



Putting people at the heart of digital evolution



| G-Cloud 15

Microsoft Managed Services

World-class managed IT services that fit flexibly around your business's exacting needs, enabling cost and productivity efficiencies.

CloudSource brings clarity and confidence to the public sector transformation

CloudSource is an award-winning GovTech business, trusted by UK & EU Central Government, Agencies, and Regulatory Organisations to deliver **Digital Transformation, Strategy, and Delivery Services**, bringing deep sector knowledge to modernise operating models and drive lasting results.

Working solely within the public sector, our domain knowledge of **Regulatory, Compliance and Transparency** business processes is our differentiator in the business and technology ecosystem.

We're a thought leader and Microsoft champion, enabling our clients to drive value through cutting-edge Microsoft cloud platforms, business applications, data, and AI that meet today's digital expectations of citizens.

For over a decade, we've been a results-driven SME partner, putting customer success at the heart of everything we do and consistently delivering results above and beyond.

What makes us different?



Domain Knowledge & Expertise



Digital, Data & Technology SME



Microsoft Solutions Partner



Referenceable Programme Successes



Agile and Flexible Delivery Model



Located in London, Edinburgh & Dublin



Service Description: Microsoft Managed Services

London-headquartered and award-winning, our Managed IT, Technical, and Consultancy Services are tailored to your organisation's unique needs, seamlessly extending your internal team. With a people-first approach and deep Microsoft cloud expertise, we deliver resilient, sector-focused digital operations, empowering you to focus on innovation and growth.

Change Requests

Add to system functionality, respond to change and embrace new system innovations.

24/7 Dedicated Helpdesk

Active monitoring & unlimited assistance for query resolution

Business Service Continuity

Boost efficiency and cut costs with scalable IT solutions.

Technical Support

Augmenting your existing helpdesk at the first, second and third line

Maintenance

Ongoing CPD Planning and Change Evidence Validation

Secure and Transparent

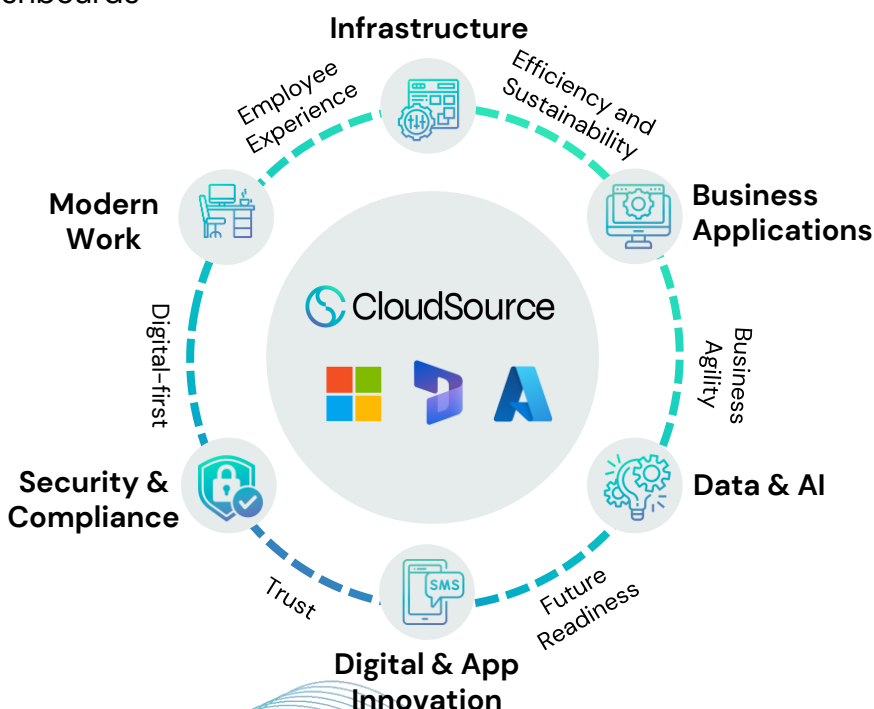
Simplified security infrastructure with access to real-time dashboards

Built-in longevity and continuous improvement

CloudSource delivers scalable, 24/7 managed IT services that keep your systems secure, efficient, and future-ready. From proactive monitoring to business continuity and technical support, we ensure seamless operations and peace of mind.

We work closely with our clients to understand their business goals, challenges and opportunities, and to design and implement tailored IT strategies that optimise their performance and productivity.

We're committed to providing high-quality customer service, proactive support and innovative solutions that help our clients achieve digital transformation and growth.



Service Level Agreement(SLA): Incident Priority Processing

The CloudSource standard SLA schedule is broken down into four tiers and is subject to Account Manager escalations or heightened support during business peaks.

P1 HIGH

- Complete stoppage of work for all users, and no other options or workarounds available for work to continue.
- A major function is not operational that impacts all users, and no other options or workarounds are available



First Response
1 hour



Target Resolution
4 working hours

P2 MEDIUM

- System is not operational for one or more users, and no other options or workarounds are available for work to continue.
- A major function is not operational that impacts some users, and no other options or workarounds are available



First Response
2 hours



Target Resolution
1 working day

P3 LOW

- A minor function of the system is not operational for one or more users, but they can continue to use other applications
- A user has questions about System functionality
- A user needs administrative assistance



First Response
8 hours



Target Resolution
3 working days

P4 LOWEST

- A minor issue which is inconvenient with very low or no visibility that has no direct impact on the application, users or revenue.
- The least critical of the issues



First Response
8 hours



Target Resolution
5 working days

Build-in Longevity and Continuous Improvement

Why choose our Managed Services

Throughout the digital transformation journey, we drive new digital services from vision to reality, moving them from the whiteboard to the front line, ready to be consumed across any channel, anytime, anywhere. These services can be a crucial ingredient in how your future business operates and serve as a hotspot for ongoing innovation.

Our London-based, award-winning Managed IT, Technical, and Consultancy Services are tailored to your organisation's unique needs, seamlessly extending your internal team. With a people-first approach, we deliver exceptional, sector-focused customer experiences that often surpass those of other providers. Leveraging deep Microsoft Cloud expertise and domain knowledge, we ensure your digital operations are always resilient and available, empowering you to focus on innovation and growth.

82% of organisations outsource IT to tap external expertise, reduce workload, and drive innovation.

How do we work?

At CloudSource, we believe in providing clients with a seamless, tailored experience. Our 4-step approach ensures your IT infrastructure is secure, optimised, and aligned with your business goals.

Consultation

We assess your digital infrastructure and processes to identify optimisation opportunities and support.

Line of Business Services

We pinpoint critical digital services that keep your organisation running and ensure continuity.

SLA Agreed Service

Clear response times and escalation paths, with delivery during UK business hours plus extended support.

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My team works closely with your business to swiftly resolve technical issues, maintain and update software, manage networks, ensure cyber security, and provide top-tier help desk support. We're dedicated to keeping your systems running smoothly so you can focus on what matters to your business.

Krishna Sanapala

Head of Managed Services

Features:

UK Microsoft Solution Partner Service	Continuous Service Improvement Built-in
Line-of-business Applications, Data and Platform Assurance	End-to-End Managed Service
Service Level Agreement based Delivery	Online Ticketing Portal
Service Transition to Business-as-Usual Continuity Team	UK Business Hours and 24x7 Coverage
Mirror Customer Working and Change Release Practices	Ongoing Licensing and Storage Support

Benefits:

Cost Optimisation of Managed Service	Continuous Improvement of the Service as it is Defined and Maintained
Secure Accredited Managed Service	Innovating New Ideas to Drive Better Outcomes for End Users
Tailored SLAs to Meet Client Service Requirements	Faster Resolution of Issues
Ability to draw upon a wide range of Skills as required	Change delivered based on the user needs
Scalable, Flexible Service with a Flexible Commercial Model to suit needs	Lessons Learnt Incorporated into Future Releases, Optimising Change Delivery

How we plan the service

We have focused on these areas to develop a compelling managed service offering that integrates with existing IT teams and supports current systems and infrastructure, enabling improved workforce productivity and customer engagement.

Our Managed Services are designed to keep systems running and reassure organisations that their key line of business systems remain available, reliable, secure, and effective. They are delivered using a combination of experienced and highly skilled technical team members, market-leading tools, and best-practice processes, all with a focus on customer service.

Professional Services Portfolio

CloudSource professional services include, but are not limited to:

Advisory



Transformation Advisory

Establish your vision, strategic goals, and future business models.

Delivery



Systems Architecture

Design “to be” technical architecture required by your future organisation.

Continuity



24/7 Helpdesk

Omnichannel Support and engagement that guarantees business continuity.



Programme Mobilisation

Implement governance, programme structure, and align stakeholders for a successful outcome.



Functional/ Business Analysis

Reimagine, rethink and redesign business processes and the ways of delivering business services.



Software Release Management

Future-proof your development investment and continuously improve your digital services.



Programme Management

Coordinate workstreams, oversee governance boards and control Budget & Risk.



Application Development

Extend and develop applications to meet the unique requirements of your organisation.



Environments Management

Implementation of Software Development Life Cycle (SDLC) infrastructure and data management.



Project Management

Maintain Plans, RAID, Stakeholders and product delivery, aligned to the Agile SCRUM framework.



Data and AI Engineering

Unlock intelligence, automate repeatable tasks and surface deep business insights & Data visualisation.



Licensing and storage

Cloud platform, software licensing, and storage optimisation and guidance.

Credibility



We are proud to partner with a range of public sector organisations, government departments, agencies, regulatory bodies, and local authorities.

Our technology and services support critical public services, helping drive innovation, efficiency, and digital transformation.

- Service, License Applications and Registrations
- Complaints and Enquiry Handling
- Casework, Concerns and Triage
- Transparency (FOI, DPA, EIR & GDPR)
- Fitness & Authorisation /Practice/Teach
- Disputes and Appeals

Recognition

CloudSource is proud to be recognised across multiple dimensions, from driving digital transformation to championing diversity and inclusion in tech. Our awards reflect the strength of our people, the impact of our solutions, and our commitment to building a smarter future. Whether it's delivering change or empowering underrepresented voices, we're honoured to be leading the way.



Impact

Social value is integral to our culture and purpose. We are committed to supporting local communities and delivering real impact through everything we do.

 **HumanWise** is our social value initiative, a reflection of two of our core values: Human and Wise. Together, they define how we give back to society and create sustainable impact.

CloudSource holds the **Social Value Quality Mark Bronze Award**, recognising our commitment to delivering meaningful impact through HumanWise.



This is to certify that

CloudSource

has been successfully awarded the Quality Mark



Terms and Conditions:

All services provided are governed by the G-Cloud 15 Framework Terms and Conditions. Additional Terms may apply, dependent upon the service being purchased; these may include:

- **Software as a Service (SaaS) & Cloud Storage Subscription**
All software license purchases and subscriptions are the client's responsibility.
- **Data Processing**
Data processing may be subject to an additional Data Protection Agreement.

Client Obligations:

For CloudSource to deliver our service to the highest possible standards, we may ask our clients to:

- **During the Onboarding Phase**
Make an agreement on the most suitable governance model to meet the requirements of the engagement.
- **Engage Business Stakeholders**
Communicate the expectations of project involvement to key business stakeholders.
- **Provide Access to Technology**
Line-of-business Applications, Technology Estate & Data.

Contact Details:



With a strong background in business development and strategic growth within the Microsoft ecosystem, Rob guides public sector organisations to unlock value and deliver meaningful transformation.

Rob Bragg  

Business Development Director



Crown
Commercial
Service
Supplier



HM Government
G-Cloud
Supplier



Digital Outcomes
& Specialists



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