

nimbus Service Definition

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

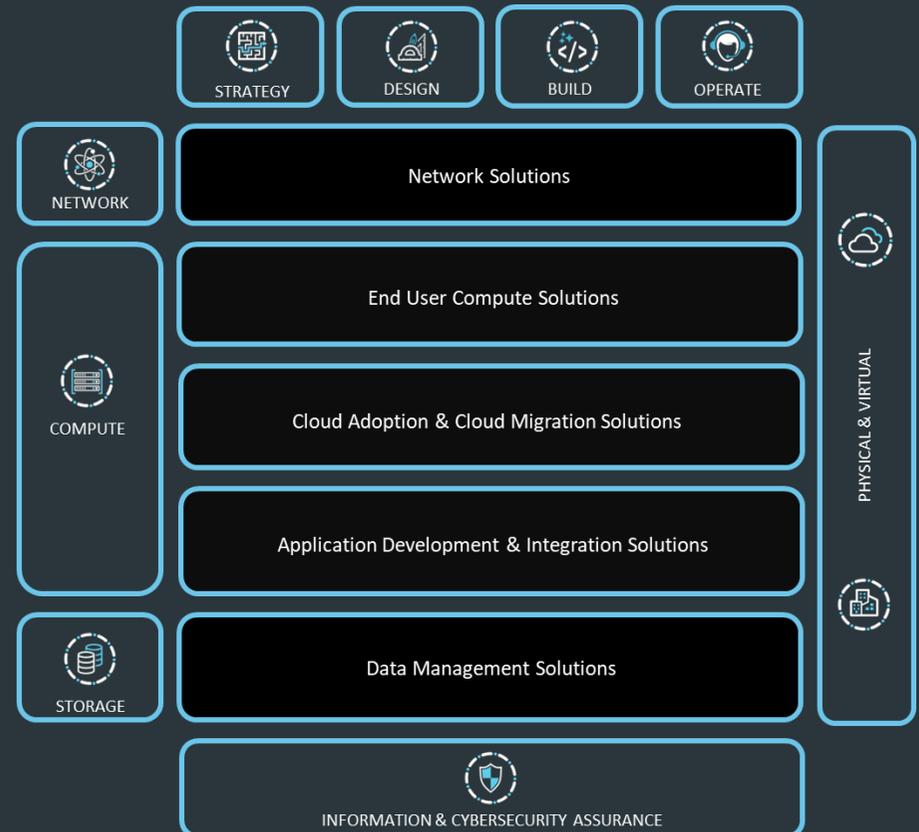
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

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 Security Operations (SecOps) Support Services

Service Description

Nimbus delivers expert-led Cloud Security Operations (SecOps) Support Services designed to protect and optimise multi-cloud environments. Our certified SecOps specialists provide 24/7/365 monitoring, SIEM/SOC integration, and DevSecOps pipeline support. We apply Secure-by-Design and Zero Trust principles aligned with NCSC and MoD standards. Services include vulnerability management, identity protection, threat detection, and continuous compliance.

Powered by Microsoft Sentinel, Defender, and advanced SecOps tooling, we help organisations strengthen cloud security posture, reduce risk, and ensure resilient, compliant operations.

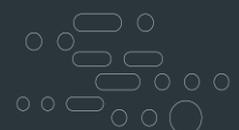
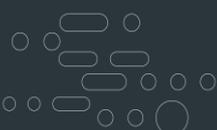
Service Overview

We can provide a SecOps model that provides Security Architecture & Design, Information Governance, Identity and RBAC Management, Security Monitoring, Security Testing and DevSecOps 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 Security Adoption, Cloud Security Strategy, and Cloud Security Governance alongside Architects and Engineers to design, build, operate and automate your Cloud platform securely.



Service Name

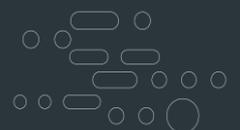
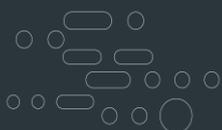
Cloud Security Operations (SecOps) Support Services

Service Features

- Cloud SecOps with SIEM, SOC, 24/7/365 detection, monitoring and response
- Zero trust, secure by design (NCSC / MoD), multi-cloud SecOps
- Multi-cloud security operations, posture assessment and proactive risk mitigation (CIS)
- DevSecOps CI/CD pipelines, automated testing, continuous enforcement, dashboards, OWASP
- Continuous monitoring, threat detection, assessments, testing, pen testing, ITHC readiness
- Vulnerability management with identification, incident management, and remediation, Qualys
- IdAMS, PIM, PAM, MFA, identity protection, Entra, RBAC, policy, protection
- UK GDPR, data protection, business continuity, disaster recovery, ISO-27001, CSMv4
- Security architects, SecOps, cyber analysts, DevSecOps, IdAMS, information assurance, engineers
- Microsoft Sentinel, Defender, Purview, AWS, SecOps tooling, firewalls, FortiGate, Checkpoint

Service Benefits

- Real-time threat detection and response with 24/7/365 SecOps monitoring
- Improved Cloud Security operations and posture across multi-cloud environments
- Faster incident response times through integrated SIEM and SOC tooling
- Reduced breach risk via Zero Trust and Secure by Design
- Continuous standards compliance, NCSC, ISO27001, CSMv4, UKGDPR, Data Protection
- Accelerated automated and secure deployments through DevSecOps CI/CD pipelines
- ITHC-ready testing and vulnerability management with Qualys, Nessus
- Stronger identity protection using IdAMS, MFA, RBAC, Entra, Policy
- Operational resilience through Business Continuity and Disaster Recovery planning
- Expert-led SecOps delivery by certified architects, engineers and analysts



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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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