

Google Cloud Managed Services

Service Definition G-Cloud 15

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Phillip Wigg | Director
phil@makecloud.com | (0) 203 637 8933
www.makecloud.com

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About MakeCloud

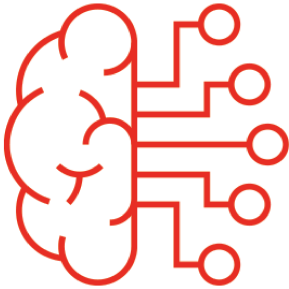
MakeCloud is a DevOps and cloud consultancy based in Harpenden, UK.

Although we are vendor-agnostic, we are proud of our partnerships. We are an AWS Partner, a Google Cloud Partner and a Datadog Implementation Partner.

Our team of professional cloud architects, engineers, and security professionals have years of experience across a wide range of technologies and industry verticals. There isn't much we haven't seen before, so we're likely to have already a battle-tested solution ready to go – no matter your challenge.



Our Approach



Pragmatic

We focus on the business value of our solutions, whether increasing agility, reducing costs, or improving security. We are not tied to any particular vendor or technology, so we can deliver efficient, effective technical solutions with tangible benefits.



Strategic

We are mindful that our DevOps and cloud solutions must fit into the bigger picture of your organisation's overall technical strategy and objectives. If you'd like help defining those objectives, we can help there, too.



Secure

We put security first, always. When delivering a solution, we don't take shortcuts that compromise the security of your cloud infrastructure, applications or data. We're passionate about building security into every level of your application architecture.

Service Description

MakeCloud provides expert Google Cloud Managed Services to help businesses run more efficiently, securely, and cost-effectively.

MakeCloud's services are available remotely or on-site.



Key Service Features

- Access to Google Cloud certified engineers and senior cloud consultants.
- Proactive monitoring and alerting across your full Google Cloud Platform.
- Centralised management of Google Cloud resources and configurations.
- Google Cloud cost optimisation, cost management and cost-reduction recommendations.
- 24/7 incident detection and operational oversight.
- Regular Google Cloud security assessments and compliance checks.
- Performance tuning for critical applications and infrastructure.
- Google Cloud support tailored to changing business requirements.

Key Service Benefits

- Reduces operational burden and frees internal teams.
- Enhances Google Cloud security with continual monitoring and compliance checks.
- Improves system reliability through proactive oversight.
- Lowers Google Cloud costs through structured optimisation and usage management.
- Minimises downtime with rapid issue detection and response.
- Strengthens resilience through managed backups and recovery planning.
- Provides clear visibility with regular Google Cloud reporting.
- Supports business growth with scalable Google Cloud management.

Pricing Structure

MakeCloud's pricing for all G-Cloud 15 services will be structured on a time and materials charging model and will be based on the applicable SFIA (Skills for the Information Age) rate card, which is available as a separate document published on G-Cloud 15, Digital Marketplace.

MakeCloud will work with you to ensure the level of support and team structure that will most benefit your company's needs and provide the greatest value in achieving your DevOps and Cloud objectives.

Security Procedures

MakeCloud takes security and compliance very seriously. We adhere to industry-leading best practice frameworks to help ensure environments are safe, secure, and scalable to meet business needs.

Our security procedures include:

- Staff screening for consultants and engineers.
- MakeCloud will obtain Government security clearance up to SC level for required projects.
- Secure working environment for all projects.
- Data will be handled according to GDPR standards.

On-boarding & Off-boarding

During the onboarding stage, a MakeCloud Consultant will be assigned and provide consistent updates throughout the process to maintain clear communication, ensure project deliverables are met, and drive future development.

A MakeCloud Technical Lead will evaluate the current environment and assess areas for optimisation. Where required, MakeCloud will collaborate with existing engineering teams to ensure relevant knowledge is transferred to aid development and /or appoint a MakeCloud engineer to carry out the required services.

Our off-boarding process will include full knowledge transfer and operational best practice advice. MakeCloud will provide a full handover with all relevant IP and technical information transferred. The MakeCloud team will remain available to support future development and projects.

Tiered Service Levels

- Level 1: Technical Lead
- Level 2: Consultant
- Level 3: Director

Why Choose MakeCloud?

MakeCloud is a team of cloud architects, engineers, and security professionals with years of experience in a wide range of technologies and industry verticals.

At MakeCloud, our mission is to help customers make DevOps & cloud their strategic advantage, resulting in greater efficiency, product quality and competitiveness.

- Vendor-certified engineers across a variety of applications
- Collaborative, pragmatic and business-focused consultants
- Vendor-agnostic
- Security and compliance come first, always.

Our DevOps and cloud engineers have years of experience with a wide range of technologies and application stacks. Our pragmatic approach means we can deliver real value quickly, no matter where you are on your DevOps or cloud journey.





Philip Wigg | Director

E: phil@makecloud.com

T: +44 (0) 20 3637 8933

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