



Cloud Platform and Optimisation Services



What is the service?

Mediaworks provides cloud support services that help organisations operate, optimise and improve their cloud-based applications and platforms. The service supports public sector teams to maintain secure, reliable and cost-effective cloud environments while adapting to changing user and business needs.

We provide ongoing support and optimisation for cloud-hosted services, including monitoring, incident management and performance improvement. Our service helps organisations maximise the value of cloud investment, reduce operational risk and ensure services remain resilient, secure and scalable.

The service also supports cloud migration and modernisation activities by providing structured support, technical guidance and operational readiness, enabling teams to adopt cloud services with confidence.



How the service is delivered

We follow a structured, cloud-first support approach aligned with public sector best practice and Gcloud principles.

- Service onboarding to understand platforms, environments, priorities and risks
- Monitoring and proactive support to maintain availability and performance
- Incident management and fault resolution through defined support processes
- Performance tuning and optimisation of cloud resources
- Cost optimisation and usage review to improve value for money
- Security and configuration reviews aligned with platform best practice
- Support for cloud migration and modernisation activities
- Knowledge transfer, documentation and operational guidance for internal teams
- Regular service reviews to assess performance, risks and improvement opportunities

Support can be provided as an ongoing managed service or as time-bound support aligned to specific cloud initiatives.

Outcomes supported

- Maintain secure, stable and well-performing cloud environments
- Improve reliability and availability of applications and services
- Enable successful cloud migrations with reduced risk and disruption
- Optimise cloud platforms to meet changing business and user needs
- Strengthen operational capability through skills transfer and guidance
- Support compliance with public sector security and governance requirements
- Value delivered
- Reduces operational risk through proactive monitoring and structured support
- Improves performance, resilience and cost efficiency of cloud services
- Minimises downtime and service disruption through clear incident management

- Provides access to experienced cloud support engineers when needed
- Enables teams to adopt cloud best practice with confidence
- Improves value for money through ongoing optimisation and informed decision making

Platforms and environments

We provide support across leading public cloud platforms and common service architectures, aligned to client requirements and security standards.

- Amazon Web Services (AWS)
- Microsoft Azure
- Google Cloud Platform (GCP)
- Cloud-native and container-based architectures
- Web applications, APIs and data platforms hosted in the cloud
- Services are platform-agnostic and designed to integrate with existing tooling and operational processes.

Deliverables

Typical deliverables include:

- Cloud support and onboarding documentation
- Incident and problem resolution records
- Performance and optimisation recommendations
- Cost optimisation insights and usage summaries
- Security and configuration review findings
- Operational runbooks and support documentation
- Knowledge transfer and training materials
- How success is measured

Success is measured against agreed service objectives and may include:

- Service availability and performance metrics
- Reduction in incidents or recurring issues
- Improved cost efficiency of cloud resources
- Successful completion of migration or optimisation activities
- Positive feedback from service and technical teams



Why Mediaworks?

We have experience supporting and optimising cloud-hosted public sector services, with a strong focus on reliability, security and value for money. Our support is clear, structured and aligned with G-Cloud expectations, ensuring services meet required standards. We take a platform-agnostic approach across major cloud providers and are committed to effective knowledge transfer and long-term service improvement.



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