
Managed Cloud Support Service

Service Description

G-Cloud 15 – Lot 3: Cloud Support Services

Spirit UK Managed Services Ltd

1. Service Overview

Spirit UK Managed Services Ltd provides a comprehensive Managed Cloud Support service designed to deliver reliable, secure, and well-governed cloud and hybrid IT operations for UK public-sector and third-sector organisations.

The service covers the ongoing operational management of Google, Microsoft Azure, Microsoft 365, private cloud, and hybrid environments, including monitoring, alerting, incident response, patching, backup oversight, security management, governance reporting, and continual service improvement. We can also provide support for other providers such as Google.

Spirit UK's approach is pragmatic, security-focused, and partnership-led. We take responsibility for the day-to-day running of cloud services, allowing internal teams to focus on organisational objectives rather than operational burden.

2. Service Objectives

The objectives of the Managed Cloud Support service are to:

- Maintain stable, secure, and resilient cloud services
 - Minimise operational disruption and service downtime
 - Protect data integrity and confidentiality
 - Improve security posture and regulatory compliance
 - Provide predictable service levels and transparent reporting
 - Support long-term improvement through structured governance and roadmap planning
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3. Scope of Service

3.1 Cloud Platforms Supported

- Microsoft Azure
- Microsoft 365 (Exchange Online, SharePoint, OneDrive, Teams)
- Private cloud platforms
- Hybrid cloud environments

3.2 Core Service Components

Monitoring, Alerting & Incident Response

- Continuous monitoring of in-scope services and systems
- Automated and manual alerting
- Tier 1–3 incident response and escalation
- Incident triage, communication, and resolution tracking

Performance & Capacity Management

- Performance monitoring and trend analysis
- Capacity planning and optimisation recommendations
- Identification of bottlenecks and degradation risks

Patch Management & Maintenance

- Operating system patching and updates
- Security updates and vulnerability remediation
- Certificate lifecycle management
- Controlled maintenance windows agreed through change management

Backup & Recovery Oversight

- Backup monitoring and health checks
- Restore assistance and validation support
- Disaster recovery readiness reviews (where applicable)

Security & Compliance

- Endpoint and cloud security configuration support
- Identity and access management controls
- Alignment with Cyber Essentials and NCSC guidance
- Data protection practices aligned to UK GDPR and ICO expectations
- Optional vulnerability scanning and phishing awareness support

Governance & Reporting

- SLA and KPI tracking
 - Monthly service reporting
 - Incident, patching, and security summaries
 - Continual service improvement recommendations
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4. Migration & Onboarding Approach

Spirit UK uses a structured onboarding and migration methodology designed to ensure minimal disruption and maintain data integrity throughout transition.

Typical Onboarding Stages

Discovery & Planning

- Audit of existing systems, content, permissions, and dependencies
- Definition of scope, risks, and success criteria

Environment Preparation

- Creation of security groups and governance controls
- Configuration of monitoring and alerting baselines

Migration & Transition

- Secure migration using approved tools and automation
- Re-establishment and validation of permissions
- Reconfiguration of integrations such as Microsoft Teams

Testing & Validation

- Post-migration validation checks
- User acceptance support
- Go-live readiness confirmation

5. Service Levels

Service levels are agreed in the Call-Off Contract or Statement of Work. Typical response targets are:

Priority	Example	Target Response
Critical	Major outage or security incident	30 minutes
High	Degraded service affecting multiple users	1 hour
Medium	Single-user or non-critical issue	4 hours
Low	Minor request or query	Next business day

Resolution times are dependent on issue complexity, third-party dependencies, and customer approvals.

6. Customer Responsibilities

To enable effective service delivery, customers are expected to:

- Provide timely access, credentials, and approvals
 - Maintain underlying vendor and cloud subscriptions
 - Nominate authorised contacts for escalation and approvals
 - Participate in change management and maintenance planning
 - Maintain accurate user and asset information
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7. Pricing Summary

Pricing is transparent and predictable:

- Managed Cloud Support: £35 per user / seat per month
- Professional Services: £850 per day

Cloud platform consumption costs and third-party licences are excluded unless explicitly stated in the Statement of Work.

8. Why Spirit UK

- Proven experience supporting public-sector and third-sector organisations
 - UK-based engineers with strong security focus
 - Vendor-neutral, client-first approach
 - Pragmatic cybersecurity aligned to real-world risk
 - Clear communication, accountability, and reporting
 - Flexible and scalable service model
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9. Values & Service Promise

Our Core Values

- Excellence, commitment, flexibility, agility, care, fairness, respect, and kindness

Our Promise

- A reliable long-term partnership
- Open and honest feedback
- Identification of efficiency opportunities
- High-quality service, products, and pricing
- Professional, courteous delivery at all times