

G-CLOUD SERVICE DESCRIPTION

CLOUD SUPPORT SERVICES

INTRODUCTION

i15 is a consultancy, and solutions partner, founded by a dedicated group of IT professionals with a collective 80+ year track record of successfully designing, engineering, integrating and supporting IT systems in top tier financial services, telecommunications and government offices.

Experience from all sides of design and governance processes means we are well placed to understand and navigate the challenges associated with the adoption of new systems, lifecycle management of existing and maintenance of legacy technology in a demanding environment.

Independent and technology agnostic, we appreciate that change is the only constant. As technologies, requirements, delivery models, and organisational structures evolve, so too must IT service delivery. What's right for one client might not be optimal for all; i15 will work with you to understand your organisation, operating model and goals.

Delivering the skills required to achieve a stable, scalable and supportable infrastructure with professional resources across all disciplines, the team have a background in executing against challenging requirements that allow i15 to deliver an agile, cost efficient service tailored to your needs and timescales.

SERVICE DESCRIPTION

i15 offer support services for your cloud environments including, integration, delivery and on-going management. This includes support for IaaS, PaaS and SaaS implementations covering private cloud, public cloud and hybrid cloud environments.

SERVICE FEATURES

- ITIL
- Operations Management
- Service Strategy
- Service Transition
- Service Improvement
- Service Management
- Service Desk
- Service Design

SERVICE BENEFITS

- Optimised Operational Management
- Service Level Definition and Reporting
- Process Design and Improvement
- Operational Procedures and Runbook Creation

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- Increased agility and efficiency
- Increased reliability of service
- Improved security and availability

i15 CREDENTIALS AND METHOD OF OPERATION

We are a specialist consultancy that has drawn from the top IT professionals in their field. The team have a combined 80 years plus of IT experience that covers financial services, telecoms, government and manufacturing.

i15 brings a no nonsense, delivery-focused, common sense approach to understanding your requirements and delivering against them in the most cost and time efficient manner for your organisation and the people within it.

i15 are not affiliated to any vendors and therefore are commercially un-biased in the recommendation of technology and product choices. This means the i15 are focused on delivering a solution tailored to your needs rather than framing your problem to suit the solution they are selling.

The option of fixed price, outcome-based engagements means you can confidently control your costs and project timescales.

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