

nimbus Service Definition

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

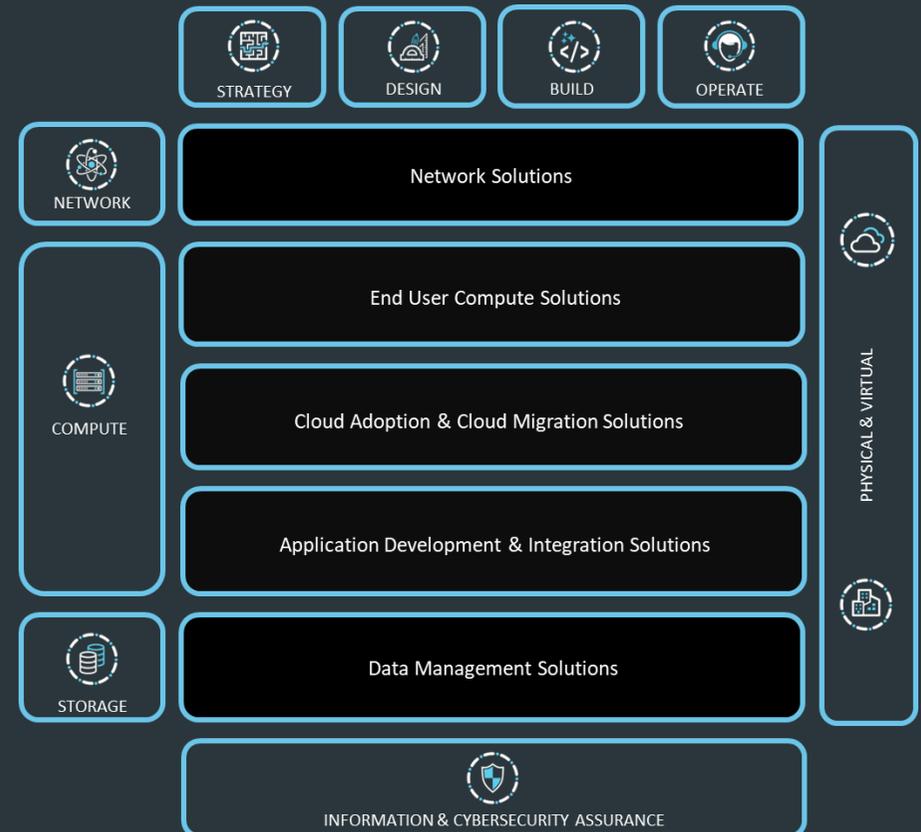
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

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 Data Migration & Support Services

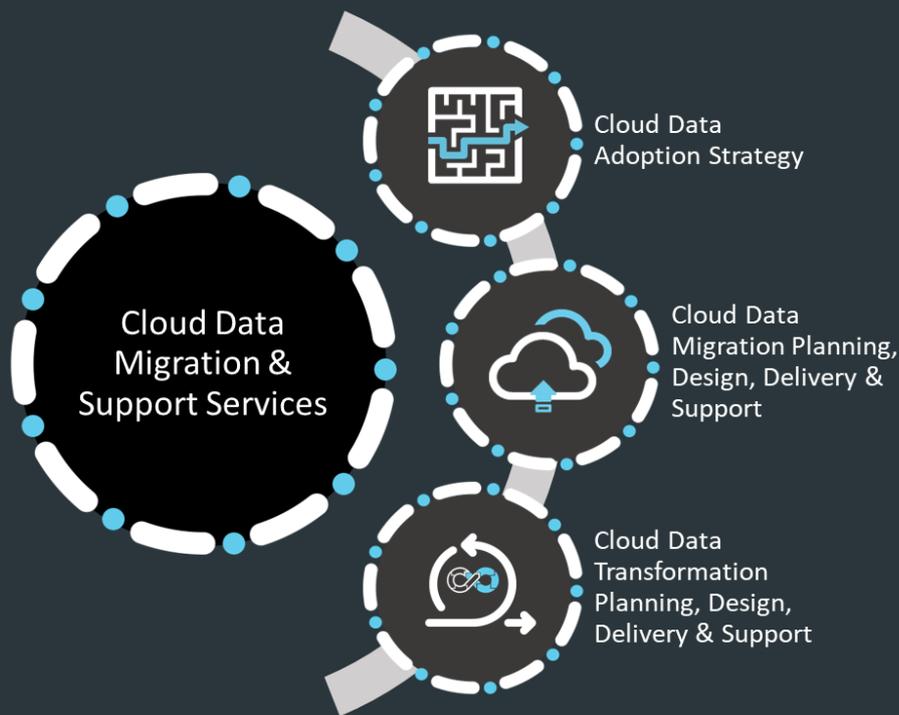
Service Description

Nimbus delivers Cloud Data Migration & Support Services to help organisations securely manage, migrate, and optimise their data in the cloud. Our certified data specialists deliver technical expertise across cloud platforms, metadata governance, and secure operations.

We leverage agile tools and techniques and combine DataOps, TechOps, and ITIL-aligned support to ensure resilient, compliant, and insight-driven data services across hybrid and multi-cloud environments.

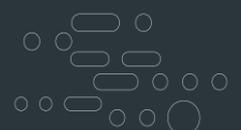
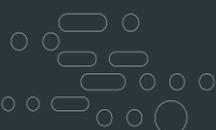
Service Overview

Our Cloud practitioners will work with you to establish and operate your applications in the cloud, 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 Adoption, Cloud Strategy, and Cloud Governance, alongside Architects and Engineers to design, build, operate, and automate your applications once migrated to the cloud.

We support multi-cloud environments, enable continuous integration and observability, and provide 24/7 support to optimise performance and resilience.



Service Name

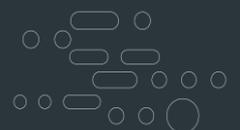
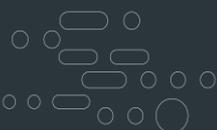
Cloud Data Migration & Support Services

Service Features

- Cloud data design for secure, scalable, resilient, insight-driven architectures
- Expert data architects, managers, and engineers for complex government services
- Comprehensive cloud data migration strategy, design, planning, delivery, full support
- Robust cloud data archiving strategy, design, planning, delivery, full support
- Cloud data implementation across Azure, AWS, GCP, Oracle, and UKCloud
- Data architecture, modelling, engineering, integration, BI, and warehousing expertise
- Metadata management and governance ensuring trusted, compliant cloud data services
- Data security via governance, zero trust principles, NCSC-aligned controls
- Agile DataOps-driven support for efficient, adaptive data lifecycle management
- Full lifecycle delivery from discovery through live operational support services

Service Benefits

- Scalable cloud data solutions tailored to unique organisational requirements
- Expert-led delivery for complex, mission-critical government data environments
- Seamless migration from legacy systems to secure, modern cloud platforms
- Compliant, long-term cloud data archiving and retention strategies implemented
- Multi-cloud implementation delivering flexibility, resilience, and operational continuity
- Robust data architecture enabling advanced analytics and actionable insights
- Trusted metadata management and governance ensuring consistent data quality
- Secure, governed data services aligned with NCSC and GDPR standards
- Agile support through DataOps practices and intelligent automation capabilities
- End-to-end delivery from discovery through live operational support services





Service Definition

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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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