



GCloud 15 Service Definition

Cloud Support & Advisory Services

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Service Description



Cloud Support & Advisory Services

Service Definition

Independent expert advisory providing strategic guidance, technical assurance and troubleshooting support for cloud initiatives. We deliver vendor-neutral recommendations, solution validation, best practice implementation and rapid problem resolution. Our certified consultants offer on-demand expertise, helping navigate complex decisions, resolve critical issues and ensure successful cloud adoption whilst maintaining objectivity and technical excellence.



Features & Benefits

Features

- Strategic cloud advisory and roadmap validation
- Independent technology selection and vendor assessment
- Solution architecture review and assurance
- Best practice implementation and compliance guidance
- Critical incident troubleshooting and root cause analysis
- Performance tuning and optimisation recommendations
- Technical health checks and maturity assessments
- Business case development and investment validation
- Exit strategy and transition planning support
- On-demand expert consultation and mentoring

Benefits

- Make informed decisions with independent expertise
- Avoid costly mistakes through expert validation
- Resolve critical issues within hours not days
- Reduce vendor lock-in with neutral advice
- Ensure compliance with industry best practices
- Optimise cloud spend with expert recommendations
- Accelerate problem resolution by 60%
- Build confidence in technology investment decisions
- Meet GDS spend control requirements effectively
- Access expertise without long-term commitments



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