

# nimbus Service Definition

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

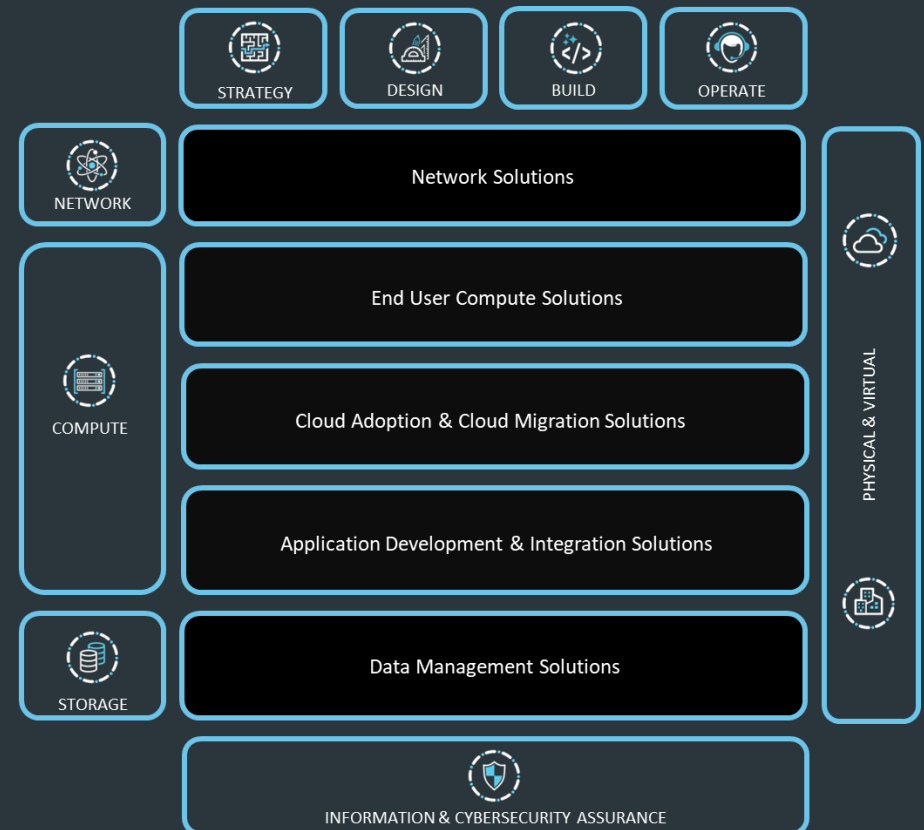
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

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](mailto:sales@nimbusdti.co.uk), +44 (0) 1789 654 952

## Service Name

### Cloud Centre of Excellence (CCoE) Services

## Service Description

Nimbus delivers Cloud Centre of Excellence (CCoE) Services to accelerate secure cloud adoption, innovation, and operational excellence. Our CCoE model provides strategic guidance, governance, automation, hybrid-cloud and multi-cloud enablement underpinned by FinOps best practices.

Through CCoE cloud partner frameworks, maturity model assessments, and established verified playbooks, we help organisations design, migrate, and operate cloud services with agility and compliance. Our CCoE experts support modern DevOps, DevSecOps, and agile digital transformations, ensuring scalable, secure, and cost-effective cloud adoption and operational excellence.

## Service Overview

We can provide a CCoE model that provides Cloud Strategy, Adoption, Platform, Operations, Security, Automation, Innovation, and Governance functions:



Our Cloud practitioners will work with you to establish and operate your Cloud Centre of Excellence to help you achieve business and technical agility through 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.



## Service Name

### Cloud Centre of Excellence (CCoE) Services

#### Service Features













- CCoE cloud strategy, adoption, platform, operations, security, automation, innovation, governance
- TOM, business goal alignment, enablement, governance, best practices, agility, innovation
- Maturity model for operational excellence, security, technology and delivery guardrails
- CCoE-driven Cloud cost optimisation, billing, planning and FinOps alignment
- Excellence in Cloud service design, migration, landing zones and operations
- CCoE playbooks for secure, automated, compliant, landing zone, cloud deployments
- Cloud architecture and standards reviews, ensuring consistency and interoperability
- Cloud Centre of Excellence enabling DevOps and DevSecOps best practices
- CCoE knowledge hub for Cloud innovation, enablement and capability uplift
- CCoE cloud strategy, adoption, platform, operations, security, automation, innovation, governance

#### Service Benefits

- Accelerated cloud adoption via our Microsoft Partner, AWS Partner relationships
- Improved operations and governance via Cloud Centre of Excellence strategy
- Increased innovation and optimisation from CCoE knowledge sharing and expertise
- Optimised cloud spend through cloud operations FinOps insights and controls
- Scalable cloud capabilities built on modern validated CCoE maturity models
- Consistent application of cloud standards via Centre of Excellence playbooks
- CCoE policy improves compliance and reduces operational and security risk
- Enhanced and standardised operational efficiency across hybrid-cloud and multi-cloud environments
- Faster delivery cadence using DevOps and DevSecOps via CI/CD pipelines
- Reduced cyber risk through verified, implemented secure-by-design cloud best practices



## 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 		

For more information, please contact:  
[sales@nimbusdti.co.uk](mailto:sales@nimbusdti.co.uk), +44 (0) 1789 654 952