

Beyond Systems Limited

Service Definition Document

Beyond Cloud System Management Services

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Overview

Beyond Systems provides **Cloud Management services** to operate, monitor, and support cloud-based systems on behalf of public sector customers.

We manage systems **running in the customer's own cloud environment** (for example Oracle Cloud Infrastructure or other agreed cloud platforms), helping ensure they remain **secure, available, performant, and cost-effective**, while allowing customers to retain ownership and control of their cloud tenancy.

Our service supports organisations that want to:

- Reduce operational risk
- Improve cloud governance
- Free up internal teams
- Ensure cloud platforms are managed in line with best practice

Cloud Management Service Packages

Beyond provides **flexible cloud management packages**, which can be tailored to customer needs. Typical services include:

Cloud Operations & Monitoring

- Day-to-day operational management of cloud systems
- Monitoring availability, performance and capacity
- Proactive identification and resolution of issues
- Management of alerts and incidents

Cloud Platform Administration

- Management of cloud resources and configurations
- Environment management (development, test, production)
- User and access administration (in line with customer policies)
- Coordination of platform updates and maintenance windows

Cost Management and Optimisation

- Monitoring cloud usage and spend
- Identification of cost optimisation opportunities
- Support for budget controls and forecasting
- Recommendations to reduce waste and improve efficiency

Security and Compliance Support

- Monitoring of security posture and configurations
- Support for vulnerability remediation
- Access control and role reviews
- Alignment with organisational and regulatory requirements

Change and Release Support

- Support for planned changes and releases
- Environment readiness checks
- Coordination with customer delivery teams and suppliers
- Controlled implementation of approved changes

Features

- Management of cloud systems within the customer's own cloud tenancy
- Remote delivery with optional on-site support where required
- Flexible service scope aligned to customer needs
- Integration with customer service desk and governance processes
- Support for production and non-production environments

Benefits

- Improved reliability and availability of cloud systems
- Reduced operational burden on internal IT teams
- Clear ownership and accountability for cloud operations
- Better cost control and visibility of cloud spend
- Increased security and reduced operational risk
- Ability for internal teams to focus on transformation and delivery

On-Boarding and Off-Boarding

At the start of the service, we ensure:

- Scope, responsibilities and success criteria are clearly defined
- Access to environments and tools is agreed
- Operational runbooks and escalation paths are established

At service exit, we provide:

- Knowledge transfer to customer teams or incoming suppliers
- Handover of documentation and operational artefacts
- Controlled off-boarding to minimise service disruption

Pricing

Pricing is based on:

- Per-day pricing as per pricing document
- Agreed fixed-price or retainer models for managed cloud services

Service Management

Cloud Management services are typically delivered in alignment with the customer's existing service management model.

Where required, Beyond Systems can provide:

- A dedicated Service Manager
- Regular service reviews and reporting
- Agreed KPIs and service metrics

Service management arrangements are agreed prior to service commencement.

Service Constraints

This service operates within:

- The customer's cloud tenancy
- The customer's security, governance and change control frameworks

Beyond Systems does not assume ownership of the cloud tenancy unless explicitly agreed.

Service Levels

Our standard cover for support is Monday to Friday 09.00-17.00, however for support coverage required out of these hours, we would be happy to discuss and tailor to the individual requirements and needs of the customer.

Financial Recompense Model

Where necessary, Service Levels and outcomes will be agreed with the customer prior to any engagement. Under such circumstances, we would be happy to discuss Financial Recompense Models.

Backup Restore and Disaster Recovery

Backup, restore and disaster recovery activities are typically **owned by the customer**, as systems operate within the customer's cloud tenancy.

Beyond Systems can:

- Support and operate existing backup and recovery configurations
- Provide recommendations on backup, restore and DR design
- Assist during disaster recovery testing or invocation

Responsibilities are agreed and documented prior to service commencement.

Data Restoration / Service Migration

This service does not include full system migration by default.

Beyond Systems can:

- Support migration activities as a separately scoped service
- Assist with transition planning where cloud services are moved or restructured

Ordering and Invoicing Process

Ordering is processed according to the terms agreed at the time of acceptance. Typically, this will involve client acceptance by way of purchase order from a written proposal for the work stating deliverables, costs, and timescales.

Invoices are issued in accordance with the agreed commercial model (e.g. monthly in arrears for managed services).

Termination Terms

Termination terms are defined in Beyond Systems' standard Terms and Conditions.