



Service Definition: SAP Cloud Migration & Implementation

1. Service Overview

This service provides comprehensive professional support for the transition of legacy SAP environments to modern cloud architectures. We specialize in the end-to-end delivery of migration projects for S/4HANA, SAP RISE, and hyperscaler deployments including Microsoft Azure and Amazon Web Services. Our delivery model is designed to ensure technical rigor, security compliance, and minimal operational disruption for public sector organizations.

2. Implementation Methodology

We utilize the SAP Activate framework to govern all implementation and migration activities. This structured methodology ensures that projects are delivered through a series of defined phases, each with specific quality gates and deliverables.

3. Technical Migration Pathways

The service supports multiple technical transition paths depending on the organizational requirements and the current state of the SAP landscape. This includes Greenfield implementations for organizations seeking to adopt standard processes, Brownfield conversions for those retaining historical data and custom logic, and Selective Data Transition for complex landscape consolidations.

4. Resource Model and Governance

Every engagement is overseen by a dedicated Technical Account Manager and a Lead Architect based in the UK. We employ a hybrid delivery model where strategic design and security-sensitive tasks are handled by UK-based consultants cleared to BPSS or SC level. Routine technical configuration and development activities are supported by our offshore technical center. This approach ensures high-quality oversight while providing a cost-effective median day rate for the buyer.

5. Security and Compliance Framework

All migration activities are conducted in alignment with NCSC Cloud Security Principles. We implement robust security protocols, including encrypted data transfer, secure remote access via buyer-approved methods, and comprehensive audit logging. Our personnel follow strict data protection guidelines to ensure that all migration activities remain compliant with UK GDPR and departmental security standards.



6. Training and Knowledge Transfer

To ensure long-term sustainability, we incorporate structured knowledge transfer into the project lifecycle. This includes administrator enablement for internal IT teams and train-the-trainer sessions for functional leads. At the conclusion of the migration, we provide a complete set of as-built documentation, including technical architecture diagrams and configuration records.

7. Onboarding and Offboarding

The onboarding process involves a five-day initialization phase focused on system access and stakeholder alignment. Offboarding occurs following the four-week hypercare period, during which we conduct a formal service transition. This ensures that the newly migrated system can be managed effectively by the internal team or transitioned seamlessly into a steady-state managed service.