



nimbus Service Definition

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

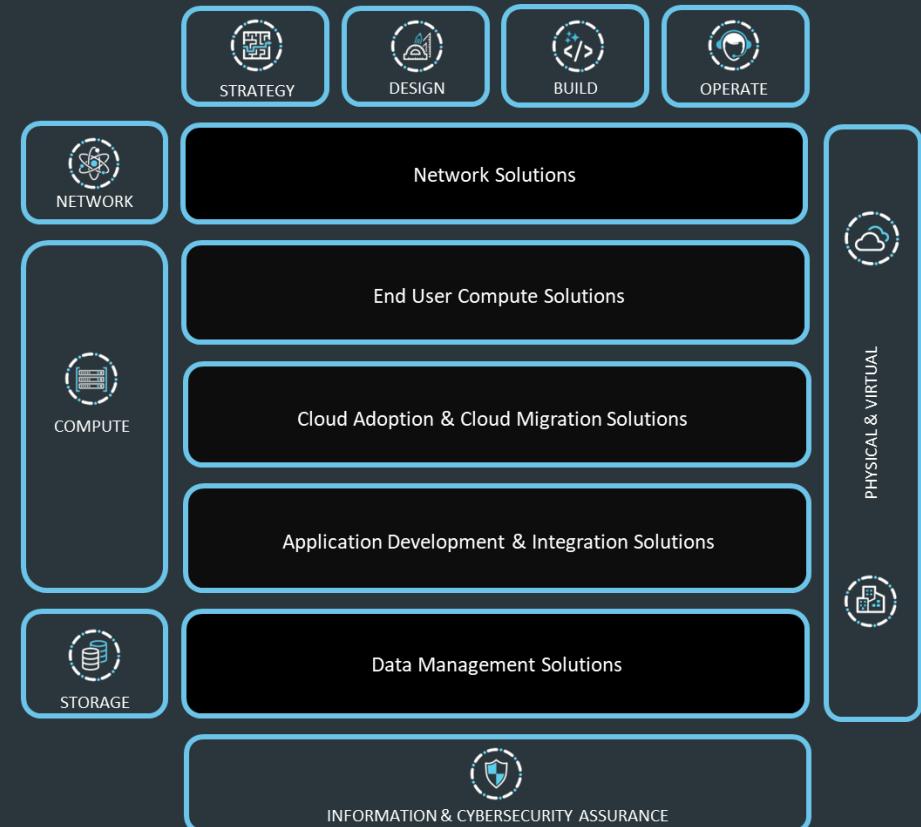
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

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

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Service Name

Cloud Network Design, Implementation & Support Services

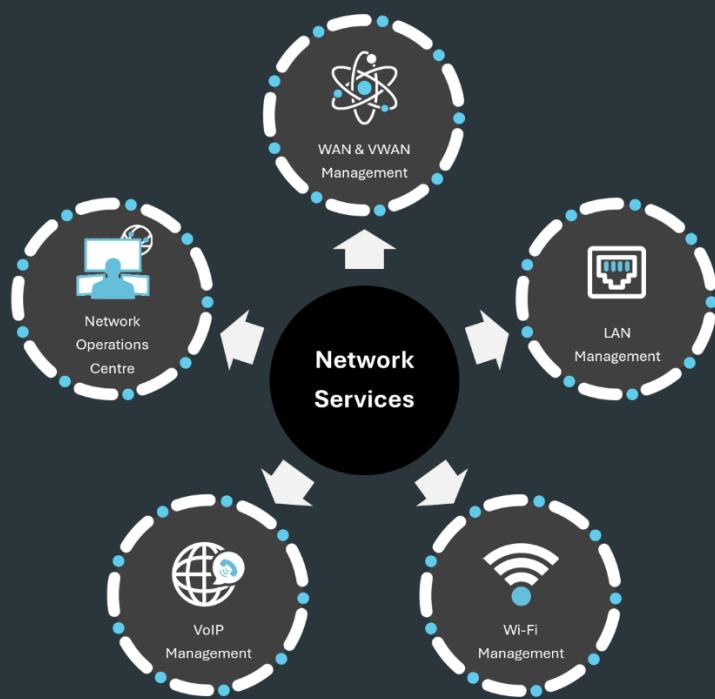
Service Description

Nimbus delivers Cloud Network Design, Implementation & Support Services to help organisations build secure, scalable, and resilient cloud infrastructure. Our certified specialists design hybrid, cloud and multi-cloud networks, implement agile provisioning using Infrastructure as Code, and provide 24/7 support.

We align with NCSC and ISO standards to ensure compliance, performance, and availability across your cloud environment. 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 a Network model that provides WAN/VWAN Management, LAN Management, Wi-Fi Management, VoIP Management and Network Operations Services:



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

We can provide experienced experts and leaders to support your Cloud Network Adoption, Cloud Network Strategy, and Cloud Network Governance, alongside Architects and Engineers to design, build, operate, and automate your Cloud Network platforms.

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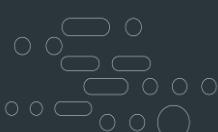
Cloud Network Design, Implementation & Support Services

Service Features

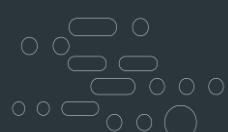
- Cloud Network Design Services for secure, scalable infrastructure Implementation planning
- Hybrid and multi-cloud connectivity with resilient, secure network design services
- Cloud Implementation Services using agile, automated, scalable provisioning frameworks
- Infrastructure as Code (IaC) for rapid standardised Cloud Network Implementation
- Legacy WAN, LAN, vNET, Wi-Fi, VoIP transformation and integration services
- Zero Trust, Security-first network architecture, NCSC, ISO, NOC, SOC, SIEM
- Cloud Network Services with integrated performance and security monitoring, NOC
- Cloud-native Networking – built for containerised, microservices-based, scalable environments
- 24/7 Cloud Network Support Services for optimisation and reliability, SDN
- Unified Cloud Network Services enabling high availability and fault tolerance

Service Benefits

- Secure cloud network design reduces risk and strengthens overall resilience
- Optimised cloud implementation improves performance, scalability, and operational efficiency
- Reliable cloud support services ensure uptime and rapid issue resolution
- Future-proof network design enables flexible, multi-cloud connectivity and scalability
- Accelerated implementation through automated provisioning and configuration for efficiency
- Cost-effective cloud network services reduce infrastructure overheads and complexity
- Improved agility via dynamic cloud network operations and orchestration tools
- Compliance-ready design aligned with NCSC and ISO security standards
- Enhanced visibility through integrated monitoring and advanced support tools
- Seamless integration with existing cloud services and enterprise systems



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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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