

G-Cloud 15 Service Definition Document

Service Name: Application Migration in the Cloud

Supplier: OWA Digital

Framework: G-Cloud 15 (UK Government Digital Marketplace)

Service Category: Cloud Support

Certification: ISO 27001:2022 (Information Security Management Standard), Cyber Essentials (UK baseline cyber security certification)

Version: 1.0

Effective Date: 28 January 2026

Application Migration in the Cloud

1. Service Summary

OWA provides a structured Application Migration in the Cloud service to UK public-sector organisations, including assessment, planning, configuration, migration and post-migration validation of applications. We help organisations move systems securely from on-premise or between cloud environments, minimising disruption, maintaining continuity and delivering resilient, optimised cloud solutions.

2. Supplier Profile

Established in 1995, OWA is a UK-based, ISO 27001:2022-certified web application development and managed hosting agency, providing design, engineering, hosting and operational support services to public sector and commercial clients.

3. Scope of Service

Our service scope includes: application discovery and assessment, migration planning and configuration, dependency mapping, cloud or virtual environment preparation, secure data and configuration transfer, post-migration testing and optimisation, risk mitigation, knowledge transfer and handover.

4. Service Features

- ISO 27001:2022-certified information security management
- Cyber Essentials- (CE) certified cyber posture
- UK-based data centres (DCs) exclusively
- 24 / 7 (24 hours per day, 7 days per week) monitoring and alerting
- Assessment and discovery of existing applications

- Migration planning and technical architecture design
 - Dependency and integration mapping
 - Secure configuration of target cloud environments
 - Data and application migration execution
 - Post-migration testing, validation and tuning
 - Rollback and risk mitigation strategies
 - Knowledge transfer and handover to support teams
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5. Hosting Architecture

We migrate applications to primary and secondary UK-based Tier 3 and Tier 4 cloud or virtual environments with redundancy and failover. Workloads are delivered on virtualised infrastructure with secure network segregation and data replication for resilience.

6. Monitoring & Support

OWA provides customers with monitoring during migration and post-migration validation, tracking performance, availability and configuration integrity. Support includes incident triage, remediation and escalation, aligned to IT service management best practice.

7. Security

All migrations are carried out using ISO 27001:2022-aligned practices, including secure configuration, access controls, vulnerability scanning and encrypted data transfers.

8. Backup & Business Continuity

Nightly backups of migrated systems are created prior to cutover. Rollback procedures, replication and disaster recovery planning minimise service downtime and data loss. Optional enhanced RPO / RTO can be provided.

9. Service Outcomes

OWA's migration service ensures minimal downtime, improved system resilience, secure and compliant configurations, verified post-migration performance and reduced operational risk.

10. Onboarding

Our onboarding approach involves discovery, environment assessment, migration plan approval, access provisioning and preparation of operational runbooks.

11. Offboarding

Structured handover includes post-migration documentation, knowledge transfer, credential handover and final data retention confirmation.

12. SLAs (Service Level Agreements)

OWA's Service Level Agreements defined in this document cover migration planning, execution, issue resolution, validation and reporting. Response and resolution targets are defined in accordance with the agreed project scope.

13. Security & Compliance

OWA is ISO 27001:2022-certified in information security management and also Cyber Essentials-accredited. All data handling is compliant with GDPR (UK) and migration activities are auditable.

14. Data Location

All migrated data is hosted and processed exclusively within UK-based infrastructure unless otherwise specified.

15. Buyer Responsibilities

Buyers must provide application access, authorise migrations, supply necessary documentation and approve migration plans and post-migration validation.

16. Pricing Model

OWA offers customers a subscription-based model with optional professional services. Detailed information on pricing is provided separately.

17. Dependencies

Dependencies include buyer-provided access, system documentation, third-party integrations and timely approvals.

18. Evaluation

Optional discovery or proof-of-concept engagements can be provided to verify migration feasibility and plan scope.

19. Contact

Further contact information for OWA is provided within the Digital Marketplace listing.

Service Level Agreements (SLAs)

Migration projects operate under formal SLAs prioritising planning accuracy, timely execution, issue resolution and post-migration validation.

Social Values

1. Sponsorship

Founded in Oxford in 1995, OWA sponsors the Postgraduate Award for Best Dissertation in Computing at Oxford Brookes University. A long-serving team member was hired directly upon graduation from Oxford Brookes.

2. UK Based

We are UK based and don't outsource work to non-team members. We continue to use local recruitment agencies whenever possible for any recruitment.

OWA Digital has workspace hubs in Oxford, Newcastle and London and we base or procure company services from regional stakeholders where possible. This includes the location of our two data centres, long-term marketing and brand development partners, and accountancy providers.

3. Living Wage

We are Living Wage accredited.

4. Sustainability

In 2020, we moved to a full remote working model, removing daily workspace energy use and daily office travel. You can read more about our approach to sustainability and related initiatives here: <https://www.owadigital.co.uk/sustainability>
