



Service Definition Document

Multi-Cloud Migration Planning & Consulting Services

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

1. Service Definition

Our **Multi-Cloud Migration Planning & Consulting Service** provides an objective, vendor-neutral framework for designing and sequencing complex cloud transitions. Leveraging our **strong engineering workforce** with deep expertise in AWS, Azure, and Google Cloud, we assist public sector organisations in navigating the complexities of multi-cloud environments.

We utilise a **TOGAF-aligned methodology** to conduct "As-Is" discovery, identifying technical debt and cross-platform dependencies. Our consultants perform comprehensive **Cloud Gap Assessments** to determine the optimal placement for workloads based on security, cost, and functionality.

We specialise in **designing Inter-Cloud Connectivity**, unified governance models, and strategic roadmaps that ensure a risk-mitigated journey. By focusing on **interoperability and portability**, we empower buyers to leverage the unique strengths of multiple cloud providers while maintaining a cohesive security posture and avoiding proprietary vendor lock-in.

2. Features

1. **Strategic Alignment:** TOGAF-aligned architecture for robust cloud-first digital transformation.
2. **Capability Mapping:** Analyse & map "As-Is" and "To-Be" states.
3. **Gap Resolution:** Perform professional gap assessments to select right hosting.
4. **Architecture Design:** Create expert blueprints for Public, Private, Hybrid clouds.
5. **Phased Road-mapping:** Prioritise mission-critical migration workloads for strategic delivery.
6. **Risk Mitigation:** Conduct comprehensive assessments ensuring data security, service continuity.
7. **Legacy Assessment:** Audit on-premise infrastructure to determine specific cloud-readiness scores.
8. **Vendor Neutrality:** Provide independent advisory for best-fit software, hosting selection.
9. **Financial Modelling:** Perform cost-benefit analysis, FinOps planning for cloud consumption.
10. **Governance Frameworks:** Establish secure guardrails for cloud-operating models.

3. Key Service Benefits & Outcomes

1. **Minimised Downtime:** Ensure seamless service continuity during complex cloud transitions.
2. **Optimised Spend:** Reduce infrastructure costs through FinOps and consumption planning.
3. **Faster Modernisation:** Digital transformation fuelled by high-value, cloud-ready workloads.
4. **Reduced Risk:** Mitigate migration failures using proven TOGAF-aligned architectural frameworks.
5. **Enhanced Agility:** Rapid scaling by moving to flexible cloud-native environments.
6. **Data Sovereignty:** Maintain strict compliance, security during cross-border data migrations.
7. **Legacy Longevity:** Extend legacy system utility by connecting to the cloud.
8. **Informed Decision-Making:** Use data-driven readiness scores to guide migration choices.
9. **Vendor Flexibility:** Avoid proprietary lock-in with neutral, multi-cloud architectural designs.
10. **Operational Readiness:** Establish clear governance models for Day 1 operations.

4. Pricing Model

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

Typical Onboarding Component includes:

Lead Architect Assignment: We assign a Multi-Cloud Lead with certifications across major cloud platforms.

Governance Workshop: We establish the "Cloud Decision Matrix"—the criteria used to decide which workload goes to which cloud.

Secure Access Setup: Establishing federated identity access across the Buyer's target cloud tenants.

Stakeholder Alignment: Mapping the business goals of different departments to the specific capabilities of the multi-cloud architecture.

6. Onepoint Implementation Approach

We follow a 4-phase methodology to ensure a low-risk, high-performance migration:

Phase 1: Multi-Cloud Strategy & Audit: We audit your entire estate to determine which workloads are best suited for specific clouds (e.g., Data in Snowflake, Apps in Azure, AI in AWS).

Phase 2: Unified Architecture Design: We design the "Global Landing Zone"—a governance layer that sits across all chosen providers, ensuring consistent IAM (Identity & Access Management) and security policies.

Phase 3: Migration Sequencing: We create a "Wave Plan" that accounts for cross-cloud latency and data egress costs, ensuring that dependent services are migrated in a logical, cost-efficient order.

Phase 4: Governance & Monitoring: We implement multi-cloud cost-tracking tools, ensuring the Buyer can monitor and optimise spend across all platforms from a single pane of glass.

7. Offboarding

IaC & Documentation Handover: Transfer of all **Terraform/CloudFormation** scripts, architectural diagrams and operational runbooks.

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Portable Asset Delivery: We hand over all architectural designs and **Terraform/Pulumi** scripts in provider-agnostic or modular formats.

Exit Strategy Documentation: We provide a specific "Exit Roadmap" for each cloud provider to ensure the Buyer can migrate *out* or *between* clouds in the future.

Knowledge Transfer: Final workshops on managing multi-cloud complexity and inter-cloud networking.

Credential Purging: Full revocation of our administrative access across all cloud tenants and secure data deletion per ISO 27001.

8. Shared Responsibility Model

Area	Supplier Responsibility (OnePoint)	Buyer Responsibility (Public Sector)
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Cloud Placement Strategy	Performing objective "Cloud Gap Assessments" to match workloads to the optimal provider (AWS/Azure/GCP).	Providing business-critical requirements and finalising the "Multi-Cloud Decision Matrix."
Inter-Cloud Architecture	Designing secure, low-latency networking and identity federation (SSO) across multiple cloud tenants.	Approving cross-cloud networking costs and providing access to existing DNS/Domain controllers.
Unified Governance	Designing consistent security guardrails and tagging policies that apply across all cloud platforms.	Defining the internal compliance standards (e.g., GDPR, Cyber Essentials) for each data type.
Migration Roadmap	Sequencing the migration waves to account for cross-cloud dependencies and data egress risks.	Managing organisational change and ensuring internal app owners are available for discovery workshops.

9. Service Boundaries

- Excludes bespoke software development
- Excludes standalone penetration testing
- Excludes end-user helpdesk/ticketing support

10. 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.