

G-Cloud 15



Managed Cloud Hosting and Support

reading room

Our approach.

We dive into every project with an open mind, always **questioning the status quo** to find the best solution.

Our team **collaborates closely** - internally and with clients - ensuring every idea and strategy is refined to meet your needs. We pride ourselves on our independence, enabling us to remain agile and focused on delivering the **best outcomes** for you.



Curiosity



Collaboration



Independence





Why we exist.

At Reading Room, we believe in the transformative power of technology. We exist to help businesses **unlock their potential** by creating digital solutions that make a lasting impact.

We are driven by the idea that technology is not just a tool, but a means to **elevate your business**, engage your audience, and create meaningful experiences.

Our work goes beyond just completing projects - it's about **creating outcomes that last**, pushing boundaries, and solving real challenges with creativity and innovation.

Stacks of digital know how.

With a strong presence in London, Bristol, and the North West, Reading Room combines local insight with **nationwide expertise** to deliver exceptional digital solutions.

20+

years in business

100

digital specialists

200

loyal clients

4

offices worldwide



A few of our clients.



Why Reading Room?

These successes showcase our ability to integrate strategy, design, build, and marketing to **achieve lasting outcomes.**

The Royal Warrant.

The Royal warrant is a symbol of quality, excellence and a long-standing relationship.

We are extremely proud to recently join this exclusive club of suppliers as holders of the Royal warrant.



By Appointment to
His Majesty The King
Supplier of Website Development and Management Services
Reading Room Digital Limited
London

Ticks of approval.

We're nimble when it counts but also recognise the importance of security & compliance. Others recognise us too and we're approved by:



Crown
Commercial
Service
Supplier



Certifications.

We're nimble when it counts but also recognise the importance of security & compliance.

Others recognise us too and we're approved by:



Managed Cloud Hosting and Support

Service Description

Planning cloud hosting can be an intimidating and complex experience for organisations that are new to public cloud services. Reading Room can help you evaluate, navigate and manage the complex cloud options, providing consultancy and technical design services to support your selection and transition to cloud hosting. This will enable you to transform your legacy hosting into a scalable and secure cloud-based platform.

We have provided cloud hosting design services to a range of clients including those with very basic needs and small budgets right up to large public sector organisations and global enterprises that need powerful global hosting.

Cloud hosting offer the most flexible, highly scalable and cost-efficient way to host websites and web applications in the market and we are experts in helping you make the right decisions and choices when from design through to implementation and support.

We offer a consultancy backed design solution designed to meet different needs and can design a scalable design to cope with future demands. As well as technical design, we can also deliver full managed cloud hosting solutions, see our complementary 'Managed Cloud Hosting and Support' service description.

Managed Cloud Hosting and Support

Detailed Service Description

Our hosting design service helps facilitate the migration of existing or new web services to cloud hosting.

We provide skilled hosting consultants to help design and advise on the best products and services to meet your needs. This could be a fully hosted platform or a hybrid solution that considers your current physical on-premise infrastructure and integration points.

Our hosting consultants will work with you to understand:

- Technical landscape
- Technology stack
- System load
- Requirements for high availability systems
- Scalability
- Business continuity requirements
- Support
- Integration with 3rd party systems and software
- Security
- Content Delivery Networks (CDN)

Onboarding and Offboarding

- We're happy to discuss your current setup and needs so that we can on-board your existing sites and services efficiently. This could include content and code reviews
- We offer a free initial consultation together with a demonstration of our work and project process
- For every client we will appoint a full -service team and agree resourcing allocations once we know more about your needs. We can work on a fixed price or capped T&M basis.

Managed Cloud Hosting and Support

Outcomes and benefits

Global

To minimise the impact of outages and ensure robustness of the design we work with cloud services that are geographically diversified into regions. These regions have central hubs in the Eastern USA, Western USA Brazil, Ireland, Singapore, Japan, and Australia. Each region comprises multiple smaller geographic areas called availability zones.

Scalable

We also understand that site traffic can fluctuate a lot. From quiet times in the middle of the night, to campaign driven, social media sharing traffic spikes, our hosting designs provide a scalable infrastructure that can grow and shrink to meet your needs.

Secure

Not only are infrastructure headaches removed, but so are many of the security issues that come with them. Reading Room's cloud hosting is highly secure, and their data centres utilise state-of-the-art electronic surveillance and multifactor access control systems. Data centres are staffed 24x7 by trained security guards, and access is authorised strictly on a least privileged basis. Environmental systems are designed to minimize the impact of disruptions to operations. Also, multiple geographic regions and Availability Zones allow you to remain resilient in the face of most failure modes, including natural disasters or system failures.

Reading Room's virtual infrastructure has been designed to provide optimum availability while ensuring complete customer privacy and segregation.

We hold ISO27001 & Cyber Essentials Plus certifications

Onboarding and Offboarding

- Every project is assigned a project manager and account manager who stay with you throughout the engagement
- We'll develop a detailed communications plan to ensure we keep you fully engaged and informed from day one
- We follow the agile processes of the GDS Service Delivery Manual and the Digital Service Standard
- We have a dedicated Quality Assurance team who test all deployments before they happen to ensure we're meeting coding standard, browsers and system compatibility and accessibility standards
- Our team is available 9.00 – 5.30 Monday to Friday. We are also able to offer additional support outside of normal office hours to suit individual client needs
- We aim to respond to contact from you within 3 hours during business hours. More rapid service level agreements are available
- We have a clear escalation procedure to give client's peace of mind

Let's talk.

Ready to start your digital transformation?
Contact us today to explore how we can
help you achieve your goals.

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Start your digital transformation today

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