

nimbus Service Definition

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

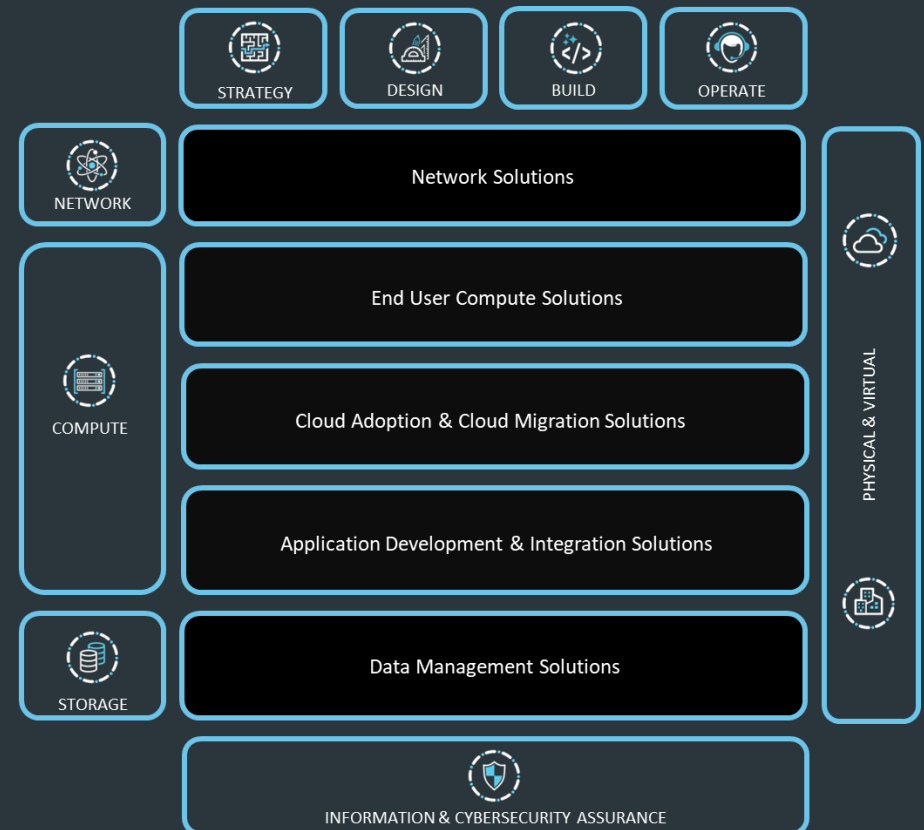
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

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 Adoption, Migration & Transformation Services

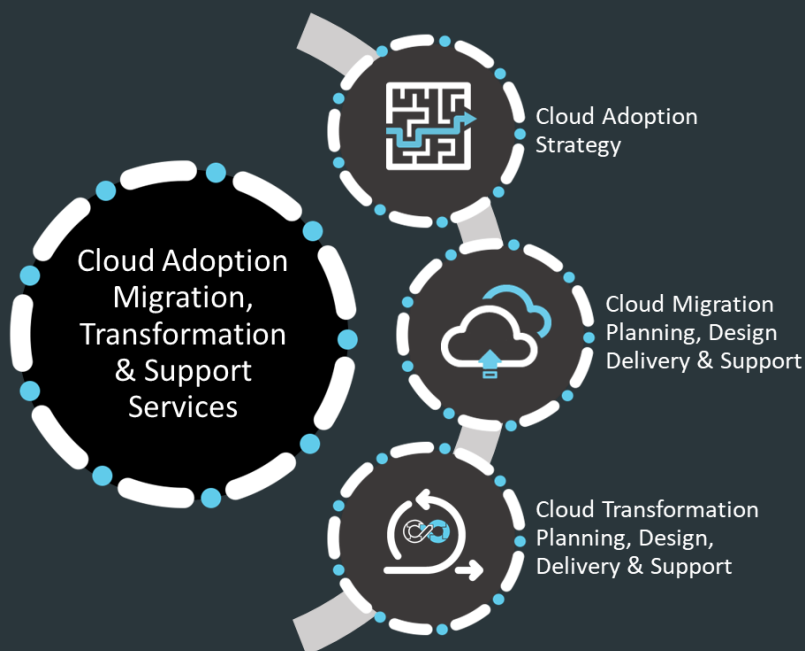
Service Description

Nimbus delivers expert Cloud Adoption, Migration, Transformation and Support Services to help public sector organisations modernise securely and efficiently. Our certified Cloud practitioners guide you through every stage, from strategic adoption planning and secure migration to agile transformation and long-term Support.

We specialise in migrating and transforming legacy systems into scalable, cloud-native environments across hybrid cloud platforms. Accelerate digital transformation, reduce operational risk, and optimise performance through proven frameworks, automation, and continuous improvement. Whether you're starting your cloud journey or scaling existing workloads, we ensure resilient, compliant, and future-ready Cloud Services.

Service Overview

Our Cloud practitioners will work with you to define how to design and operate your applications in the cloud, helping you to 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 Cloud platform securely in alignment with modern DevOps principles and practices.



Service Name

Cloud Adoption, Migration & Transformation Services

Service Features













- Cloud Adoption Strategy Services Partner for scalable digital transformation success
- Cloud Adoption Workshops to accelerate stakeholder engagement and readiness
- Cloud Transformation Roadmaps aligned to business vision, goals and outcomes
- Cloud Platform and Operations, Cloud Readiness and Application Assessment Partner
- Cloud Transformation Services enabling design, innovation and operational excellence
- Cloud Implementation Services using agile, secure delivery frameworks and outcomes
- Secure Cloud Migration Services with strategic compliance and risk mitigation
- Migration of legacy workloads using proven migration techniques and technologies
- 24/7 Cloud Support Services with proactive monitoring, resolution, and optimisation
- Cloud Implementation Services tailored for hybrid and multi-cloud environments

Service Benefits

- Accelerates secure cloud adoption, migration, and transformation for businesses
- Modernises legacy systems into efficient, scalable cloud-native platforms
- Reduces operational risk through proven frameworks and best practices
- Ensures compliance across hybrid and multi-cloud environments effectively
- Delivers agile, secure cloud implementations using robust delivery frameworks
- Optimises performance with continuous improvement and operational excellence
- Supports 24/7 operations with proactive monitoring and rapid resolution
- Enables scalable, future-ready cloud infrastructure for digital transformation success
- Improves stakeholder engagement through strategic workshops and readiness programs
- Drives innovation with expert cloud guidance and transformation strategies



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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