



G-Cloud 15 Service Definition Document

Cloud Advisory Services (Oracle, Microsoft Azure, Google Cloud, AWS)

v1.0

Lot 3: Cloud Support

Submitted By
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1 Cloud Advisory Services (Oracle, Microsoft Azure, Google Cloud, AWS)

1.1 Service Summary

Cloud Advisory Services support public sector organisations to plan, design, and optimise cloud adoption across Oracle Cloud, Microsoft Azure, Google Cloud Platform (GCP), and AWS.

We provide independent, vendor-aware advice covering strategy, architecture, security, cost, and governance. Buyers receive clear, actionable recommendations and delivery roadmaps that reduce risk, control cost, and maximise value from cloud investments.

This service is consultative and outcome-focused, helping buyers make informed decisions before or alongside cloud migration and transformation programmes.

1.2 Buyer Personas (Who This Service Is For)

Role in Organisation	Objectives & Use Cases
CIO / IT Director	Align cloud with business strategy Cloud adoption strategy, multi-cloud decisions
Head of Digital / Transformation	Accelerate transformation safely Legacy modernisation planning
Enterprise Architect	Define target architectures Landing zone and reference architecture design
Cloud / Infrastructure Manager	Improve performance and reliability Cloud optimisation and scalability planning
Head of Security / Risk	Reduce risk and ensure compliance Cloud security posture and governance design
Finance / Commercial Lead	Control and forecast cloud spend FinOps and cost optimisation assessments

1.3 Service Capabilities

Areas of Delivery	Intended Outcomes
Cloud support services	Clear direction and assurance for cloud initiatives
Cloud migration planning	Reduced migration risk and delivery confidence
Capability analysis	Realistic view of skills, tooling, and readiness
Enterprise architecture	Coherent, future-ready target architectures
Cloud gap assessment	Identified risks, gaps, and remediation actions
Architecture options analysis	Evidence-based platform and design choices
Delivery road-mapping	Prioritised, costed, and achievable delivery plans

1.4 Key Service Features

- Cloud strategy & readiness assessment – Assesses people, process, technology, and risk readiness.
- Multi-cloud and hybrid architecture design – Defines pragmatic architectures aligned to business needs.
- Migration planning & execution guidance – Creates structured migration waves and transition plans.
- Application modernisation advisory – Identifies rehost, refactor, or retire options.
- Security, risk & compliance frameworks – Aligns cloud designs to recognised best practices.
- Cost optimisation & FinOps advisory – Improves cost transparency, forecasting, and control.
- Cloud governance & operating model design – Defines decision rights, controls, and accountability.
- Performance & scalability planning – Designs for resilience, growth, and service demand.
- Roadmap & business case creation – Provides prioritised plans with benefits and cost drivers.

1.5 Service Benefits

- Faster and lower-risk cloud adoption
- Clear, business-aligned cloud strategy
- Improved return on cloud investment
- Stronger security and governance controls
- Better performance, resilience, and scalability
- Confident multi-cloud and vendor decisions
- Reduced operational and architectural complexity
- Faster innovation and time-to-market
- Future-ready operating and delivery models

1.6 What's In & Out

What's In	What's Out
Advisory, assessment, and design services	Hands-on implementation or build activities
Workshops, interviews, and documentation	Managed services or ongoing operations
Architecture, roadmap, and option analysis	Software licensing or cloud subscriptions
Independent recommendations and guidance	Legal, regulatory, or audit certification services

1.7 Engagement Model

Buyers typically engage with this service in clearly defined phases, which can be purchased individually or as a combined engagement:

Phases	Activities/ Outputs
Discover	• Stakeholder interviews and data review

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Phases	Activities/ Outputs
	- Current-state assessment - Key risks and opportunities identified
Design	- Target architectures and options defined - Security, governance, and cost models - Migration and transformation approach agreed
Recommend	- Prioritised roadmap and business case - Clear actions, dependencies, and timelines - Executive-ready recommendations pack

Typical Engagement Timelines

- Small engagement (single workload or review): 2–4 weeks
- Medium engagement (department or programme): 4–8 weeks
- Large engagement (organisation-wide): 8–12 weeks

Timelines depend on scope, availability of stakeholders, and data quality.

1.8 Commercial Flexibility

- Fixed-price or time-and-materials options
- Scalable scope to suit budget and urgency
- Short discovery engagements available
- Can align to existing programmes and suppliers

Example Pricing Scenarios

Enterprise Size	Scope	Timeline and Efforts (man days)
SME / local authority team <i>(Annual Turnover or Budget up to £2bn (€2.2bn))</i>	- Cloud readiness or architecture review - Basic audit, 2–3 workshops, simple roadmap;	3 to 5 weeks - Indicative effort: 15–25 days
Medium / departmental programme <i>(Annual Turnover or Budget over £2bn (€2.2bn) but up to £50bn (€50.5bn))</i>	- Migration planning and roadmap - Full estate review, user research, cost modelling	6 to 10 weeks - Indicative effort: 30–50 days
Large Enterprise / complex environment <i>(Annual Turnover or Budget over £50bn (€50.5bn))</i>	- Multi-cloud strategy and operating model - Deep dive with prototypes, migration plan	10 to 20 weeks - Indicative effort: 50–100 days

Final pricing is confirmed via a defined statement of work.

1.9 Delivery Constraints and Pricing Assumptions

- Client provides timely access to stakeholders and information
- Recommendations rely on accuracy of client-supplied data
- Outcomes depend on client decisions and execution
- Cost savings and performance improvements are not guaranteed
- Security guidance aligns to best practice, not formal certification

1.10 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018
- No transfer of data ownership
- Role-based, advisory-only access to buyer environments
- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.11 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.12 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.13 Service Management and Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Defined roles and responsibilities
- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback