

Service Definition

Cloud Operations & Support as a Service

Overview of VIQU IT

VIQU IT is a UK-based digital and technology consultancy providing flexible access to skilled cloud, infrastructure and DDaT professionals.

We partner with public-sector organisations to operate, optimise and support cloud environments, that align with government standards and GDS / DDaT role definitions, combining governance, automation and expertise to ensure performance, resilience and value for money.

Service Summary

VIQU IT provides cloud operations and support specialists who work alongside public-sector teams to maintain, optimise and secure cloud environments.

We deliver governance, incident management, automation and cost-efficiency aligned to GDS and NCSC guidance, strengthening operational performance, resilience and internal capability across Azure, AWS and GCP platforms.

Service Overview

Cloud Operations & Support as a Service gives public-sector organisations flexible access to experienced cloud engineers and operations professionals who support the day-to-day running, optimisation and improvement of cloud services.

Our consultants can operate embedded within client teams, collaboratively alongside delivery partners, or as a discrete capability, depending on organisational needs and service maturity.

The service covers cloud management, incident response, monitoring, automation and governance, aligned to the GDS Technology Code of Practice and NCSC Cloud Security Principles.



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It strengthens internal capability, promotes operational best practice, and ensures secure, scalable and cost-effective cloud operations.

Service Scope

- Cloud platform administration and optimisation (Azure, AWS, GCP)
- Incident and problem management aligned to ITIL and NCSC guidance
- Infrastructure automation, monitoring and observability enablement
- Identity, access and configuration management
- Cost optimisation and capacity management
- Governance, compliance and operational documentation
- Backup, recovery and service-continuity planning
- Operational readiness assessments and runbook creation
- Transition support from project delivery to live service
- Knowledge transfer and coaching for internal teams

Service Features

- Alignment with GDS and NCSC operational guidance
- Experienced cloud engineers and operations consultants
- Incident and problem-management support
- Infrastructure automation and monitoring enablement
- Governance, compliance and cost control
- Security-cleared professionals (BPSS / SC / DV)
- Flexible commercials (Time & Materials or SoW / Outcomes based)



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- Service documentation and runbook creation
- Knowledge transfer and capability uplift
- Collaboration with internal and multi-supplier teams

Service Benefits

- Improved operational resilience and performance
- Stronger governance and compliance controls
- Faster incident response and recovery
- Reduced cost through automation and optimisation
- Enhanced visibility of cloud operations
- Strengthened internal capability
- Cost-effective access to cloud professionals
- Rapid mobilisation of cleared specialists
- Seamless collaboration across suppliers
- Sustainable operations aligned with government standards

Onboarding and Offboarding

During onboarding, VIQU IT agrees scope, responsibilities, governance and access requirements as part of a short initiation and discovery activity.

At offboarding, documentation, handover materials and knowledge-transfer sessions ensure continuity and long-term stability of service.

Credentials

- Cyber Essentials Certified – baseline government security compliance.
- ICO Registered – GDPR and data-handling compliance.



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- Consultants hold relevant qualifications (e.g. Azure, AWS, GCP operations certifications).
- Delivery aligned to GDS and NCSC operational guidance.

Service Delivery Locations

Consultants are based across the UK and available for remote, hybrid or on-site delivery as required.

All consultants are eligible for public-sector security clearance (BPSS, SC, DV).

Delivery Model

Services are delivered flexibly to meet operational and organisational needs.

Engagements can be Time & Materials or Statement of Work / Outcomes based or hybrid model, agreed by scope and buyer preference.

This ensures agility, scalability and demonstrable value for money.

Service Constraints

Delivery is typically remote or hybrid, with on-site attendance by agreement.

Where clearance (BPSS, SC, DV) is required, onboarding aligns to vetting timelines.

Access to client environments or security tooling may be required.

Delivery follows the organisation's security governance and change-control processes.

Engagements are Time & Materials or Statement of Work / Outcomes based.

VIQU IT does not provide hardware or break/fix dispatch services; on-site consultants are deployed by agreement.

Support Model

Support provided via email, phone and online communication during standard business hours (Monday–Friday, 9am–5pm).



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Clients receive updates and responses through their account manager or lead consultant.
Users cannot directly manage or reprioritise tickets via a portal.



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