



SERVICE DEFINITION DOCUMENT

*Managed Application &
Data Support Services*

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1. Purpose of this Document

This document provides comprehensive information about Cranmore Consulting's Managed Application & Data Support Services and defines how these services are delivered to UK public sector organisations.

This Service Definition is required as part of Cranmore's listing on the G-Cloud 15 framework and conforms to the requirements specified in the Crown Commercial Service's guidance on service definition documents.

These services are designed for central government departments, local authorities, NHS organisations, and other public bodies seeking comprehensive application lifecycle management, proactive monitoring, and ongoing support services.

2. Service Description

2.1 Overview

Cranmore's Application and Data Support Services provide structured, reliable support for live applications and data services, helping organisations maintain stability, security, and usability across their application estate.

The service focuses on application support and maintenance, including incident resolution, minor fixes, configuration support, and lifecycle assistance, delivered in line with agreed support arrangements. Support activities are designed to minimise disruption, support service continuity, and provide timely resolution of issues impacting users or business operations.

Cranmore brings experience supporting applications across health, local government, and central government environments, working collaboratively with Buyers to understand application context, usage patterns, and operational priorities.

Our support services can be tailored to Buyer needs, including shared or dedicated support resources, agreed support hours, and defined scope. Where required, Cranmore supports transition into live service and ongoing handover to Buyer teams, ensuring continuity and knowledge retention.

2.2 Service Components

Managed application and data support services include:

- **Application support and incident management:** Support for live applications, including incident logging, triage, resolution, and communication, aligned to agreed support arrangements.
- **Application knowledge and continuity:** Dedicated support resources developing and maintaining knowledge of supported applications to ensure consistent, reliable support.
- **Change and maintenance support:** Support for minor application changes, fixes, and maintenance activities, delivered in line with agreed priorities and release approaches.
- **Application lifecycle support:** Support across application lifecycle stages, including transition to live service, steady-state support, and end-of-life planning.
- **Configuration and environment support:** Support for application configuration and environment consistency to aid stability and troubleshooting.
- **Flexible support models:** Support options tailored to Buyer needs, including shared or dedicated resources, agreed scope, and support hours.
- **Secure-by-design support practices:** Support activities delivered with appropriate security and data protection considerations.

2.3 Service Benefits

Organisations engaging Cranmore for Managed Application & Data Support Services realise significant operational advantages:

- **Reliable application support:** Timely incident resolution and maintenance activities help maintain service stability and minimise disruption to users.
- **Operational continuity:** Structured support processes support consistent application operation and continuity across live services.
- **Improved user experience:** Effective support and clear communication help address user issues quickly and support adoption of live applications.
- **Reduced operational risk:** Support-led identification and resolution of issues help reduce the likelihood of recurring incidents and service disruption.
- **Flexible support models:** Support arrangements tailored to Buyer needs, including agreed scope, support hours, and resourcing options.
- **Knowledge retention and continuity:** Dedicated support resources build and maintain application knowledge, supporting faster issue resolution and reduced dependency on individuals.
- **Secure support practices:** Support activities delivered with appropriate security and data protection considerations.

3. Delivery Approach

3.1 Service transition

Transition to managed support follows structured approach:

- **Knowledge transfer** – Comprehensive documentation review and knowledge transfer from existing teams
- **Parallel operation** – Parallel running period with existing support arrangements ensuring continuity
- **Monitoring setup** – Monitoring and alerting configuration with threshold tuning
- **Process establishment** – Support process implementation and team training
- **Service validation** – Service validation confirming all support capabilities operational

3.2 Ongoing support operations

Managed support operations provide consistent, high-quality application management including proactive monitoring, incident management, problem management, change management, performance optimisation, security patching, user support, and regular service reviews with continuous improvement recommendations.

3.3 Service reviews

Automation deployment managed through phased approach:

- Regular operational reviews analysing incidents, performance, and trends
- Strategic reviews assessing alignment with business objectives
- Service planning defining improvements and capability enhancements
- Continuous feedback collection from users and stakeholders

4. Service Constraints

To support successful Managed Application & Data Support Services outcomes:

- **Application documentation:** Availability of application documentation, architecture diagrams, and support information supports effective issue resolution. Where required, Cranmore can support documentation creation or update.
- **Service level definition:** Cranmore works collaboratively with the Buyer to define appropriate support scope, priorities, and service levels based on business criticality and user needs.
- **System access:** Support effectiveness is enhanced by appropriate Buyer-provided access to applications and relevant operational information, subject to security controls.
- **Buyer engagement:** Regular Buyer participation in service reviews and feedback activities supports continuous alignment and service improvement.
- **Escalation and subject matter support:** Access to Buyer escalation contacts and subject matter expertise supports timely resolution of complex or business-critical issues.
- **Change and release governance:** Buyer involvement in change approval, validation, and release processes supports controlled and predictable application change.

5. Ongoing Support

5.1 Support Services

Cranmore provides comprehensive Managed Application & Data Support Services support:

- **Technical Account Manager** – Single point of contact for relationship management, strategic guidance, and escalations
- **Support Desk** – Enhanced support models, including extended-hours or 24/7 support, may be available where agreed as part of the call-off
- **Email and Ticketing** – Incidents raised via dedicated Atlassian helpdesk (support@cranmoreconsulting.com) with 2-5 hour response during business hours (Monday-Friday)
- **Web Chat Support** – Available 9am-5pm UK time, Monday-Friday at additional cost where required
- **Hypercare** – Post-deployment enhanced support with proactive monitoring
- **ITIL Service Management** – Professional incident, problem, and change management processes

5.2 Support Response Levels

Incident response based on business impact:

- **Priority 1 (Major Impact):** 15 minutes response, 6 hours resolution target
- **Priority 2 (High Impact):** 1 hour response, 8 hours (one working day) resolution target
- **Priority 3 (Moderate Impact):** 4 hours response, 3 working days resolution target
- **Priority 4 (Minor Impact):** 1 day response, 10 working days resolution target

6. Security and Compliance

6.1 Security Accreditations

Cranmore maintains:

- **ISO 27001** – International standard for information security management
- **Cyber Essentials Plus** – Independently verified cyber security controls
- **Security Clearance (SC)** – Key personnel hold UK Security Check clearance enabling work with OFFICIAL and OFFICIAL-SENSITIVE data

6.2 Managed support security

All managed support operations comply with security best practices including secure access controls, encrypted communications, audit logging, security patch management, vulnerability monitoring, and incident response procedures. Regular security reviews ensure ongoing compliance with UK public sector security requirements.

7. Pricing

Managed application support services priced based on scope and service levels:

- **Managed Service Fee:** Fixed monthly or annual fee based on supported applications and service levels
- **Additional Services:** Available for enhancements and project work
- **Payment Terms:** Monthly invoicing in advance; 30-day payment terms

See pricing documents for more information.

8. Contact Information

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