



GCloud 15 Service Definition

Cloud Operations & Management

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Service Description



Cloud Operations & Management

Service Definition

Comprehensive cloud operations delivering 24/7 monitoring, management and optimisation of cloud environments. We provide incident management, performance tuning, capacity planning and automated remediation through SRE practices. Our ITIL-aligned service ensures availability, reliability and efficiency whilst reducing operational overhead through automation, proactive monitoring and continuous improvement of your cloud infrastructure.

Features & Benefits

Features

- 24/7 cloud infrastructure monitoring and alerting
- Incident management with automated response workflows
- Performance optimisation and capacity planning services
- Site Reliability Engineering (SRE) implementation
- Backup, disaster recovery and business continuity
- Service desk with cloud-certified engineers
- Automated patching and vulnerability management
- Configuration management and compliance monitoring
- Service integration and management (SIAM) delivery
- Continuous improvement through operational analytics

Benefits

- Achieve 99.99% uptime with proactive monitoring
- Reduce incident resolution time by 70%
- Lower operational costs through intelligent automation
- Free internal teams for strategic initiatives
- Ensure business continuity with tested recovery
- Meet SLA requirements with guaranteed response times
- Improve user satisfaction through reliable services
- Reduce manual tasks by 80% through automation
- Maintain continuous compliance with automated checks
- Scale operations seamlessly with demand changes



02

About Us





About i10

We exist to help clients to be the best they can be.

Our ecosystem was established to unleash the power of data, digital and technology to help transform the UK public sector.

Introductions

Be Your Best

Our consulting engagements are all about outcomes.

You may need to improve, transform, digitalise, rationalise, maximise, grow, save, re-design, increase efficiency, become more effective, optimise, reduce risk, re-imagine the business or a function, increase security, improve organisational resilience, leverage cloud or reset your vision, mission, roadmap and/or strategy.

Whatever your outcome, we tailor our approach, using proven techniques and specialist experts to deliver real and lasting solutions to business issues and challenges, helping good clients to become even better.

2006

Almost 20 years

Transforming public sector clients

GDS

User-Centric

We use GDS-aligned techniques



Social Value

Making a real difference to clients and the community

**DD&T
P&P**

End to End Transformation

Covering People, Process, Technology, Data & Digital



Knowledge Transfer

Additional value through coaching & upskilling



Collaborative

Highly transparent, engaging and collaborative approach

i10 Ecosystem Overview

-  We specialise in all aspects of digital, data, technology, people, process and cultural transformation
-  We achieve this by using an ecosystem approach - giving our clients access to the very best experts & specialists (many of whom are SMEs)
-  It's about giving our clients what they need - working to your outcomes, not our own



i10 Ecosystem - Tech specialisms & partnerships





How we like to operate

-  Openly, transparently, collaboratively - we call it 'working out loud'
-  As an extension of your team - working to your ends and outcomes, not our own
-  Transferring knowledge and upskilling throughout - focusing on making a positive and lasting impact

We also offer our **Hive Mind** of experts - drawn from across our ecosystem - to work with you and solve your most complex challenges - in the right way for you. The Hive Mind comprises different expertise depending on the challenge to be solved, and leverages our broad and deep capability and experience in all aspects of transformation: digital, data, technology, people, process, cultural and structural

Hive Mind



Cloud Transformation

User-centric, agile delivery

Our services are aligned with:

- GDS Service Manual
- Technology Code of Practice
- HMG Cyber Security Principles
- Gov.uk
- NCSC Cloud Security Principles
- WCAG 2.1AA Accessibility Standards





BE YOUR BEST