



nimbus Service Definition

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

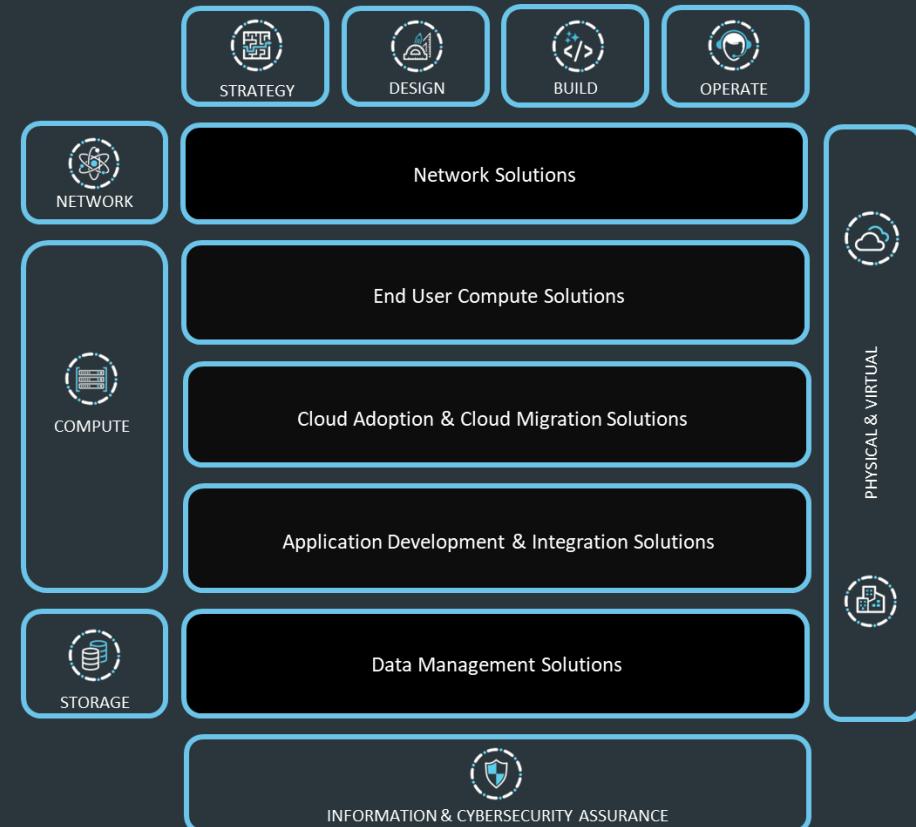
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

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 Application Migration & Support Services

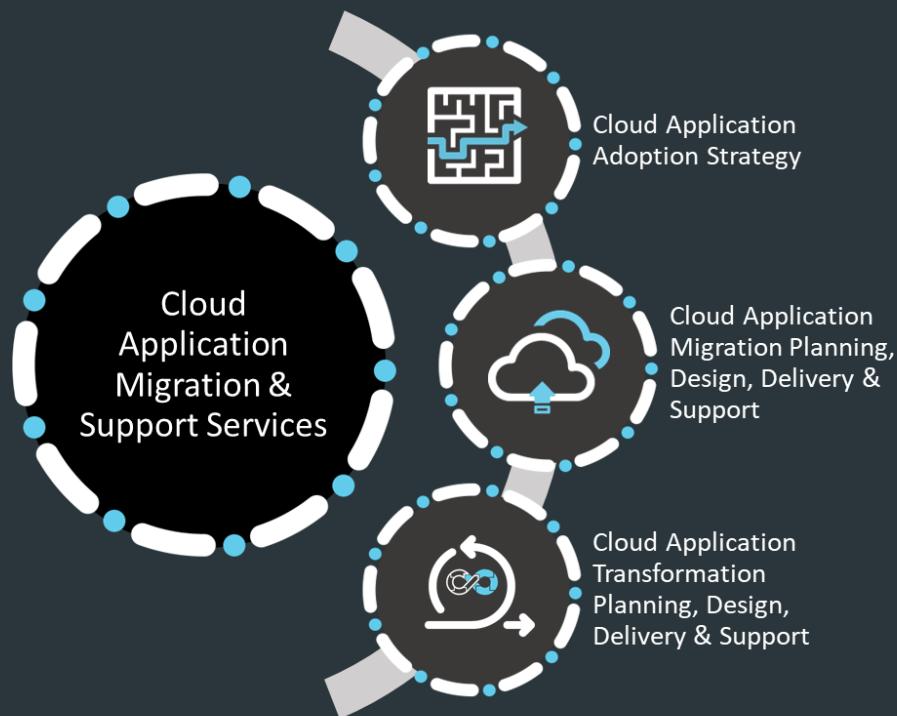
Service Description

Nimbus delivers Cloud Application Migration & Support Services to help organisations prepare applications for the cloud and build secure, scalable cloud-native applications. Our certified specialists use agile methods, Infrastructure as Code, and DevSecOps to accelerate delivery and ensure compliance.

We leverage agile tools and techniques and combine DevOps, TechOps, and ITIL-aligned support to ensure resilient, compliant, and insight-driven 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.

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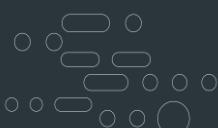
Cloud Application Migration & Support Services

Service Features

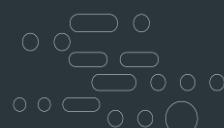
- Expert cloud application design, implementation, and comprehensive support services
- Cloud-native transformation leveraging microservices architecture and containerised deployments
- Agile cloud implementation enabling rapid, iterative delivery for government projects
- Automated provisioning and updates through infrastructure as code practices
- Legacy workload transformation using modern, proven techniques and technologies
- Seamless multi-cloud integration services for connectivity and optimised performance
- DevSecOps practices embedding compliance controls to minimise security risks
- Continuous integration and delivery pipelines enabling efficient cloud operations
- Real-time observability with monitoring, logging, metrics, actionable insights
- 24/7 cloud support offering proactive monitoring and incident response optimisation

Service Benefits

- Cloud-native architecture delivers scalable, resilient applications built for cloud
- Microservices enable modular design, faster updates, and easier maintenance
- Infrastructure as code ensures consistent, automated deployments reducing errors
- DevSecOps integrates security into every stage of development operations
- CI/CD pipelines accelerate delivery through automated testing and deployment
- Immutable infrastructure improves reliability and eliminates configuration drift
- Containerisation enhances portability, scalability, and overall resource efficiency
- Observability provides deep insights into performance, reliability, user experience
- Multi-cloud compatibility offers flexibility across AWS, Azure, GCP platforms
- 24/7 support services ensure uptime, rapid incident response, optimisation



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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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