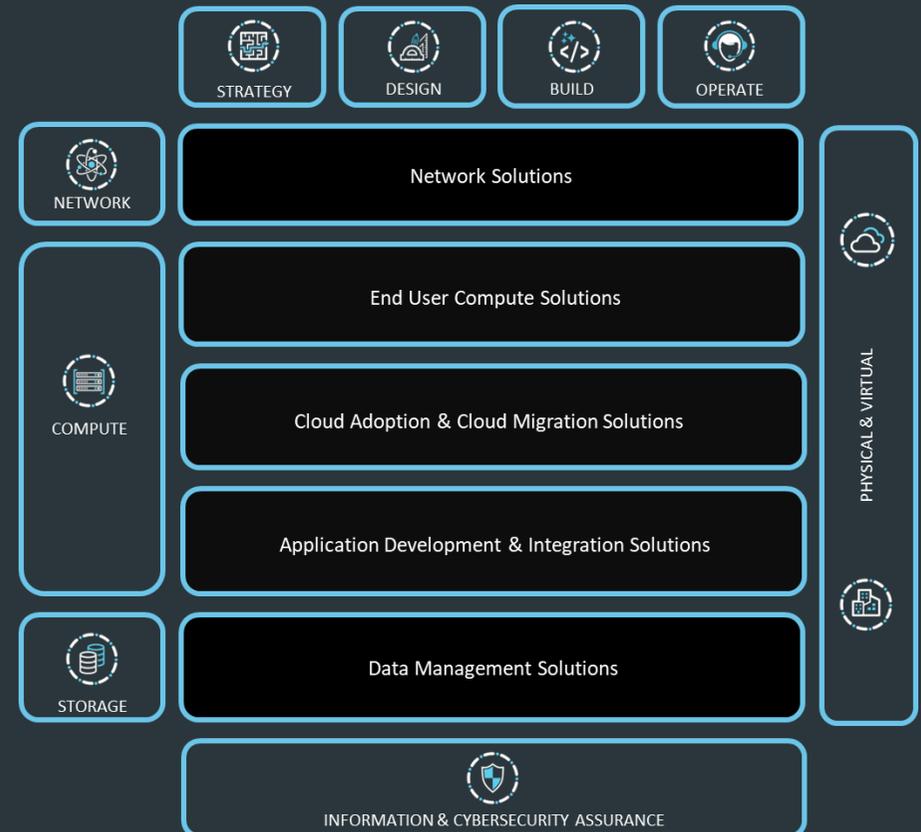
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

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, +44 (0) 1789 654 952

Service Name

Cloud Development Operations (DevOps) Support Services

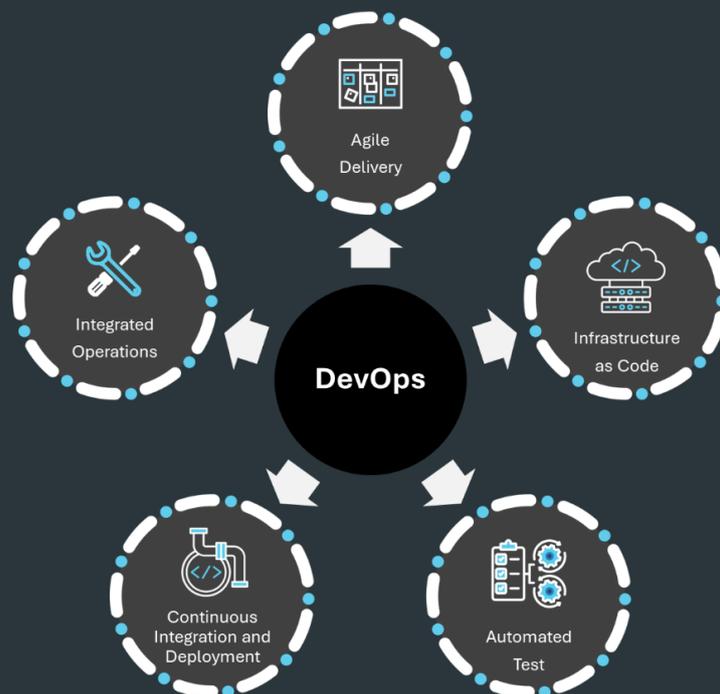
Service Description

Nimbus delivers Cloud Development Operations (DevOps) Support Services to accelerate secure, agile delivery across public cloud platforms. Our certified engineers embed DevOps culture, CI/CD automation, and Infrastructure as Code to optimise Development and Operations.

We embed DevSecOps principles and service reliability engineering to ensure performance, compliance, and uptime. With proactive monitoring and ITSM-aligned support, we enable efficient, future-ready cloud operations tailored to hybrid and multi-cloud environments.

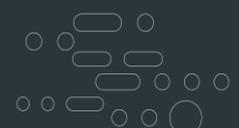
Service Overview

We can provide a DevOps model that provides Agile Delivery, Infrastructure as Code, Automated Testing, Continuous Integration and Continuous Deployment and Integrated Operations functions:



Our Cloud practitioners will work with you to establish and operate your cloud platform, helping you achieve business and technical agility through the innovative use of modern cloud services.

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



Service Name

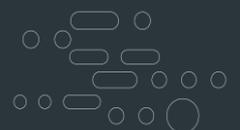
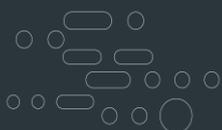
Cloud Development Operations (DevOps) Support Services

Service Features

- Cloud DevOps services enabling agile (SAFe), secure development and operations
- Collaborative cloud development services with DevOps culture enablement, training, coaching
- DevOps engineering services integrating CI/CD pipelines for scalable cloud operations
- Cloud development engineering services using infrastructure as code (IaC) practices
- Platform engineering, containerisation, automated frameworks, integrated testing, observability, immutable infrastructure
- DevSecOps services with built-in compliance and governance, NCSC, ISO 27001
- Cloud DevOps services optimised for high performance and cost efficiency
- Embedded DevOps specialists (DataOps, SecOps, TechOps, NetOps) aligned DevOps principles
- DevOps, platform services for multi-cloud and hybrid deployments, government, CCOE
- Cloud-native networking and operations services ensuring resilient, reliable service delivery

Service Benefits

- Accelerated delivery using automated CI/CD pipelines and advanced DevOps tooling
- Improved agility through continuous development operations and rapid iteration cycles
- Enhanced reliability via resilient global cloud operations and monitoring frameworks
- Reduced downtime with proactive incident response and robust DevOps services
- Optimised performance through scalable, cloud-native architectures for modern workloads
- Greater innovation enabled by collaborative DevOps culture and streamlined practices
- Secure deployments ensured through integrated governance and compliance-driven DevOps controls
- Cost efficiency achieved via automated resource management and cloud operations
- Faster onboarding enabled by reusable services and infrastructure-as-code automation
- Future-ready platforms built on modern principles and advanced cloud development



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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	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	Email 			Email 			Email 		
	Self-Service 			Self-Service 			Self-Service 		
	Web Chat 			Web Chat 			Web Chat 		
	Telephone 			Telephone 			Telephone 		

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