



1. Service Overview

SATIGO provides outcome-focused cloud support services to public sector and regulated organisations, supporting the reliable operation, security, optimisation and continuous improvement of cloud-based services.

Our cloud support services enable organisations to confidently operate live cloud environments while meeting governance, assurance, security and value-for-money expectations. Services are delivered through clearly defined Statements of Work, aligned to agreed objectives, service outcomes and performance measures.

SATIGO supports organisations across the full cloud service lifecycle, ensuring services remain stable, compliant and responsive to evolving user and organisational needs.

2. Scope of Cloud Support Services

SATIGO delivers cloud support services across IaaS, PaaS and SaaS environments, including public, private and hybrid cloud models.

Services can be provided individually or as a combined support capability.

2.1 Cloud Service Operations & Monitoring

We provide operational support to ensure the ongoing stability and availability of cloud services.

Outcomes delivered:

- Reliable, resilient operation of live cloud services
- Reduced service disruption and operational risk
- Clear incident, problem and escalation processes
- Improved service visibility through structured reporting

Service activities include monitoring, incident response, problem investigation, operational reporting and proactive service improvement.

2.2 Cloud Platform Management & Optimisation

We support the effective management and continuous optimisation of cloud environments.

Outcomes delivered:

- Improved platform performance and scalability
- Optimised cloud cost and resource utilisation
- Reduced technical and operational risk
- Cloud environments aligned to best practice and organisational standards

Activities include environment management, capacity planning, optimisation reviews and configuration management.

2.3 Cloud Security, Assurance & Compliance Support

Security and assurance are embedded into all cloud support services.

Outcomes delivered:

- Cloud services operated in line with security and compliance requirements
- Reduced exposure to security and operational risk
- Clear evidence to support audit and assurance activity
- Increased confidence for senior stakeholders and assurance functions

Support includes security monitoring, vulnerability management, compliance alignment and assurance reporting.

2.4 Cloud Change, Release & Continuous Improvement

We support controlled change and iterative improvement of cloud services.

Outcomes delivered:

- Safe and predictable changes to live cloud environments
- Reduced risk during releases and updates
- Continuous improvement aligned to service performance and user needs
- Clear traceability between changes and outcomes

Activities include change coordination, release support, deployment management and post-implementation review.

2.5 Cloud Service Transition & Handover

We support the transition of cloud services into live operation or new support arrangements.

Outcomes delivered:

- Smooth transition with minimal disruption to live services
- Clear operational ownership and accountability
- Services ready for business-as-usual operation
- Reduced dependency on legacy support arrangements

Transition services include readiness assessment, documentation, knowledge transfer and stabilisation support.

3. Service Delivery Approach

3.1 Outcome-Led Statements of Work

All engagements are delivered under a clearly defined Statement of Work, setting out:

- Service objectives and scope
- Measurable outcomes and service levels
- Governance, reporting and escalation arrangements
- Roles, responsibilities and controls

This approach ensures transparency, accountability and alignment between service delivery and organisational priorities.

3.2 Governance & Service Management

SATIGO applies structured service management aligned to public sector expectations, including:

- Regular service reviews and performance reporting
- Active risk, issue and dependency management
- Clear escalation routes and decision-making processes
- Continuous improvement planning

Delivery is aligned to each organisation's internal governance and operating model.

3.3 Flexible and Controlled Support

Cloud support services are designed to adapt to changing operational and organisational needs while maintaining control, assurance and service continuity.

4. Security, Data Protection & Assurance

Security and assurance are integral to SATIGO's cloud support services.

- Cloud environments are supported in line with applicable security and data protection requirements
- Operational controls are embedded in day-to-day service activity
- Documentation and reporting support audit and assurance needs
- Security, resilience and compliance are treated as core service outcomes

5. Commercial Model

SATIGO provides cloud support services under commercial models aligned to service outcomes, including:

- Fixed-scope cloud support Statements of Work
- Outcome-based or milestone-based delivery
- Managed cloud support arrangements

Commercial models provide cost transparency, predictable outcomes and clear value for money over the service lifecycle.

6. Value Delivered

Organisations using SATIGO's cloud support services benefit from:

- Improved reliability and resilience of cloud services
- Reduced operational and security risk
- Clear service ownership and accountability
- Strong governance and assurance alignment
- Continuous improvement of cloud environments

7. Relevant Experience

Case Study 1: Cloud Support for a UK Government Regulator

Context:

A public sector regulator operating cloud-hosted digital services required strengthened operational and assurance support during periods of increased demand.

Cloud support provided:

- Cloud service operations and monitoring
- Incident, problem and change support
- Platform optimisation and operational reporting

Outcomes delivered:

- Improved service stability and availability
- Reduced operational risk
- Clear assurance reporting for senior stakeholders

Case Study 2: Cloud Platform Support for a National Public Sector Organisation

Context:

A national organisation required consistent cloud platform support to manage performance, cost and change across live services.

Cloud support provided:

- Day-to-day platform management
- Release and change coordination
- Performance and cost optimisation

Outcomes delivered:

- Predictable and controlled service change
- Improved platform performance and cost transparency
- Increased operational readiness

Case Study 3: Secure Cloud Operations in a High-Assurance Environment**Context:**

A security-sensitive organisation required cloud operational support aligned to strict governance and assurance requirements.

Cloud support provided:

- Security monitoring and operational assurance
- Support for audit and compliance activities
- Structured reporting and escalation

Outcomes delivered:

- Cloud services operated in line with assurance expectations
- Clear audit evidence
- Reduced security and operational risk

Case Study 4: Cloud Service Transition and Stabilisation**Context:**

A public sector organisation transitioning cloud services into a new operational support model required continuity and assurance.

Cloud support provided:

- Transition planning and service readiness assessment
- Knowledge transfer and operational documentation
- Post-transition stabilisation support

Outcomes delivered:

- Smooth transition with minimal service disruption
- Clear operational ownership
- Services fully supported under business-as-usual arrangements

8. Summary

SATIGO's cloud support services enable public sector and regulated organisations to operate, secure and continuously improve cloud-based services with confidence. Through outcome-focused delivery, strong governance and embedded assurance, we help ensure cloud services remain resilient, compliant and aligned to organisational objectives.