

# nimbus Service Definition

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

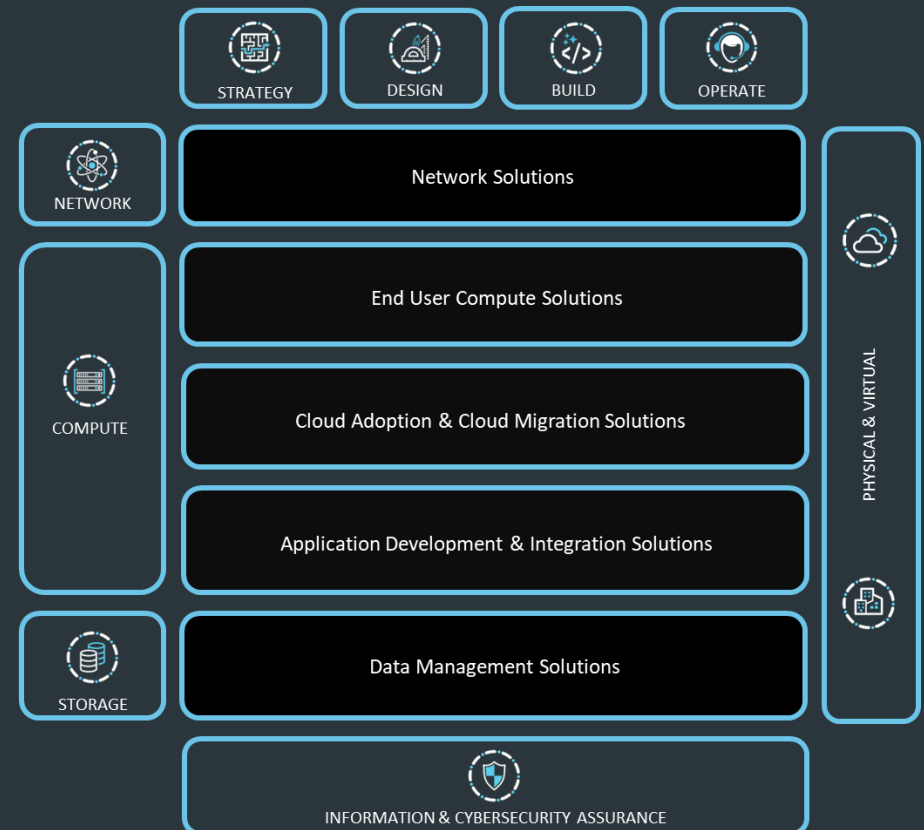
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

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:  
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## Service Name

### Cloud Technical Operations (TechOps) Support Services

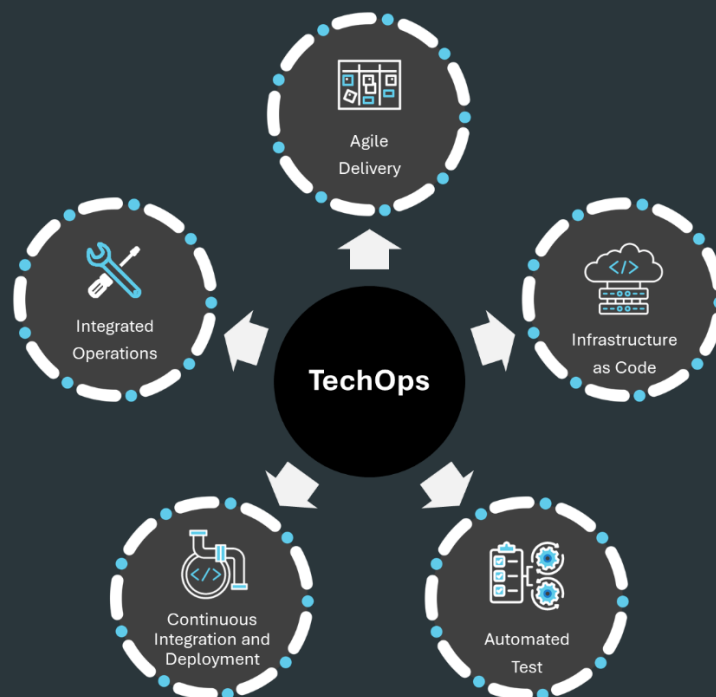
## Service Description

Nimbus provides Cloud Technical Operations (TechOps) Support Services to help organisations design, implement, and manage resilient cloud infrastructure. Our ITIL-certified engineers deliver secure, scalable operations using automation, observability, and Infrastructure as Code.

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 TechOps 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 Technical Operations (TechOps) Support Services

#### Service Features













- Technical operations design for secure, resilient, high-availability cloud service architectures
- Automated Infrastructure as code streamlines agile technical operations and deployments
- Platform CloudOps and TechOps combined for scalable, resilient service operations
- DevSecOps embeds security throughout development and operational delivery pipelines
- High-availability cloud operations supported by service reliability engineering practices
- Workflow efficiency improved through automated runbook execution for TechOps teams
- Resilient platform operations enabled by intelligent automated incident response system
- Enhanced TechOps through full-stack platform observability and advanced monitoring tools
- Proactive monitoring and alerting ensuring stable, reliable cloud platform operations
- ITIL-based support delivering consistent, high quality operational service performance

#### Service Benefits

- Resilient cloud operations, designed for uptime, continuity, and service resilience
- Accelerated Platform TechOps response, automated workflows reduce incident resolution time
- Secure cloud operations, Zero trust embedded across technical support layers
- Elastic TechOps infrastructure – Scales with demand and organisational growth
- Optimised cloud resource use – Automation ensures efficient technical operations
- Controlled change operations – ITIL-aligned change management for cloud environments
- Full-stack TechOps visibility, real-time insights into cloud health and performance
- Compliant cloud operations, aligned with public sector governance and standards
- Empowered support teams using tools and automation improve TechOps efficiency
- Future-ready cloud architecture, built for hybrid, multi-cloud, and evolving needs



## 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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