



Service Definition Document

Cloud Managed Services

G-Cloud 15, Lot 3 – Cloud Support Services (Additional Support)

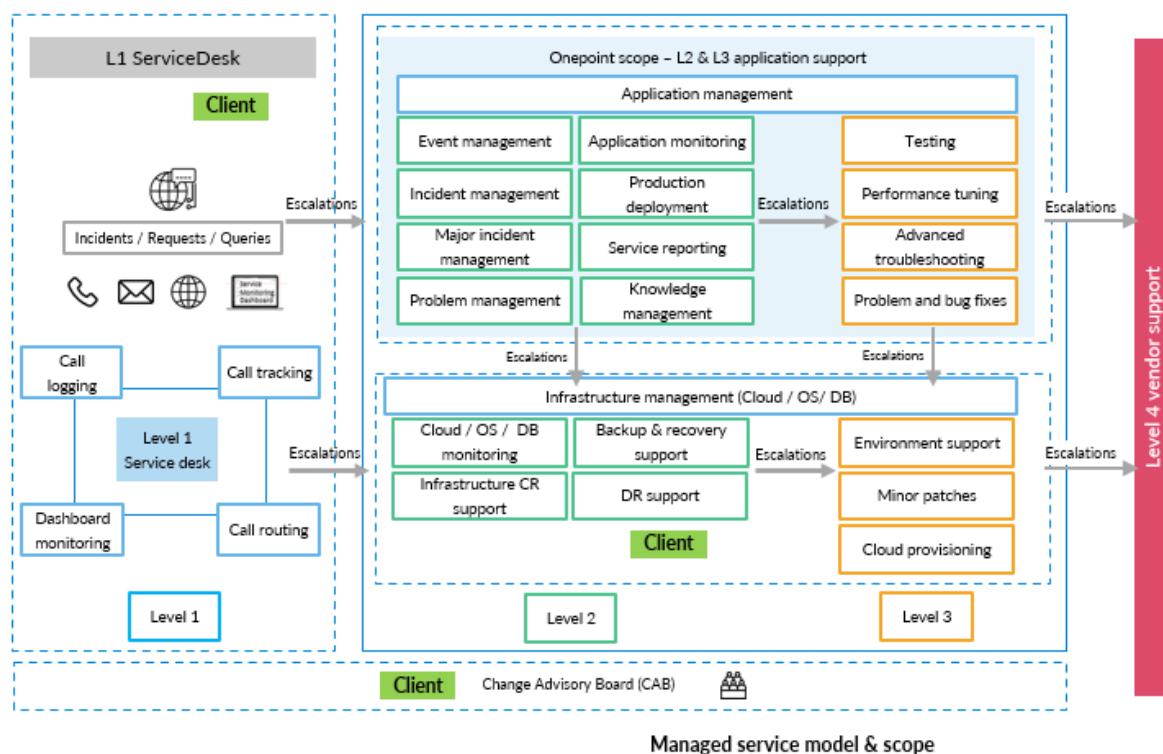
1. Service Definition

24/7 Cloud Managed Services by Onepoint experts to ensure mission-critical operational stability. Our experienced teams manage hybrid, public, private and On-premises cloud environments across all IaaS, PaaS, and SaaS platforms.

We provide end-to-end management of applications, infrastructure, and business processes, including embedded professional services to optimize performance and security for diverse public sector workloads.

We take complete ownership of L2, L3 support and vendor escalation management for L4 support. L1 support is typically owned by the Customer, using their existing support centres, however, Onepoint can provide L1 support at extra cost.

Our standard ITIL based managed service model and scope is captured in the figure below.



2. Features

1. **24/7 Operations:** Proactive 24/7/365 monitoring and rapid incident remediation for cloud.

2. **Platform Agnostic:** Full management of any cloud-hosted IaaS, PaaS, or SaaS.
3. **Multi-cloud Governance:** Unified oversight across Public, Private, Hybrid, and On-premises environments.
4. **Embedded Expertise:** On-demand professional services integrated directly into your managed support.
5. **Full-Stack Management:** Comprehensive management spanning applications, infrastructure, and business-critical processes.
6. **Infrastructure Optimization:** Continuous right-sizing and performance tuning for all cloud resources.
7. **Security Oversight:** Proactive threat monitoring and automated security patching for hosted applications.
8. **Operational Transparency:** Real-time visibility through ITIL-aligned service desks and performance dashboards.
9. **Financial Governance:** Cloud FinOps to monitor, report, and optimize monthly cloud spend.
10. **Structured Onboarding:** From discovery, access/env management, and configuration till BAU transition.

3. Key Service Benefits & Outcomes

1. **Seamless Uptime:** System availability through 24/7 proactive monitoring and expert response.
2. **Operational Resilience:** Secure mission-critical services across all multi-cloud estates.
3. **Optimised ROI:** Reduce cloud waste with continuous resource right-sizing and FinOps.
4. **Enhanced Accuracy:** Protect organizational reputation with robust, automated cloud security management.
5. **Strategic Agility:** Rapidly scale cloud resources to meet fluctuating public service demands.
6. **Expert Access:** Leverage our strong workforce for specialized cloud-engineering and advisory.
7. **Reduced Complexity:** Simplify management of complex applications and infrastructure via one partner.
8. **Business Continuity:** Ensure seamless service delivery through managed business process integration.
9. **Compliance Assurance:** Maintain rigorous standards aligned with cloud support best practices.

10. **Informed Strategy:** Drive better outcomes with data-driven performance and trend analysis.

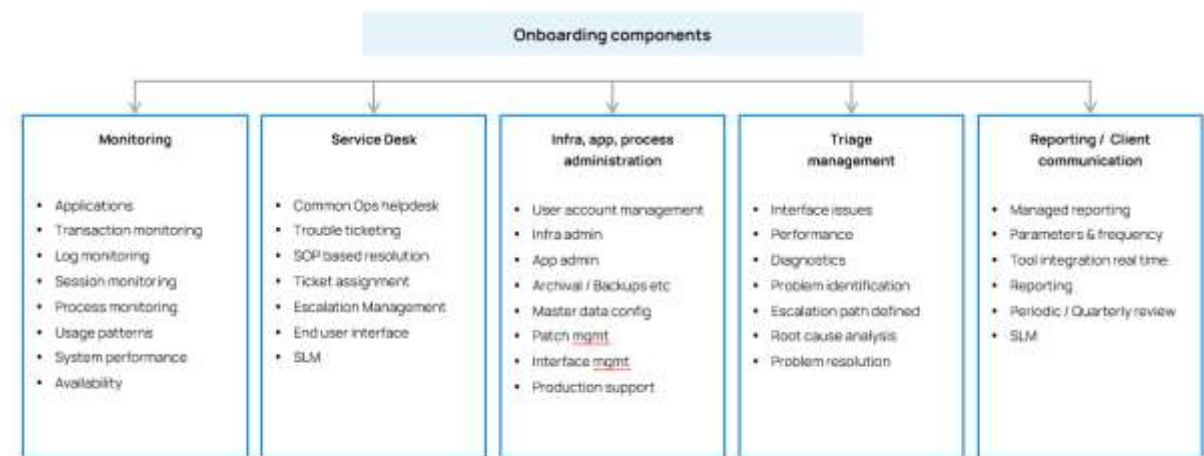
4. Pricing Model

Pricing is based on:

- Pricing is based on Onepoint Rate Card attached under the Pricing section.
- All rates are fixed, pre-published and transparent, excluding VAT, with no POA and no variable charging outside unit agreement.

5. Onboarding

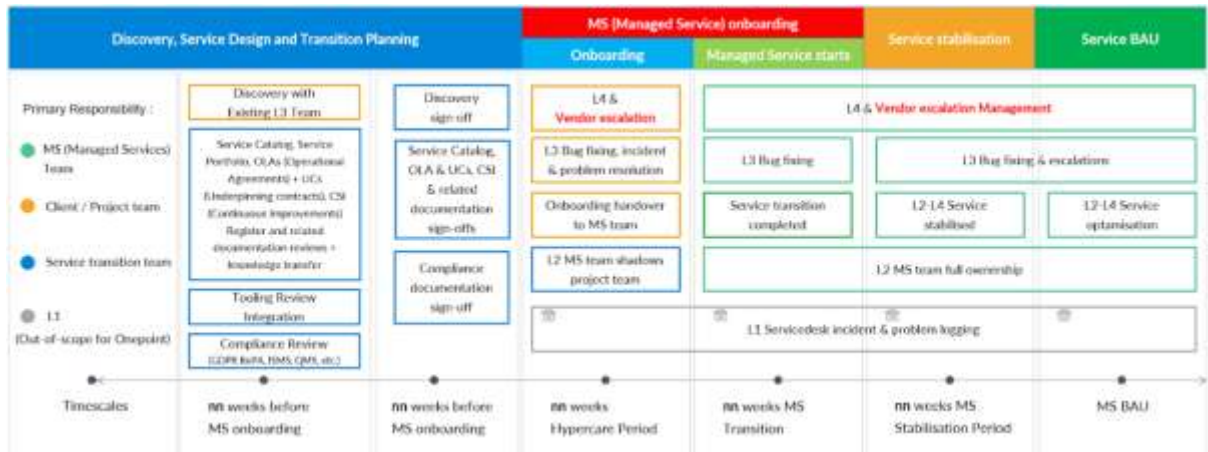
Onboarding includes:



Estimated onboarding duration: 1–4 weeks, dependent on number of systems and complexity.

6. Onepoint Implementation Approach

ITIL based Managed services framework for Existing Production service is captured in the figure below:



7. Offboarding

Knowledge & Asset Transfer: We hand over all technical documentation & conduct live handover sessions

Credential Revocation: Revocation of encryption keys and role credentials to prevent unauthorized access.

Final Project Closure Report: A closing workshop to address any remaining "edge case" troubleshooting questions before the final service sign-off.

No vendor lock-in mechanisms are applied, unless agreed at contract stage

8. SLAs & Service Levels

Boomi Customer Care Support Plans

To accommodate your application integration and data management needs, Boomi provides multiple levels of support.

Priority	Basic Support	Initial Response	Incident (Workaround) Resolution*	Problem Resolution**	SLA Target %
P1	Critical: A complete business down situation or single critical system down with high financial impact	≤ 1 Business Hour	≤ 4 Business Hours	2 Business Days	90%

P2	High: A component of the company's ability to operate is affected. Some of the aspects of the business can continue, but it's a major problem	≤ 2 Business Hours	≤ 8 Business Hours	3 Business Days	90%
P3	Moderate: The company's core business is unaffected, but an issue is affecting one or more people, there might be workarounds available.	≤ 1 Business Day	≤ 3 Business Days	5 Business Days	90%
P4	Low: - Minor or cosmetic fault (does not impact the capability or functionality of the system or service) - Small number of users impacted; - All Service Requests	≤ 1 Business Day	≤ 5 Business Days	As agreed	90%

9. Shared Responsibility Model

Area	Supplier Responsibility	Buyer Responsibility
Platform account and licences	NA	Procurement, integration & deployment

Environments	NA	Production & Non-Production env provisioning
Platform availability	Uptime, patching, monitoring	Access approvals
Identity & access security	NA	Zero Trust, RBAC, encryption
Incident Management	Bug fixing, incident & problem resolution	Incident Logging, communicating for P1/ P2 incidents as agreed
Reporting	Monthly report preparation & distribution	Review & feedback
Change control	Managed maintenance windows	Change sign-off

10. Service Boundaries

- Excludes software development, unless Change request (CR) is raised
- L1 support unless specifically requested

11. Accessibility & Compliance

- In line with the UK GDPR & NCSC guidelines and principles
- ISO certified data best practices ensuring confidentiality, integrity and availability with strong, standardised end-to-end Encryption, enforced at rest and in transit where appropriate
- Zero Trust role provisioning

This service is delivered under the terms of the G-Cloud 15 Framework Agreement and the Call-Off Contract.