



SERVICE DEFINITION DOCUMENT

*Managed Cloud &
Application Operations
(Azure & AWS)*

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1. Purpose of this Document

This document provides comprehensive information about Cranmore Consulting's Managed Cloud & Application Operations 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 managed services for cloud infrastructure and applications running on Microsoft Azure and Amazon Web Services (AWS), including proactive monitoring, incident management, performance optimisation, security management, and continuous improvement.

2. Service Description

2.1 Overview

As a Microsoft Solutions Partner and AWS Partner, Cranmore delivers comprehensive managed operations services for cloud infrastructure and applications across Azure and AWS platforms.

Cranmore is an official Microsoft Solutions Partner for Digital & App Innovation (Azure), recognised for our capability to deliver a wide range of Azure-specific services, particularly those required within the public sector, transport, and utilities.

These include:

- AI and Machine Learning on Microsoft Azure
- Building and Modernize AI Apps with Microsoft Azure
- Intelligent Automation
- DevOps with GitHub on Microsoft Azure
- Hybrid Cloud Infrastructure with Microsoft Azure Stack HCI
- Microsoft Low Code Application Development
- Migrating Enterprise Applications to Microsoft Azure
- Kubernetes on Microsoft Azure

Our managed service ensures optimal availability, performance, security, and cost-efficiency through proactive monitoring, automated remediation, and continuous optimisation. We manage the complete application and infrastructure lifecycle including FinOps from deployment through ongoing operation, enhancement, and decommissioning.

Our managed operations approach combines ITIL-based service management with DevSecOps practices and cloud automation. We provide tiered support from first-line incident response through third-line specialist resolution, with clearly defined SLAs ensuring rapid response and resolution. Proactive monitoring identifies and resolves issues before they impact users, whilst performance analytics drive continuous optimisation and capacity planning.

Cranmore's experienced operations teams include certified Azure specialists and AWS partners, application support engineers, security analysts, and DevOps professionals. ISO 27001 and Cyber

Essentials Plus certifications ensure security throughout managed operations. Our proven public sector experience ensures compliance with regulatory requirements whilst delivering exceptional service quality and value.

2.2 Service Components

Managed Cloud & Application Operations services include:

- **Service and account management:** Named service or technical account management providing coordination, communication, and escalation.
- **Cloud and hybrid application support** - Support for live cloud and hybrid applications, including incident triage, issue resolution, and coordination with application owners, delivered under agreed support arrangements.
- **Monitoring and operational insight:** Monitoring of cloud platforms and applications to support incident detection and visibility of performance and usage trends.
- **Incident and problem management:** Incident handling and investigation of recurring issues to support service stability.
- **Change, release, and configuration support:** Support for controlled changes and configuration management aligned to agreed governance processes.
- **Security and resilience operations:** Operational support delivered with security, backup, and resilience considerations aligned to agreed responsibilities.
- **Service reporting and reviews:** Regular reporting and service reviews providing transparency, trend insight, and improvement recommendations.

2.3 Service Benefits

Organisations engaging Cranmore for managed cloud and application operations realise substantial advantages:

- **Operational support** - Support services delivered during agreed support hours, with enhanced or extended-hours options available where agreed.
- **Experienced cloud operations** - Cloud operations delivered by experienced teams with Azure and AWS expertise.
- **Service stability and continuity** - Structured operational processes supporting stable and reliable cloud and application services.
- **Security-aware operations** - Operational practices informed by security and data protection requirements, aligned to cloud provider best practice.
- **Cost visibility and control** - Improved visibility of cloud usage and cost drivers to support informed cost management decisions.
- **Scalable operations** - Operational support that can scale in line with changing demand and usage patterns.
- **Operational transparency** - Reporting and service reviews providing visibility of service performance and operational trends.
- **Continuous service improvement input** - Identification of improvement opportunities and recommendations through regular service review activities.

3. Delivery Approach

3.1 Service Transition

Managed operations commence with structured transition ensuring smooth handover, including:

- Service design workshop defining scope, SLAs, escalation procedures, and success criteria

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- Knowledge transfer comprehensive documentation review and handover from existing teams
- Service validation confirming all monitoring, alerting, and support processes operational

3.2 Ongoing Operations

Day-to-day managed operations provide comprehensive support and management:

- Incident response rapid triage, diagnosis, and resolution following ITIL processes
- Performance analysis review identifying optimisation opportunities
- Capacity monitoring tracking usage trends and alerting on approaching thresholds
- Backup verification regular validation of backup success and recovery procedures

3.3 Service Reviews

Regular service reviews ensure ongoing service quality and improvement:

- Strategic reviews assessing alignment with business objectives and roadmap
- Planning defining improvements, capability enhancements, and investments
- Continuous improvement identification of automation opportunities and process enhancements

4. Service Constraints

To support successful Managed Application & Data Support Services outcomes:

- **Environment access:** Timely Buyer-provided access to relevant cloud environments and applications supports effective operational support, subject to agreed security control
- **Access management:** Cranmore works with Buyer to establish appropriate access controls and permissions
- **Documentation:** Availability of application documentation and architecture information supports effective issue resolution and service continuity
- **Escalation support:** Access to Buyer escalation contacts supports timely decision-making for business-critical issues
- **Engagement:** Regular Buyer involvement in service reviews and change approvals supports optimal outcomes
- **Planning collaboration:** Where required, Buyer involvement in capacity planning and optimisation decisions maximises benefits

5. Ongoing Support

5.1 Support Services

Cranmore provides comprehensive managed operations support:

- **Account Management** – Technical Account Manager single point of contact for service management
- **Support Desk** – Enhanced support models, including extended-hours or 24/7 support, may be available where agreed as part of the call-off
- **Ticketing System** – Email and ticketing via Atlassian helpdesk for non-urgent queries
- **Regular Reporting** – Monthly service reports with performance metrics and trend analysis
- **Professional Service Management** – ITIL-based service management with defined processes and SLAs

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 cloud 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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G-Cloud 14 Listing

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