



Service Definition

Cloud Adoption & Support

G-Cloud 15
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1.1 Service Description

Our Cloud Connectivity Configuration & Support services enable our customers to establish secure and performant connections to get the best out of their cloud services. The service can be used for new implementations, to optimise existing services or to provide ongoing support. The service covers a breath of network options and vendors to leverage existing equipment or support the selection and implementation of new.

We follow our tried and tested four phase approach for new implementations and optimisations:

Phase 1

Discovery & Consultation

We engage with key stakeholders within the business and IT teams to understand the current environment. We run a detailed discovery exercise to understand existing configurations, requirements, and constraints. We work through any decision points with key stakeholders before moving into the next phase.

Phase 2

Planning & Design

We design the new implementation or changes to the exiting based upon the agreements made during the discovery and consultancy phase. We work with our customers to agree the best approach for implementing the changes to minimise the impact on business operations following customer change and release processes where required.

Phase 3

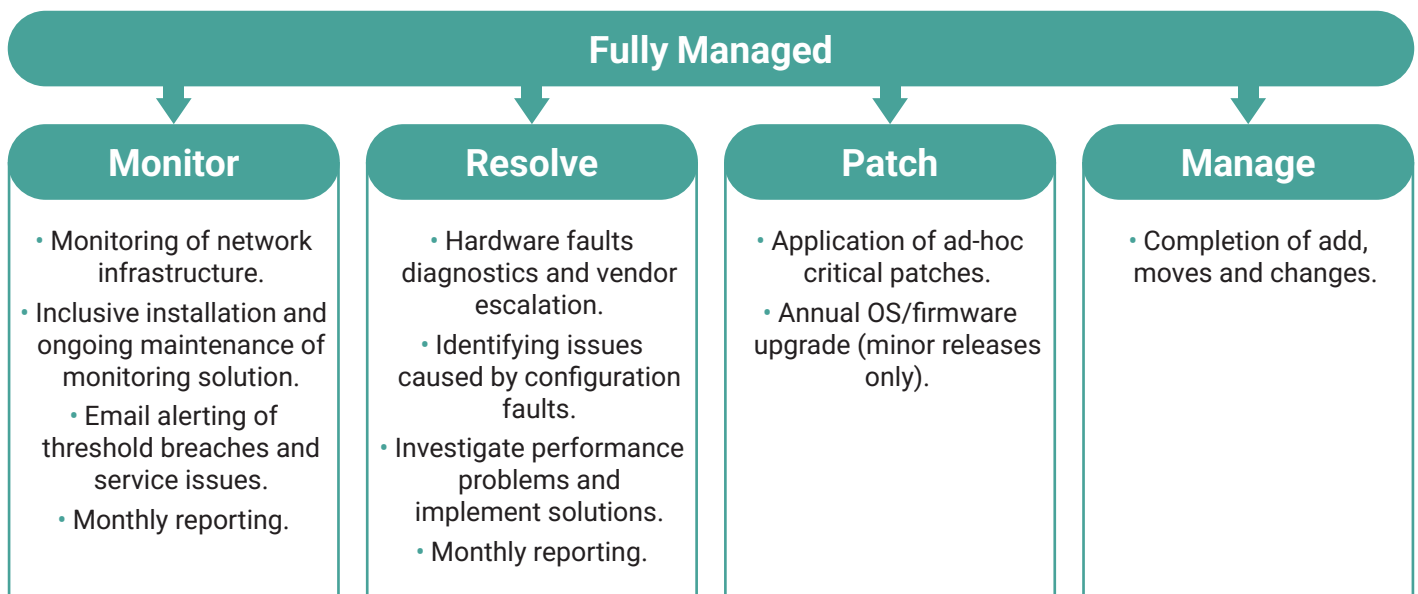
Configuration & Migration

Once the planning and design are in place, we can move onto implementation of the required configurations and migration tooling to support the transition before heading into the actual data migration.

Phase 4

Support & Aftercare

We provide and fully managed service inclusive of monitor, resolve, patch and manage on a standard Monday to Friday 8am to 6pm which can be enhanced with 24/7 escalation service. The service provides our customers with the confidence that their infrastructure services are managed and maintained, and their service teams provided internally or via another 3rd party have access to our technical support capability.



1.2 Service Features

- Access to experienced technicians.
- UK based and security cleared staff.
- Online portal and telephone support.
- Remote access tools.
- Support for Microsoft products & services.
- Support for Fortinet, Aruba, Rukus (Brocade) & Cisco products & services.
- Escalation to vendor support.

1.3 Service Benefits

- Optimisation for cloud connectivity.
- Flexible based on included services.
- Reduced costs compared with maintaining capability in-house.
- Reduced business risk.

1.4 Service Level Options

Support Type	Resolve Only	Fully Managed
Charge	See Pricing Document	See Pricing Document
Minimum Spend	£250 pcm	£500 pcm
Support Hours	9am to 5pm Monday to Friday	8am to 6pm Monday to Friday
24/7 Support	Available – See Pricing Document	Available – See Pricing Document
Patching	✗	✓
Monitoring	✗	✓
Level 1 Support	✗	✗
Level 2 Support	✗	✓
Level 3 Support	✓	✓

Support Type	Resolve Only	Fully Managed
Online Portal	✓	✓
Online Chat	✗	✗
Email	✓	✓
Telephone	✓	✓
Response Targets	✓	✓
Resolution Targets	✗	✓

Support Tier	Description
Level 1 Support	Helpdesk Agent, taking calls from end user. Triaging incidents.
Level 2 Support	Technical Support, 2nd line. Providing initial troubleshooting and investigation.
Level 3 Support	Technical Support 3rd line. Providing escalation of technical issues from 2nd line. Interacting with vendors for support.

1.5 Incident Priority Response & Resolution Times

Severity	Response Time	Resolution Time
Priority 1 (P1)	1 Hour	4 Hours
Priority 2 (P2)	4 Hours	72 Hours
Priority 3 (P3)	48 Hours	120 Hours

1.6 Service Constraints & Requirements

- All services to be covered by SLA must have a vendor escalation point for bug fixes and fault investigation. In the event that vendor escalation is not available there may be restrictions on the support that can be provided, and associated SLA offered.
- To be able to proactively monitor services as part of the fully managed offering we need to be able to access or integrate with the buyers monitoring platform or implement our own. We do not charge extra for the software however there maybe costs for the design and implementation based on our advertised rate card.
- To enable us to patch network equipment a suitable deployment service that allows remote updates must be available along with pre-agreed maintenance windows. Site visits to perform manual upgrades are not included within the service and will be subject to charges based on our published rate card.
- Major releases to firmware and operating systems are not included and charged based on our advertised rate card.
- Fully managed services are offered with a minimum term of 1 year.

1.7 Staff Clearance

All staff are UK Based, BPSS cleared as a minimum and we have 3rd line resources and consultants available that hold Security Clearance.

1.8 Service Reporting

All our support services include a monthly service report detailing our KPI targets and performance against

those targets. For fully managed services we also provide additional infrastructure reporting to show managed device information.

1.9 On-boarding

- Work with the customer to identify the technical documentation required.
- Customer to provide technical documentation, including:
 - » Any applicable administrative accounts and systems access.
 - » Network diagrams.
 - » Configurations.
- Work with the customer to complete the onboarding form. The purpose of this document is to collect and support the gathering of necessary information to provision the service, including:
 - » Details of customer contacts, escalation paths, and site locations.
 - » Overview of the customers' environment at point of onboarding.
 - » Record the collection and the review of the technical documentation.
 - » High level health check of the customers' environment at point of onboarding.
- If required, we make recommendations to remedy any pre-existing faults or misconfigurations.
- If applicable, customer remediates any pre-existing faults or misconfigurations (charges based on advertised rate card).
- Agree change process.
- Update customer documentation.

1.10 Off-boarding

On the final day of contract OGEL IT will:

- Provide any stored credentials to the customer.
- Provide any existing supported systems documentation to the customer.
- At the customer's request, engage with the incoming services provider to supply any existing supported systems.
- Documentation necessary for transition of the service.
- Permanently disable remote access and monitoring.
- Cease working on any outstanding tickets and provide an outstanding ticket summary.
- Delete customer owned data stored within the OGEL IT environment.
- Deletion/redaction of customer user records.
- Terminate service

The customer is expected to:

- Change passwords and disable accounts as necessary for security purposes.
- Plan migration of data in advance of termination of service.

OGEL IT will not:

- Provide details of internal working practices.
- Keep a copy of customer owned data stored within the OGEL IT environment for recovery purposes.

1.11 Service Charging

- Discovery, design and planning charges are based upon our advertised rate card.
- Support service charges are based on the type and quantity of supported device detailed within the associated pricing document.