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CLOUD SERVICES

2025

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ABOUT DSP



DSP is a leading Cloud Services Provider specialising in the design, delivery, and management of business-critical data platforms across Oracle, Microsoft, AWS, and Google Cloud environments. With decades of experience and deep technical expertise, DSP helps organisations modernise, optimise, and secure their infrastructure, wherever it resides.

As a trusted Oracle Partner, Microsoft Solutions Partner, AWS Select Partner, and Google Cloud Partner, DSP delivers end-to-end services that empower customers to harness the full potential of multi-cloud ecosystems. From cloud migration and database modernisation to 24x7 managed services and proactive optimisation, DSP ensures performance, resilience, and cost-efficiency at

every stage of the digital journey.

Our mission is simple: to help businesses innovate faster, operate smarter, and achieve more through intelligent cloud solutions backed by world-class service and industry-recognised expertise.

Service Offering



SERVICES OVERVIEW

Cloud Data Platform Support & Monitoring

Service

DSP's Cloud Data Platform Support & Monitoring provides comprehensive support and proactive monitoring for cloud-hosted data platforms. The service includes continuous performance monitoring, alert management, incident response, and routine maintenance to ensure stability, security, and compliance. DSP's accredited engineers utilise advanced monitoring and automation tools to detect and remediate issues before they impact service availability. The service is designed to optimise resource utilisation, maintain platform integrity, and support organisations in meeting their operational SLAs and governance requirements.

Business Need

Organisations increasingly rely on cloud-based data platforms to deliver critical business services, but maintaining performance, availability, and security across complex multi-cloud environments presents significant operational challenges. Without dedicated monitoring and specialist support, issues such as resource inefficiency, service interruptions, and compliance risks can impact business continuity. DSP's Cloud Data Platform Support & Monitoring service addresses these challenges by providing expert, proactive management that ensures data platform reliability, optimised performance, and adherence to governance and service-level objectives.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Cloud Data Platform Support & Monitoring

Service Benefits

DSP's Cloud Data Platform Support & Monitoring service enables organisations to maintain high availability and performance of their cloud data environments while reducing internal management overhead. Customers benefit from 24x7 proactive monitoring, early issue detection, and rapid incident resolution delivered by accredited cloud and database specialists. The service enhances operational efficiency through automation and optimisation, ensures compliance with security and governance standards, and provides full visibility into system health and performance. By leveraging DSP's expertise and tooling, organisations can achieve improved service stability, predictable costs, and the assurance that their data platforms are managed according to best practice.

Service Scope

The Cloud Data Platform Support & Monitoring service covers the end-to-end management and oversight of cloud-hosted data platforms across Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP). The scope includes:

- Proactive Monitoring: Continuous health checks, performance metrics tracking, and automated alerting for databases, storage, and associated services.
- Incident Management: Rapid identification, prioritisation, and resolution of platform incidents, including root cause analysis and corrective actions.
- Maintenance and Optimisation: Routine patching, configuration management, performance tuning, and resource optimisation to maintain platform efficiency.
- Security and Compliance Support: Monitoring for security vulnerabilities, implementation of recommended security updates, and support for governance and compliance requirements.

SERVICES OVERVIEW

Cloud Data Platform Support & Monitoring

- Reporting and Visibility: Regular operational reports, trend analysis, and dashboards to provide insight into system health, utilisation, and performance.
- Collaboration and Escalation: Integration with customer teams, third-party vendors, and cloud providers to ensure timely resolution of complex issues.

The service is designed to support organisations in maintaining reliable, high-performance cloud data platforms while reducing operational overhead and ensuring alignment with service-level agreements and regulatory requirements.

Deliverables / Key Outputs

- 24x7 Monitoring and Alerts: Continuous oversight of databases, storage, and associated services with automated alerting for performance degradation, failures, or security events.
- Incident Reports and Resolution Records: Documentation of incidents, including root cause analysis, corrective actions, and resolution times.
- Performance and Health Reports: Regular operational reports detailing system performance, availability, utilisation, and trends.
- Maintenance and Patch Logs: Records of routine maintenance, updates, and configuration changes applied to maintain platform stability and security.
- Optimisation Recommendations: Guidance on performance tuning, resource allocation, and cost optimisation based on platform usage and trends.
- Compliance and Security Updates: Evidence of applied security patches, vulnerability mitigations, and support for compliance audits.
- Escalation and Collaboration Records: Documentation of escalated issues and coordination with customer teams or cloud providers to resolve complex incidents.

These deliverables provide transparency, actionable insights, and assurance that cloud data platforms are managed to meet operational, security, and compliance requirements.

SERVICES OVERVIEW

Hybrid Cloud Strategy & Integration

Service

DSP's Hybrid Cloud Strategy & Integration service provides expert guidance, design, and implementation support for organisations adopting multi-cloud or hybrid cloud environments. The service ensures seamless integration between on-premises infrastructure and public cloud platforms such as Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP). DSP's specialists work with organisations to develop strategic roadmaps, implement hybrid architectures, and integrate applications and data across environments, enabling secure, scalable, and optimised hybrid cloud operations.

Business Need

Many organisations operate across a combination of on-premises systems and public cloud services, creating complex infrastructure and integration challenges. Without a clear strategy and expert implementation, hybrid environments can suffer from inefficient workflows, security risks, inconsistent performance, and escalating costs. DSP's Hybrid Cloud Strategy & Integration service addresses these challenges by providing structured planning, architecture design, and integration support, enabling organisations to leverage the benefits of multi-cloud while maintaining operational control, security, and compliance.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Hybrid Cloud Strategy & Integration

Service Benefits

- Provides a clear, actionable hybrid cloud strategy aligned with business objectives.
- Ensures seamless integration between on-premises systems and public cloud platforms, reducing complexity and operational risk.
- Improves scalability, resilience, and availability across multi-cloud environments.
- Optimises resource utilisation and cost-efficiency through expert architecture and integration planning.
- Enhances security, governance, and compliance across hybrid deployments.
- Reduces operational overhead by providing guidance, design, and hands-on integration support from accredited cloud specialists.

Service Scope

The Hybrid Cloud Strategy & Integration service encompasses:

- Strategic Assessment & Roadmapping: Analysis of current infrastructure, application landscape, and business objectives to develop a hybrid cloud adoption roadmap.
- Architecture Design: Design of hybrid cloud solutions incorporating public cloud platforms (OCI, Azure, AWS, GCP) and on-premises systems, including networking, identity, security, and data integration.
- Integration Services: Seamless integration of applications, databases, and workloads across on-premises and cloud environments.
- Migration Planning Support: Guidance on workload migration, including dependency mapping, sequencing, and risk mitigation strategies.
- Security and Compliance: Alignment with organisational security policies, regulatory requirements, and best practice frameworks.

SERVICES OVERVIEW

Hybrid Cloud Strategy & Integration

- Collaboration and Governance: Stakeholder engagement, governance framework design, and ongoing advisory support during implementation.

The service is designed to enable organisations to execute hybrid cloud initiatives confidently, achieving operational efficiency, business continuity, and a future-ready IT environment.

Deliverables / Key Outputs

- Hybrid Cloud Assessment Report: Comprehensive evaluation of existing infrastructure, applications, and cloud readiness.
- Strategic Roadmap: Detailed plan for hybrid cloud adoption, integration sequencing, and technology recommendations.
- Hybrid Architecture Design: Detailed diagrams and documentation of proposed hybrid cloud architecture, including networking, identity, security, and integration points.
- Integration Implementation Plan: Step-by-step plan for integrating on-premises and cloud systems.
- Migration Guidance Documentation: Recommendations for workload migration, sequencing, and risk management.
- Security and Compliance Plan: Documentation of security controls, compliance mapping, and governance processes.
- Project and Advisory Reports: Regular updates and guidance during design, integration, and optimisation activities.

SERVICES OVERVIEW

Multi-Cloud Management & Governance

Service

DSP's Multi-Cloud Management & Governance service provides organisations with centralised oversight, operational control, and policy enforcement across multiple cloud platforms, including Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP). The service ensures consistent management of workloads, cost optimisation, security, and compliance across hybrid and multi-cloud environments. By combining automated tools, governance frameworks, and accredited cloud expertise, DSP enables organisations to maximise the value of their cloud investments while reducing risk and operational complexity.

Business Need

As organisations increasingly adopt multiple cloud providers, managing resources, costs, security, and compliance across disparate environments becomes complex and resource-intensive. Without a unified management and governance approach, organisations face risks such as uncontrolled spending, inconsistent security practices, regulatory non-compliance, and operational inefficiencies. DSP's Multi-Cloud Management & Governance service addresses these challenges by providing centralised visibility, policy enforcement, and expert management, helping organisations achieve operational control, cost efficiency, and compliance across all cloud environments.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Multi-Cloud Management & Governance

Service Benefits

- Provides centralised governance and control across multiple cloud platforms.
- Enables cost optimisation through monitoring, reporting, and resource management.
- Enhances security and compliance with consistent policies and automated enforcement.
- Reduces operational complexity and overhead by standardising management practices.
- Provides actionable insights and reporting for cloud usage, performance, and risk.
- Supports hybrid and multi-cloud strategies while ensuring alignment with organisational objectives and regulatory requirements.

Service Scope

The Multi-Cloud Management & Governance service encompasses:

- Centralised Management: Unified monitoring, reporting, and management of cloud resources across OCI, Azure, AWS, and GCP.
- Cost and Resource Optimisation: Tracking and optimisation of cloud usage, allocation, and expenditure.
- Security & Compliance Governance: Implementation and enforcement of security policies, regulatory requirements, and best practice frameworks.
- Policy Management: Development and application of organisational cloud governance policies, including access control, resource provisioning, and lifecycle management.
- Automation and Integration: Use of automation tools to enforce governance, streamline operations, and integrate with existing IT processes.
- Reporting and Analytics: Regular dashboards, insights, and trend analysis for usage, performance, compliance, and cost.

SERVICES OVERVIEW

Multi-Cloud Management & Governance

- **Stakeholder Collaboration:** Guidance and support to IT teams, business units, and cloud providers for incident escalation, governance adherence, and optimisation initiatives.

The service is designed to provide organisations with confidence, control, and transparency in multi-cloud environments while enabling efficient, secure, and compliant operations.

Deliverables / Key Outputs

- **Multi-Cloud Governance Framework:** Documented policies, processes, and standards for cloud management and compliance.
- **Centralised Monitoring and Reporting:** Dashboards and reports showing cloud usage, performance, cost, and compliance status.
- **Cost and Resource Optimisation Reports:** Recommendations for improving efficiency and reducing expenditure across clouds.
- **Security and Compliance Reports:** Documentation of policy enforcement, vulnerabilities addressed, and compliance status.
- **Automation Playbooks:** Procedures and scripts for automated policy enforcement and operational tasks.
- **Integration and Collaboration Records:** Documentation of collaboration with internal teams, business units, and cloud providers for governance and management purposes.
- **Operational Insights:** Periodic analysis and advisory updates to optimise multi-cloud operations and support strategic decisions.

SERVICES OVERVIEW

Cloud DevOps & Automation Service

Service

DSP's Cloud DevOps & Automation Service delivers end-to-end DevOps expertise and automation capabilities for cloud environments across Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP). The service enables organisations to accelerate application delivery, improve operational efficiency, and maintain consistency across development, testing, and production environments. DSP combines automation frameworks, CI/CD pipelines, and cloud-native best practices with accredited cloud and DevOps expertise to drive reliable, repeatable, and scalable deployment processes.

Business Need

Modern organisations require rapid, reliable, and repeatable deployment of applications and services to remain competitive. Manual processes, inconsistent environments, and limited automation can lead to deployment errors, slow delivery cycles, and operational inefficiencies. DSP's Cloud DevOps & Automation Service addresses these challenges by providing automated deployment pipelines, infrastructure as code, and DevOps process optimisation, enabling organisations to accelerate delivery, reduce operational risk, and maintain high-quality cloud environments.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Cloud DevOps & Automation Service

Service Benefits

- Accelerates application deployment through automated CI/CD pipelines and repeatable processes.
- Reduces operational overhead and human error through infrastructure as code and automation.
- Enhances consistency and reliability of cloud environments across development, testing, and production.
- Improves collaboration between development, operations, and business teams.
- Supports multi-cloud DevOps practices and scalable deployment strategies.
- Enables organisations to adopt modern DevOps methodologies while maintaining security, governance, and compliance standards.

Service Scope

The Cloud DevOps & Automation Service includes:

- CI/CD Pipeline Design and Implementation: Design, deployment, and management of automated build, test, and release pipelines.
- Infrastructure as Code (IaC): Automation of cloud infrastructure provisioning and configuration using tools such as Terraform, Ansible, or equivalent.
- Environment Consistency: Standardisation of development, testing, and production environments to ensure reliability and repeatability.
- Automated Testing and Quality Gates: Integration of automated testing and quality checks into deployment pipelines.
- Monitoring and Logging Automation: Integration of automated monitoring, logging, and alerting tools to support DevOps processes.
- Collaboration and Knowledge Transfer: Guidance, documentation, and workshops for development and operations teams to adopt DevOps practices.

SERVICES OVERVIEW

Cloud DevOps & Automation Service

- Security and Compliance Integration: Embedding security and governance practices within automated deployment processes (DevSecOps).

The service is designed to enable organisations to achieve faster time-to-market, operational efficiency, and consistent, secure cloud deployments.

Deliverables / Key Outputs

- Automated CI/CD Pipelines: Fully implemented build, test, and release pipelines for cloud applications.
- Infrastructure as Code Artifacts: Version-controlled IaC scripts for automated provisioning and configuration.
- Environment Standardisation Documentation: Guidelines and templates for consistent development, test, and production environments.
- Automated Testing Reports: Evidence of integrated automated testing and quality checks in deployment pipelines.
- Monitoring and Logging Configuration: Automated integration of monitoring, alerting, and logging tools across environments.
- Security and Compliance Artifacts: Documentation of embedded security checks and governance compliance within automated processes.
- Knowledge Transfer Materials: Workshops, training sessions, and documentation to support the adoption of DevOps practices by internal teams.

SERVICES OVERVIEW

Cloud Security & Compliance Assessment

Service

DSP's Cloud Security & Compliance Assessment service provides a comprehensive evaluation of cloud environments to ensure they meet organisational security policies, regulatory standards, and industry best practices. Covering Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP), the service identifies vulnerabilities, assesses controls, and recommends remediation measures. By combining automated tools, security frameworks, and accredited cloud security expertise, DSP helps organisations strengthen security posture, reduce risk, and maintain compliance across multi-cloud and hybrid deployments.

Business Need

As organisations adopt cloud technologies, ensuring consistent security and regulatory compliance across multiple platforms is critical. Failure to address security gaps, misconfigurations, or non-compliance can result in data breaches, financial penalties, and reputational damage. DSP's Cloud Security & Compliance Assessment service addresses these risks by providing thorough evaluations of cloud environments, uncovering vulnerabilities, and delivering actionable recommendations to meet security, governance, and compliance requirements.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Cloud Security & Compliance Assessment

Service Benefits

- Provides a clear view of security posture and compliance status across cloud environments.
- Identifies vulnerabilities, misconfigurations, and risks before they impact operations.
- Supports regulatory and organisational compliance objectives with actionable guidance.
- Enhances confidence in cloud deployments by applying recognised security frameworks and best practices.
- Reduces operational and security risk through structured assessment and remediation planning.
- Enables informed decision-making for ongoing cloud security and governance initiatives.

Service Scope

The Cloud Security & Compliance Assessment service includes:

- Security Posture Assessment: Review of cloud configurations, access controls, identity management, and network security.
- Compliance Evaluation: Assessment against relevant regulatory standards and frameworks (e.g., ISO 27001, GDPR, SOC2).
- Vulnerability Identification: Detection of misconfigurations, insecure practices, and potential threats across cloud resources.
- Risk Analysis: Prioritisation of security and compliance risks based on impact and likelihood.
- Remediation Recommendations: Actionable guidance to address identified vulnerabilities, strengthen controls, and maintain compliance.
- Reporting and Documentation: Detailed assessment reports, executive summaries, and risk registers for stakeholder review.

SERVICES OVERVIEW

Cloud Security & Compliance Assessment

- Advisory Support: Recommendations for continuous monitoring, governance, and security improvement initiatives.

The service is designed to provide organisations with visibility, assurance, and practical guidance to maintain secure and compliant cloud environments.

Deliverables / Key Outputs

- Security Assessment Report: Detailed evaluation of cloud environment configurations, vulnerabilities, and potential risks.
- Compliance Assessment Report: Documentation of compliance against regulatory frameworks and organisational policies.
- Risk Register: Prioritised list of identified risks with severity, impact, and recommended mitigation actions.
- Remediation Action Plan: Practical guidance for addressing vulnerabilities, misconfigurations, and non-compliance issues.
- Executive Summary: High-level overview of security posture and compliance status for stakeholders.
- Continuous Improvement Recommendations: Guidance on governance, monitoring, and security process enhancements.
- Advisory Support Records: Documentation of consultations, recommendations, and follow-up actions with customer teams.

SERVICES OVERVIEW

Cloud Disaster Recovery & Business Continuity

Service

DSP's Cloud Disaster Recovery & Business Continuity service provides organisations with a comprehensive strategy, implementation, and management solution to ensure business-critical systems remain available during incidents or disasters. Covering Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP), the service includes backup, replication, failover, and recovery solutions for applications, databases, and infrastructure. By combining expert planning, cloud-native technologies, and ongoing management, DSP enables rapid recovery, minimised downtime, and operational resilience across hybrid and multi-cloud environments.

Business Need

Modern organisations rely on cloud and on-premises systems to deliver critical business functions. Unexpected outages, cyber incidents, or natural disasters can disrupt operations, cause financial loss, and damage reputation. Without a structured disaster recovery and business continuity plan, organisations may face extended downtime and service interruptions. DSP's Cloud Disaster Recovery & Business Continuity service addresses these risks by providing resilient architectures, tested recovery processes, and expert management to ensure continuity of operations under adverse conditions.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Cloud Disaster Recovery & Business Continuity

Service Benefits

- Minimises downtime and mitigates the impact of disasters on business operations.
- Provides tested disaster recovery strategies aligned with organisational RPO (Recovery Point Objective) and RTO (Recovery Time Objective) targets.
- Ensures business continuity across hybrid and multi-cloud environments.
- Enhances operational resilience through robust replication, failover, and backup strategies.
- Reduces operational risk with proactive monitoring and managed recovery services.
- Supports compliance with regulatory and contractual continuity requirements.

Service Scope

The Cloud Disaster Recovery & Business Continuity service includes:

- Disaster Recovery Planning: Development of comprehensive DR strategies, including RPO/RTO definitions, failover procedures, and recovery prioritisation.
- Business Continuity Planning: Identification of critical processes, dependencies, and continuity strategies across IT and business operations.
- Backup and Replication: Implementation of automated backups, data replication, and redundancy across cloud and on-premises environments.
- Failover and Recovery Testing: Regular testing of recovery processes to ensure rapid and reliable failover in the event of an incident.
- Monitoring and Alerting: Continuous oversight of DR systems, replication health, and recovery readiness.
- Advisory and Governance Support: Guidance on DR/BC best practices, regulatory compliance, and ongoing optimisation.

SERVICES OVERVIEW

Cloud Disaster Recovery & Business Continuity

- Advisory and Governance Support: Guidance on DR/BC best practices, regulatory compliance, and ongoing optimisation.
- Integration with Multi-Cloud Environments: Coordination across OCI, Azure, AWS, and GCP to ensure consistent recovery capabilities.

The service is designed to provide organisations with confidence in their ability to continue operations during incidents, minimise downtime, and protect critical business assets.

Deliverables / Key Outputs

- Disaster Recovery Plan: Documented strategy, procedures, and responsibilities for responding to IT incidents and disasters.
- Business Continuity Plan: Identification of critical business processes and continuity strategies.
- Backup and Replication Configuration: Records of implemented backup schedules, replication architecture, and data retention policies.
- Recovery Test Reports: Documentation of DR testing, failover results, and lessons learned.
- Monitoring and Alerting Reports: Insights into system health, replication status, and readiness for recovery.
- Advisory Recommendations: Guidance for improving DR/BC processes, architectures, and compliance alignment.
- Compliance Evidence: Documentation supporting regulatory and contractual continuity obligations.

SERVICES OVERVIEW

Cloud Cost Optimisation & FinOps Service

Service

DSP's Cloud Cost Optimisation & FinOps Service provides organisations with expert management, analysis, and optimisation of cloud spend across Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP). The service combines financial governance, operational insight, and technical expertise to help organisations control costs, improve budgeting accuracy, and align cloud expenditure with business priorities. By implementing FinOps principles, DSP enables transparent, predictable, and optimised cloud consumption while maintaining performance, scalability, and compliance.

Business Need

As cloud adoption grows, organisations face increasing complexity in tracking, managing, and optimising cloud costs. Without a structured approach, inefficient resource usage, unmonitored spend, and lack of financial visibility can lead to budget overruns and underutilised assets. DSP's Cloud Cost Optimisation & FinOps Service addresses these challenges by providing financial governance, resource analysis, and optimisation recommendations, enabling organisations to maximise the value of their cloud investments and maintain cost-effective operations.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Cloud Cost Optimisation & FinOps Service

Service Benefits

- Provides visibility and transparency of cloud expenditure across multiple platforms.
- Identifies underutilised or over-provisioned resources to reduce unnecessary costs.
- Enables accurate forecasting and budgeting for cloud consumption.
- Aligns cloud spend with organisational priorities and operational requirements.
- Promotes adoption of FinOps practices and financial accountability across teams.
- Supports multi-cloud environments with consistent cost optimisation and governance frameworks.

Service Scope

The Cloud Cost Optimisation & FinOps Service includes:

- Cloud Spend Assessment: Analysis of current cloud usage, costs, and resource allocation across OCI, Azure, AWS, and GCP.
- Resource Optimisation: Identification of underutilised, idle, or over-provisioned resources and recommendations for right-sizing.
- Cost Forecasting and Budgeting: Guidance for predicting cloud spend, planning budgets, and aligning with business objectives.
- FinOps Governance Framework: Establishment of policies, processes, and reporting to manage cloud financial operations.
- Reporting and Insights: Detailed dashboards and reports on usage trends, cost allocation, and optimisation opportunities.
- Automation and Policy Enforcement: Implementation of tools and automated rules to enforce cost control and optimise resource usage.
- Stakeholder Collaboration: Advisory support for finance, IT, and business teams to maintain accountability and alignment in cloud spending.

The service is designed to enable organisations to maximise cloud value, reduce unnecessary costs, and implement sustainable financial governance across multi-cloud environments.

SERVICES OVERVIEW

Cloud Cost Optimisation & FinOps Service

Deliverables / Key Outputs

- Cloud Cost Assessment Report: Detailed analysis of cloud usage, costs, and optimisation opportunities.
- Resource Optimisation Recommendations: Actionable guidance to right-size, consolidate, or decommission resources.
- FinOps Framework Documentation: Policies, processes, and reporting standards for managing cloud financial operations.
- Budgeting and Forecasting Reports: Projections and planning tools for accurate cloud spend management.
- Dashboards and Analytics: Visualisation of usage patterns, cost trends, and optimisation metrics.
- Automation Rules and Configurations: Scripts or policies to enforce cost optimisation and governance.
- Stakeholder Advisory Records: Documentation of workshops, consultations, and recommendations for ongoing cost management.

SERVICES OVERVIEW

Cloud Managed Virtual Desktop Service

Service

DSP's Cloud Managed Virtual Desktop Service delivers fully managed, secure, and scalable virtual desktop environments across Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP). The service enables organisations to provide their workforce with consistent, high-performance desktop experiences from any location, while reducing the complexity of on-premises desktop management. DSP handles deployment, configuration, monitoring, and ongoing management, ensuring security, compliance, and operational efficiency.

Business Need

Organisations increasingly require flexible, remote-ready desktop environments to support distributed workforces, business continuity, and operational agility. Traditional on-premises desktops are costly to maintain, difficult to scale, and can present security risks. DSP's Cloud Managed Virtual Desktop Service addresses these challenges by providing centralised management, secure access, and optimised performance for virtual desktops, enabling organisations to reduce overhead, support remote work, and maintain secure, reliable desktop services.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Cloud Managed Virtual Desktop Service

Service Benefits

- Provides secure, consistent, and high-performance virtual desktop experiences.
- Reduces IT management overhead by outsourcing deployment, monitoring, and maintenance.
- Enables flexible, remote access to desktops and applications from any device or location.
- Supports rapid scaling to accommodate workforce changes or seasonal demand.
- Ensures compliance with security and governance policies through managed controls.
- Enhances business continuity by maintaining desktop availability during incidents.

Service Scope

The Cloud Managed Virtual Desktop Service includes:

- Virtual Desktop Deployment: Provisioning and configuration of virtual desktops on OCI, Azure, AWS, or GCP.
- User Access Management: Secure authentication, identity management, and role-based access control.
- Application Management: Installation, configuration, and patching of applications within the virtual desktop environment.
- Monitoring and Performance Management: Continuous monitoring of desktop performance, availability, and resource utilisation.
- Security and Compliance: Implementation of security policies, endpoint protection, and compliance monitoring.
- Backup and Recovery: Regular backups and recovery procedures to ensure data protection and continuity.
- User Support and Helpdesk: Ongoing operational support for users, including incident resolution and troubleshooting.

SERVICES OVERVIEW

Cloud Managed Virtual Desktop Service

Deliverables / Key Outputs

- Provisioned Virtual Desktops: Fully configured virtual desktops for end-users.
- User Access and Identity Records: Documentation of authentication, permissions, and role assignments.
- Application Inventory and Patch Logs: Records of installed applications, updates, and configuration changes.
- Monitoring Reports: Insights into desktop performance, availability, and usage trends.
- Security and Compliance Reports: Documentation of applied policies, endpoint protection measures, and compliance status.
- Backup and Recovery Documentation: Records of backup schedules, recovery tests, and procedures.
- Support and Incident Reports: Documentation of helpdesk interactions, incident resolution, and service improvements.

SERVICES OVERVIEW

Cloud Architecture Review & Best Practice

Service

DSP's Cloud Architecture Review & Best Practice service provides organisations with expert evaluation and guidance on cloud architecture design, implementation, and optimisation across Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP). The service identifies architectural gaps, performance bottlenecks, and security vulnerabilities while recommending improvements aligned with industry best practices. By combining accredited cloud expertise with proven frameworks, DSP helps organisations optimise cloud performance, resilience, security, and cost-efficiency.

Business Need

Organisations often face challenges in ensuring their cloud environments are designed for scalability, security, cost-effectiveness, and operational efficiency. Without regular reviews and alignment to best practices, cloud deployments can suffer from underperformance, misconfigurations, and increased operational risk. DSP's Cloud Architecture Review & Best Practice service addresses these needs by providing structured assessments, actionable recommendations, and guidance to ensure cloud architectures meet business objectives and adhere to industry standards.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Cloud Architecture Review & Best Practice

Service Benefits

- Provides expert assessment of existing cloud architectures to identify gaps and risks.
- Offers actionable recommendations for optimising performance, resilience, security, and cost.
- Aligns cloud environments with industry best practices and governance standards.
- Reduces operational risk and improves reliability of cloud workloads.
- Supports multi-cloud and hybrid deployments with tailored architecture guidance.
- Enhances decision-making for future cloud expansion, migration, or modernisation projects.

Service Scope

The Cloud Architecture Review & Best Practice service includes:

- **Architecture Assessment:** Review of existing cloud environments, including infrastructure, applications, networking, security, and data management.
- **Performance and Scalability Analysis:** Identification of bottlenecks and optimisation opportunities to improve efficiency and resilience.
- **Security and Compliance Review:** Evaluation of security controls, access management, and regulatory compliance.
- **Cost and Resource Optimisation:** Assessment of resource allocation and cost efficiency across cloud platforms.
- **Best Practice Recommendations:** Guidance aligned with cloud provider frameworks, industry standards, and organisational objectives.
- **Documentation and Roadmapping:** Detailed reports with findings, recommended improvements, and a roadmap for architecture enhancements.
- **Advisory Support:** Consultation and workshops with stakeholders to ensure actionable implementation of recommendations.

SERVICES OVERVIEW

Cloud Architecture Review & Best Practice

Deliverables / Key Outputs

- Architecture Review Report: Detailed assessment of cloud environment, including identified gaps, risks, and issues.
- Best Practice Recommendations: Actionable guidance for improving architecture, performance, security, and cost-efficiency.
- Performance and Optimisation Findings: Documentation of resource utilisation, bottlenecks, and improvement opportunities.
- Security and Compliance Report: Evaluation of security posture and alignment with regulatory requirements.
- Roadmap for Architecture Enhancements: Prioritised plan for implementing improvements and optimisations.
- Advisory Workshop Notes: Records of consultations, stakeholder engagement, and agreed actions.
- Ongoing Improvement Recommendations: Guidance for continuous optimisation and alignment with evolving best practices.

SERVICES OVERVIEW

Digital Transformation Advisory (Cloud Enablement)

Service

DSP's Digital Transformation Advisory (Cloud Enablement) service provides strategic consultancy and technical guidance to help organisations modernise their operations through cloud adoption and digital transformation. Leveraging expertise across Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP), DSP assists organisations in developing cloud strategies, transformation roadmaps, and governance models that align technology initiatives with business objectives. The service enables customers to accelerate innovation, improve efficiency, and realise the full value of cloud technologies.

Business Need

Organisations face growing pressure to modernise legacy systems, improve agility, and optimise costs through cloud adoption. However, many lack a clear strategy or internal expertise to execute digital transformation effectively and securely. DSP's Digital Transformation Advisory (Cloud Enablement) service addresses this by providing expert advisory, strategic planning, and technical enablement, ensuring that transformation initiatives are achievable, measurable, and aligned with long-term business goals.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Digital Transformation Advisory (Cloud Enablement)

Service Benefits

- Provides a structured, outcome-focused approach to cloud-enabled digital transformation.
- Aligns technology adoption with organisational goals and business strategy.
- Reduces transformation risk through expert guidance and proven methodologies.
- Accelerates migration, innovation, and modernisation through cloud-native solutions.
- Enhances governance, compliance, and operational readiness for cloud adoption.
- Enables measurable improvements in performance, cost efficiency, and agility.

Service Scope

The Digital Transformation Advisory (Cloud Enablement) service includes:

- Current State Assessment: Review of existing IT landscape, business processes, and digital maturity.
- Cloud Strategy Development: Definition of cloud vision, objectives, and guiding principles aligned with business goals.
- Transformation Roadmap: Design of phased implementation plans for cloud migration, modernisation, and optimisation.
- Governance and Operating Model Design: Establishment of governance structures, roles, and policies for sustainable transformation.
- Technology and Platform Advisory: Recommendations on appropriate cloud platforms, services, and architectures (OCI, Azure, AWS, GCP).
- Change Management Support: Guidance for organisational readiness, stakeholder alignment, and adoption management.
- Performance and Outcome Measurement: Definition of KPIs, metrics, and success criteria to track transformation progress.

SERVICES OVERVIEW

Digital Transformation Advisory (Cloud Enablement)

Deliverables / Key Outputs

- Digital Transformation Assessment Report: Analysis of current IT environment, business processes, and readiness for cloud adoption.
- Cloud Strategy Document: Defined objectives, principles, and framework for cloud-enabled transformation.
- Transformation Roadmap: Phased plan detailing initiatives, timelines, and milestones.
- Governance and Operating Model: Documented structure for managing transformation activities and ongoing operations.
- Platform and Technology Recommendations: Guidance on suitable cloud platforms and services to support business needs.
- Change Management Framework: Plan for communication, training, and stakeholder engagement.
- Performance and KPI Report: Defined success metrics and measurement framework for tracking progress.

SERVICES OVERVIEW

Multi-Cloud Architecture and Strategy

Service

DSP's Multi-Cloud Architecture and Strategy service enables organisations to design, implement, and optimise architectures spanning multiple cloud platforms, including Oracle Cloud Infrastructure (OCI), Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform (GCP). The service provides expert guidance on interoperability, governance, connectivity, and workload placement to maximise resilience, performance, and cost-efficiency across clouds. DSP helps customers establish a robust multi-cloud strategy that aligns with business objectives, regulatory requirements, and long-term digital transformation goals.

Business Need

As organisations adopt multiple cloud platforms to leverage unique capabilities and avoid vendor lock-in, they face new challenges around integration, governance, security, and operational consistency. Without a defined strategy, multi-cloud environments can become fragmented, inefficient, and difficult to manage. DSP's Multi-Cloud Architecture and Strategy service addresses these challenges by providing structured assessments, reference architectures, and governance frameworks that ensure interoperability, compliance, and optimal workload distribution across cloud providers.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Multi-Cloud Architecture and Strategy

Service Benefits

- Enables interoperability and consistent governance across multiple cloud platforms.
- Reduces dependency on a single vendor while leveraging each provider's strengths.
- Optimises workload placement for performance, scalability, and cost-efficiency.
- Enhances business resilience through distributed architecture and redundancy.
- Improves security, compliance, and visibility across hybrid and multi-cloud estates.
- Provides strategic alignment between cloud adoption and business objectives.

Service Scope

The Multi-Cloud Architecture and Strategy service includes:

- Multi-Cloud Assessment: Evaluation of current cloud and on-premise environments to identify integration, governance, and operational gaps.
- Architecture Design: Creation of high-level and detailed architecture blueprints that define workload placement, interconnectivity, and data flow between cloud platforms.
- Cloud Interconnect Strategy: Design and optimisation of network architecture for secure, low-latency communication between OCI, Azure, AWS, and GCP.
- Security and Compliance Design: Development of unified security, identity, and compliance models across multi-cloud environments.
- Governance and Policy Framework: Establishment of consistent management, monitoring, and control processes across all platforms.
- Cost and Resource Optimisation: Recommendations for efficient resource allocation, automation, and spend management.
- Roadmap and Implementation Plan: Structured plan outlining the transition to a multi-cloud operating model, including dependencies and milestones.

The service ensures organisations can effectively design, manage, and scale multi-cloud environments that deliver flexibility, resilience, and measurable business value.

SERVICES OVERVIEW

Multi-Cloud Architecture and Strategy

Deliverables / Key Outputs

- Multi-Cloud Architecture Blueprint: End-to-end architecture documentation covering infrastructure, networking, data management, and integration.
- Strategic Roadmap: A phased plan for implementing a multi-cloud strategy, including migration and optimisation activities.
- Governance and Policy Framework: Defined processes for management, monitoring, and compliance across cloud providers.
- Security and Compliance Report: Analysis of existing controls and recommendations for unified multi-cloud security.
- Cost and Optimisation Report: Insights into cost efficiency, resource utilisation, and performance improvements.
- Connectivity and Integration Design: Documentation of interconnect configurations, network topology, and failover design.
- Advisory Workshop and Review Outputs: Summary of stakeholder sessions, findings, and next steps for strategy execution.

SERVICES OVERVIEW

Disaster Recovery Planning & Implementation (Cloud)

Service

DSP's Disaster Recovery Planning & Implementation (Cloud) service provides organisations with resilient, cloud-based disaster recovery (DR) solutions that safeguard business-critical systems and data against unplanned outages, data loss, or infrastructure failure. Leveraging Oracle Cloud Infrastructure (OCI), Microsoft Azure, AWS, and Google Cloud Platform (GCP), DSP designs, implements, and tests cloud-native and hybrid DR architectures tailored to each organisation's recovery objectives (RPO/RTO). The service ensures operational continuity, data integrity, and regulatory compliance through expert-led planning, automation, and ongoing testing.

Business Need

Unplanned downtime and data loss can have severe financial, operational, and reputational impacts. Many organisations struggle to maintain effective disaster recovery due to complex infrastructure, outdated systems, or insufficient testing. DSP's Disaster Recovery Planning & Implementation (Cloud) service addresses these challenges by delivering a structured, automated, and cost-efficient cloud-based DR framework. This ensures critical workloads can be recovered rapidly, securely, and with minimal disruption, aligning business continuity plans with modern cloud capabilities.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Disaster Recovery Planning & Implementation (Cloud)

Service Benefits

- Provides robust, scalable, and automated cloud-based disaster recovery capabilities.
- Minimises downtime and data loss through tested and optimised RPO/RTO targets.
- Reduces the cost and complexity of traditional DR infrastructure.
- Ensures compliance with business continuity, security, and regulatory requirements.
- Enables fast, validated recovery across hybrid and multi-cloud environments.
- Offers confidence through ongoing DR testing, reporting, and proactive improvement.

Service Scope

The Disaster Recovery Planning & Implementation (Cloud) service includes:

- Business Impact Assessment: Evaluation of critical systems, dependencies, and business functions to define DR priorities.
- Recovery Objectives Definition: Establishment of Recovery Time Objective (RTO) and Recovery Point Objective (RPO) aligned with business needs.
- Architecture Design: Creation of DR architectures leveraging cloud-native services such as OCI Data Guard, Azure Site Recovery, AWS Elastic Disaster Recovery, and GCP Backup and DR.
- Implementation and Configuration: Deployment of DR environments, replication policies, automation scripts, and failover mechanisms.
- Testing and Validation: Regular simulation and validation of failover and recovery processes to ensure reliability and performance.
- Documentation and Training: Delivery of DR plans, runbooks, and technical documentation, with optional customer training and knowledge transfer.
- Ongoing Monitoring and Optimisation: Continuous assessment of DR readiness, with recommendations for improvements and cost optimisation.

SERVICES OVERVIEW

Disaster Recovery Planning & Implementation (Cloud)

Deliverables / Key Outputs

- Disaster Recovery Plan: Comprehensive documentation of DR architecture, policies, and operational procedures.
- Business Impact and Risk Assessment: Analysis identifying critical systems, risks, and dependencies.
- RPO/RTO Definition Report: Agreed recovery objectives with mapping to business processes.
- DR Architecture Design Document: Technical design outlining replication, failover, and recovery mechanisms.
- Implementation Record: Evidence of DR environment deployment and configuration.
- Testing and Validation Report: Documented results of failover tests and recovery exercises.
- Runbooks and Operational Procedures: Detailed instructions for initiating recovery and managing failover scenarios.
- Optimisation and Maintenance Recommendations: Continuous improvement guidance to enhance DR efficiency and reliability.

SERVICES OVERVIEW

Cloud Interconnect

Service

DSP's Cloud Interconnect service provides secure, high-performance connectivity between on-premises infrastructure, private data centres, and public cloud environments such as Oracle Cloud Infrastructure (OCI), Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform (GCP). The service is designed to optimise latency, reliability, and throughput for hybrid and multi-cloud deployments, using dedicated connectivity options such as Oracle FastConnect, Azure ExpressRoute, AWS Direct Connect, and Google Cloud Interconnect. DSP designs, implements, and manages interconnect solutions to ensure consistent performance, secure data transfer, and compliance with organisational and regulatory requirements.

Business Need

As organisations increasingly adopt hybrid and multi-cloud architectures, efficient and secure connectivity between environments becomes critical. Traditional VPN-based solutions often introduce latency, bandwidth limitations, and security risks that hinder cloud performance and integration. DSP's Cloud Interconnect service addresses these challenges by delivering dedicated, low-latency, and high-availability network connections that enable seamless data exchange, workload mobility, and unified management across environments.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Cloud Interconnect

Service Benefits

- Provides secure, private, and high-throughput connectivity between on-premises and cloud environments.
- Reduces latency and improves performance for mission-critical workloads and applications.
- Enhances reliability and availability with redundant, fault-tolerant network designs.
- Enables consistent governance and compliance across hybrid and multi-cloud environments.
- Simplifies network operations and visibility through unified monitoring and management.
- Supports scalability and flexibility for evolving cloud and data centre strategies.

Service Scope

The Cloud Interconnect service includes:

- Network Assessment and Design: Evaluation of existing network architecture and design of optimal interconnect topology based on business and technical requirements.
- Connectivity Provisioning: Configuration and provisioning of dedicated connectivity (e.g., FastConnect, ExpressRoute, Direct Connect, Cloud Interconnect).
- Routing and Security Configuration: Implementation of routing policies, encryption, segmentation, and access controls to ensure secure and efficient traffic flow.
- Hybrid and Multi-Cloud Integration: Design and enablement of connectivity between multiple cloud providers and on-premises systems for unified operations.
- Performance Optimisation: Tuning of bandwidth utilisation, redundancy, and failover configurations to meet SLA and QoS targets.
- Monitoring and Management: Implementation of continuous monitoring, alerting, and proactive maintenance to ensure connection health and stability.

SERVICES OVERVIEW

Cloud Interconnect

- Documentation and Handover: Delivery of full design documentation, operational procedures, and optional training for customer teams.

The service enables organisations to establish robust, scalable, and secure connectivity across diverse environments, forming the foundation for hybrid and multi-cloud strategies.

Deliverables / Key Outputs

- Network Assessment Report: Analysis of current infrastructure, connectivity requirements, and design recommendations.
- Interconnect Architecture Design: Detailed technical documentation outlining connectivity paths, redundancy, and failover mechanisms.
- Provisioning and Configuration Record: Documentation of established connections, routing policies, and security configurations.
- Performance Validation Report: Results from connectivity and throughput testing to verify SLAs and design performance.
- Monitoring and Management Framework: Configured tools, alerts, and dashboards for real-time visibility and control.
- Security and Compliance Documentation: Evidence of encryption, segmentation, and compliance with security standards.
- Operational Runbooks and Procedures: Step-by-step guides for managing, troubleshooting, and maintaining interconnect services.
- Handover and Knowledge Transfer Materials: Documentation and training sessions for internal IT or operations teams.

SERVICES OVERVIEW

VMware Migrations to Cloud

Service

DSP's VMware Migrations to Cloud service enables organisations to seamlessly transition their VMware-based workloads from on-premises or co-located environments to public cloud platforms, including Oracle Cloud Infrastructure (OCI), Microsoft Azure (AVS), Amazon Web Services (VMware Cloud on AWS), and Google Cloud VMware Engine (GCVE). The service provides a structured, low-risk approach to migration, combining discovery, design, replication, and validation to ensure minimal downtime and maximum compatibility. Leveraging DSP's cloud and infrastructure expertise, organisations can modernise their VMware environments while maintaining operational continuity and full supportability.

Business Need

Many organisations rely on VMware environments for core business operations but face challenges with scalability, hardware refresh cycles, and data centre costs. Migrating these workloads to cloud platforms offers flexibility, resilience, and cost efficiency—but requires careful planning and execution to avoid disruption or data loss. DSP's VMware Migrations to Cloud service addresses this need by delivering a proven, automated migration framework that ensures secure, optimised, and compliant transitions to the cloud, with minimal business impact.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

VMware Migrations to Cloud

Service Benefits

- Provides a structured, low-risk pathway for migrating VMware workloads to the cloud.
- Minimises downtime through automated replication, testing, and phased cutover.
- Reduces infrastructure and maintenance costs with elastic, pay-as-you-go models.
- Enhances scalability, resilience, and disaster recovery capabilities.
- Preserves existing VMware investments, tools, and skillsets in cloud environments.
- Ensures compliance, security, and operational best practices throughout migration.

Service Scope

The VMware Migrations to Cloud service includes:

- **Discovery and Assessment:** Comprehensive audit of existing VMware infrastructure, dependencies, and workloads.
- **Migration Planning and Design:** Definition of migration strategy, architecture, and resource mapping across chosen cloud platforms (OCI, AWS, Azure, GCP).
- **Replication and Staging:** Configuration of replication technologies (e.g., VMware HCX, Zerto, Veeam, Oracle Cloud VMware Solution tools) for data synchronisation and test environments.
- **Migration Execution:** Orchestrated migration of workloads, including pilot testing, validation, and phased cutover.
- **Integration and Optimisation:** Post-migration performance tuning, security configuration, and network integration with existing environments.
- **Validation and Testing:** Verification of application functionality, connectivity, and data integrity in the new environment.
- **Knowledge Transfer and Handover:** Documentation, training, and handover to customer or DSP-managed operations teams.

The service supports all VMware-based workloads, including virtual machines, vApps, and clusters, providing a consistent migration experience across private, hybrid, and public cloud architectures.

SERVICES OVERVIEW

VMware Migrations to Cloud

Deliverables / Key Outputs

- Discovery and Assessment Report: Detailed inventory of existing VMware infrastructure, applications, and dependencies.
- Migration Strategy and Design Document: Comprehensive architecture and execution plan for the target cloud environment.
- Replication and Testing Plan: Configuration documentation and results from replication and validation testing.
- Migration Execution Report: Summary of migration activities, cutover steps, and post-migration validation results.
- Optimisation and Integration Report: Recommendations for performance, cost, and security improvements post-migration.
- Security and Compliance Validation: Evidence of security controls, access configurations, and adherence to compliance requirements.
- Runbooks and Operational Procedures: Documentation for ongoing management, maintenance, and troubleshooting.
- Handover and Knowledge Transfer Pack: Final documentation set and optional training session for customer teams.

SERVICES OVERVIEW

MySQL HeatWave Database Service

Service

DSP's MySQL HeatWave Database Service delivers fully managed, high-performance MySQL environments optimised for analytics and transactional workloads on Oracle Cloud Infrastructure (OCI). MySQL HeatWave combines OLTP (transactional processing) and OLAP (analytic processing) capabilities within a single, unified service, eliminating the need for complex ETL pipelines or separate analytics platforms. DSP provides expert deployment, optimisation, and management of MySQL HeatWave environments, ensuring secure, scalable, and cost-efficient database operations for modern cloud applications.

Business Need

Organisations increasingly require real-time insights from operational data while maintaining transactional integrity and performance. Traditional architectures often rely on separate databases and analytics platforms, introducing latency, cost, and complexity. DSP's MySQL HeatWave Database Service addresses this challenge by enabling both analytics and transaction processing within a single MySQL instance, powered by in-memory acceleration. This allows organisations to modernise data platforms, simplify architecture, and achieve faster time-to-insight, without additional integration overhead.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

MySQL HeatWave Database Service

Service Benefits

- Delivers a unified, high-performance platform for both transactional and analytical workloads.
- Eliminates ETL overhead and data duplication with real-time analytics on live data.
- Improves query performance up to 400x faster than standard MySQL using HeatWave's in-memory engine.
- Reduces total cost of ownership through consolidation and automation.
- Ensures enterprise-grade security, scalability, and resilience on Oracle Cloud Infrastructure.
- Provides proactive monitoring, tuning, and support by DSP's certified MySQL and Oracle specialists.

Service Scope

The MySQL HeatWave Database Service includes:

- Architecture Design and Planning: Design of high-availability, secure MySQL HeatWave architectures tailored to workload and performance requirements.
- Deployment and Configuration: Provisioning and optimisation of MySQL HeatWave environments on OCI, including sizing, networking, and security policies.
- Data Migration and Integration: Secure migration of existing MySQL or non-MySQL data sources into the HeatWave environment.
- Performance Tuning and Query Optimisation: Ongoing optimisation of schema design, indexing, and query execution to ensure optimal performance.
- Monitoring and Incident Management: 24x7 proactive monitoring of database health, availability, and performance.
- Security and Compliance Management: Implementation of encryption, access controls, and audit configurations aligned with governance standards.
- Backup and Recovery Configuration: Automated backup strategy design, testing, and recovery planning.

SERVICES OVERVIEW

MySQL HeatWave Database Service

- Backup and Recovery Configuration: Automated backup strategy design, testing, and recovery planning.
- Ongoing Support and Maintenance: Managed service support for updates, patching, and lifecycle management of MySQL HeatWave environments.

This service ensures customers can confidently deploy and manage MySQL HeatWave as part of their broader data and analytics strategy, with full operational visibility and expert technical assurance.

Deliverables / Key Outputs

- Solution Architecture Document: Design of MySQL HeatWave environment, including sizing, HA/DR configuration, and network integration.
- Implementation and Configuration Record: Documentation of deployed resources, configuration settings, and applied policies.
- Data Migration Plan and Report: Structured migration plan and post-migration validation results.
- Performance Benchmark Report: Baseline metrics and optimisation recommendations.
- Monitoring and Health Dashboards: Configured visibility tools for performance, utilisation, and query analytics.
- Security and Compliance Documentation: Evidence of applied encryption, IAM policies, and audit configurations.
- Backup and Recovery Plan: Defined backup schedule, retention policies, and tested recovery procedures.
- Handover and Knowledge Transfer Pack: Technical documentation and optional training for customer operations teams.

SERVICES OVERVIEW

Oracle NoSQL Database Cloud

Service

DSP's Oracle NoSQL Database Cloud Service provides organisations with a fully managed, distributed NoSQL database environment designed for high-performance, low-latency workloads on Oracle Cloud Infrastructure (OCI). The service is ideal for use cases requiring flexible data models, massive scalability, and rapid response times, such as IoT, real-time analytics, mobile applications, and recommendation engines. DSP delivers expert deployment, configuration, and ongoing management of Oracle NoSQL environments, ensuring optimal performance, availability, and alignment with enterprise data governance and security standards.

Business Need

Modern digital applications demand fast, flexible, and horizontally scalable databases capable of managing unstructured and semi-structured data at scale. Traditional relational databases are often limited by rigid schema requirements and vertical scaling constraints. DSP's Oracle NoSQL Database Cloud Service enables organisations to overcome these challenges by adopting a high-throughput, key-value and document-based data store that supports agile development and real-time workloads, all while maintaining enterprise-grade reliability and integration with broader Oracle Cloud services.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Oracle NoSQL Database Cloud

Service Benefits

- Enables high-performance, low-latency data access for real-time applications.
- Provides elastic scalability to handle dynamic workloads and large data volumes.
- Supports flexible data models, including key-value, JSON, and table-based structures.
- Integrates seamlessly with Oracle Cloud services, analytics, and identity management.
- Delivers cost efficiency through pay-per-request and auto-scaling models.
- Ensures data protection and compliance with enterprise-grade security controls.
- Backed by DSP's 24x7 proactive monitoring, optimisation, and expert support.

Service Scope

The Oracle NoSQL Database Cloud Service includes:

- Architecture Design and Planning: Design of Oracle NoSQL environments optimised for scalability, performance, and cost efficiency.
- Provisioning and Configuration: Deployment of NoSQL database clusters on OCI, including network, IAM, and security configurations.
- Data Modelling and Integration: Design and implementation of key-value or document-based schemas aligned with application workloads.
- Application Connectivity: Configuration of secure API endpoints and SDK integration with applications and microservices.
- Performance Optimisation: Continuous monitoring and tuning of throughput, latency, and query execution.
- Backup, Recovery, and Availability: Implementation of automated backup strategies and multi-region replication for DR.
- Security and Compliance Management: Application of encryption, auditing, and access policies aligned with organisational requirements.
- Managed Service and Support: Ongoing administration, maintenance, and monitoring by DSP's certified Oracle specialists.

SERVICES OVERVIEW

Oracle NoSQL Database Cloud

Deliverables / Key Outputs

- Solution Architecture Document: Design and topology of the Oracle NoSQL environment, including capacity, replication, and integration points.
- Implementation and Configuration Report: Documentation of deployed resources, configuration parameters, and IAM policies.
- Data Model and Integration Plan: Definition of data structures and connectivity to consuming applications or analytics platforms.
- Performance and Optimisation Report: Benchmarking results and ongoing tuning recommendations.
- Monitoring and Alerting Configuration: Customised dashboards, alerts, and visibility tools for operational oversight.
- Security and Compliance Documentation: Details of applied encryption, access controls, and audit trail configurations.
- Backup and Recovery Plan: Documented strategy for backup frequency, retention, and recovery validation.
- Knowledge Transfer and Handover Pack: Final documentation set and optional technical workshop for customer operations teams.

SERVICES OVERVIEW

Cloud Migration

Service

DSP's Cloud Migration service provides end-to-end planning, delivery, and optimisation for migrating workloads, applications, and data to leading cloud platforms, including Oracle Cloud Infrastructure (OCI), Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform (GCP). The service covers all phases of the migration lifecycle, from discovery and assessment through to cutover, validation, and optimisation, ensuring minimal disruption, operational continuity, and maximum performance. DSP's certified cloud experts leverage proven methodologies, automation tools, and migration accelerators to deliver secure, efficient, and cost-effective cloud transitions.

Business Need

Organisations are increasingly moving to the cloud to improve agility, scalability, and cost efficiency. However, migration complexity, application dependencies, and performance risks can slow adoption or impact business continuity. DSP's Cloud Migration service addresses these challenges by providing structured, best-practice migration frameworks and expert-led execution. The service ensures that workloads are assessed, migrated, and validated efficiently while maintaining security, compliance, and business objectives.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Cloud Migration

Service Benefits

- Provides a structured, low-risk approach to migrating workloads to public or hybrid cloud environments.
- Minimises downtime and performance impact through phased and automated migration processes.
- Reduces costs by optimising resource allocation and removing technical debt.
- Ensures full compliance with security, governance, and regulatory frameworks.
- Accelerates cloud adoption through proven methodologies and automation tooling.
- Delivers post-migration performance tuning and operational readiness support.

Service Scope

The Cloud Migration service includes:

- **Discovery and Assessment:** Comprehensive review of existing infrastructure, applications, and dependencies to define migration readiness and priorities.
- **Migration Strategy and Planning:** Development of a detailed migration strategy, roadmap, and risk mitigation plan aligned with business goals.
- **Architecture and Design:** Creation of secure, scalable cloud architectures optimised for performance, resilience, and cost efficiency.
- **Migration Execution:** Implementation of workload and data migrations using automated and manual methods, including rehosting, replatforming, or refactoring as required.
- **Testing and Validation:** End-to-end testing of application performance, data integrity, and connectivity post-migration.
- **Security and Compliance Assurance:** Configuration of cloud-native security controls, encryption, and governance policies.
- **Cutover and Go-Live Support:** Managed switchover to the target environment with rollback and contingency planning.
- **Post-Migration Optimisation:** Performance tuning, monitoring setup, and cost optimisation following migration completion.

SERVICES OVERVIEW

Cloud Migration

Deliverables / Key Outputs

- Assessment and Readiness Report: Inventory of systems, dependencies, and migration readiness findings.
- Migration Strategy and Roadmap: Defined plan outlining phases, timelines, and key milestones.
- Target Architecture Design: Technical documentation detailing infrastructure layout, security, and connectivity configurations.
- Migration Execution Plan: Step-by-step delivery plan including migration tools, scheduling, and rollback procedures.
- Testing and Validation Report: Documentation of pre- and post-migration validation results.
- Security and Compliance Report: Details of applied controls, encryption, IAM policies, and audit configurations.
- Optimisation and Cost Report: Post-migration recommendations for performance, scalability, and cost efficiency.
- Handover and Knowledge Transfer Pack: Final documentation, operational procedures, and optional training for customer teams.

SERVICES OVERVIEW

Oracle Interconnect for Azure

Service

DSP's Oracle Interconnect for Azure service delivers secure, low-latency, high-throughput connectivity between Oracle Cloud Infrastructure (OCI) and Microsoft Azure, enabling organisations to run integrated workloads seamlessly across both cloud environments. As a trusted Oracle and Microsoft partner, DSP provides end-to-end design, implementation, and optimisation of hybrid and multi-cloud architectures that leverage the Oracle–Azure Interconnect. This service allows customers to combine Oracle's best-in-class database performance with Azure's application, analytics, and AI services, achieving interoperability, resilience, and cost efficiency without compromising performance or compliance.

Business Need

Many organisations rely on both Oracle and Microsoft technologies but struggle to integrate them efficiently when transitioning to cloud environments. Traditional network routing between clouds introduces latency, complexity, and security challenges. DSP's Oracle Interconnect for Azure service addresses these challenges by providing a direct, private connection between OCI and Azure regions. This allows enterprises to deploy Oracle databases and Azure-based applications in a unified, high-performing architecture, simplifying operations, improving scalability, and reducing operational overheads.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Oracle Interconnect for Azure

Service Benefits

- Enables low-latency, high-bandwidth connectivity between Oracle Cloud and Azure.
- Simplifies hybrid and multi-cloud deployments for Oracle workloads integrated with Azure services.
- Provides secure, private networking with built-in redundancy and failover capabilities.
- Supports unified identity and access management across both clouds.
- Reduces complexity and cost compared to traditional VPN or public internet routing.
- Ensures enterprise-grade availability, performance, and compliance.
- Backed by DSP's Oracle and Azure-certified cloud specialists.

Service Scope

The Oracle Interconnect for Azure service includes:

- Architecture and Design: Definition of a secure, resilient network architecture connecting OCI and Azure using Oracle FastConnect and Azure ExpressRoute.
- Implementation and Configuration: Setup of interconnect circuits, routing, and peering between OCI and Azure environments.
- Identity and Access Integration: Configuration of unified IAM and single sign-on across both cloud platforms.
- Application and Database Integration: Deployment and optimisation of hybrid workloads (e.g. Oracle Database on OCI with applications on Azure).
- Security and Compliance Setup: Implementation of encryption, traffic control, and compliance alignment.
- Performance Optimisation: Tuning of routing, throughput, and service configurations for optimal performance.
- Monitoring and Support: 24/7 managed monitoring, incident response, and change management for the interconnect environment.
- Knowledge Transfer: Documentation and handover to customer teams for ongoing operational management.

SERVICES OVERVIEW

Oracle Interconnect for Azure

Deliverables / Key Outputs

- Architecture and Design Document: Detailed topology and configuration plan for the Oracle–Azure Interconnect environment.
- Implementation and Configuration Report: Documentation of setup steps, routing, and connectivity validation.
- Security and Compliance Report: Summary of encryption, access, and compliance controls implemented.
- Performance Validation Report: Benchmarking and testing results verifying latency, throughput, and resilience.
- Operational Runbook: Procedures for incident response, monitoring, and change management.
- Knowledge Transfer Pack: Handover documentation, configuration details, and training materials.
- Post-Implementation Review: Evaluation of performance, availability, and optimisation opportunities.

SERVICES OVERVIEW

GoldenGate Cloud Service

Service

DSP's GoldenGate Cloud Service delivers a fully managed solution for real-time data replication, integration, and migration across Oracle Cloud Infrastructure (OCI) and hybrid or multi-cloud environments. The service enables organisations to replicate transactional data between heterogeneous databases, supporting high availability, zero-downtime migrations, and real-time analytics. DSP provides end-to-end deployment, configuration, monitoring, and management of GoldenGate environments, ensuring secure, reliable, and optimised replication that supports business continuity and data-driven decision-making.

Business Need

Organisations face challenges with real-time data movement between systems, particularly when modernising applications, consolidating data centres, or integrating hybrid environments. Manual or batch-based replication can introduce latency, risk, and operational complexity. DSP's GoldenGate Cloud Service addresses these challenges by providing a managed, automated, and reliable platform for continuous data replication, enabling real-time access to critical information while reducing downtime and operational risk.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

GoldenGate Cloud Service

Service Benefits

- Enables real-time replication between Oracle and heterogeneous databases for analytics, reporting, and integration.
- Supports zero-downtime migrations during cloud adoption or infrastructure modernisation.
- Enhances business continuity with high-availability and disaster recovery configurations.
- Reduces operational complexity through managed provisioning, monitoring, and optimisation.
- Ensures data consistency, security, and compliance across replicated systems.
- Provides flexibility for hybrid, multi-cloud, and cross-region architectures.
- Backed by DSP's certified Oracle specialists with expertise in database replication and cloud migration.

Service Scope

The GoldenGate Cloud Service includes:

- Architecture and Design: Design of replication topologies tailored to workload requirements, including unidirectional, bidirectional, or multi-master configurations.
- Provisioning and Configuration: Deployment of GoldenGate instances on OCI and connected environments, including network, security, and IAM setup.
- Data Replication Setup: Configuration of source and target databases, mapping, conflict resolution, and initial load.
- Migration and Synchronisation: Execution of zero-downtime migrations or synchronisation for cloud and on-premises workloads.
- Monitoring and Performance Tuning: Proactive monitoring of replication health, latency, and throughput, with optimisation as needed.
- Security and Compliance: Encryption, access controls, and audit logging to ensure secure data movement.

SERVICES OVERVIEW

GoldenGate Cloud Service

- Backup and Recovery Planning: Configuration of backup and failover strategies to maintain replication continuity.
- Ongoing Managed Support: 24/7 operational support, incident management, and advisory services for replication environments.

This service enables organisations to maintain up-to-date, reliable data across distributed systems, supporting analytics, reporting, and operational decision-making in real time.

Deliverables / Key Outputs

- Replication Architecture Document: Detailed design of GoldenGate topology, including source/target databases, connectivity, and replication flow.
- Provisioning and Configuration Report: Documentation of deployed instances, network configuration, and security settings.
- Replication Setup and Mapping Plan: Details of data mapping, transformation, and initial load procedures.
- Migration or Synchronisation Execution Report: Summary of data replication activities, cutover events, and validation results.
- Performance and Monitoring Report: Metrics on replication latency, throughput, and optimisations applied.
- Security and Compliance Documentation: Details of encryption, IAM policies, and audit configuration.
- Backup and Recovery Plan: Strategy for maintaining replication continuity and recovering from failures.
- Handover and Knowledge Transfer Pack: Comprehensive documentation and optional training for customer teams.

SERVICES OVERVIEW

Cloud@Customer

Service

DSP's Cloud@Customer service provides organisations with the benefits of Oracle Cloud Infrastructure (OCI) deployed on-premises, enabling customers to leverage public cloud capabilities while maintaining data residency, security, and compliance within their own data centres. DSP designs, implements, and manages Cloud@Customer solutions, delivering fully managed infrastructure, databases, and applications tailored to business workloads. The service ensures high performance, scalability, and availability while providing the operational and governance advantages of a cloud environment hosted locally.

Business Need

Many organisations require the flexibility, scalability, and innovation of cloud computing but are constrained by regulatory, security, or latency requirements that prevent full public cloud adoption. Traditional on-premises infrastructure often lacks the agility and automation of cloud platforms. DSP's Cloud@Customer service addresses this gap by bringing OCI to the customer's premises, providing a cloud-like experience with full management, monitoring, and support, enabling compliance, operational control, and cloud-native performance without moving data off-site.

Price

This service is priced in accordance with the SFIA Rate Card attached. Projects can be priced either on a Time & Materials or Fixed Price basis.

SERVICES OVERVIEW

Cloud@Customer

Service Benefits

- Provides on-premises cloud infrastructure with the flexibility and scalability of OCI.
- Ensures data residency, security, and compliance within customer-controlled facilities.
- Delivers high-performance and resilient infrastructure for enterprise workloads.
- Reduces operational overhead through DSP-managed infrastructure, monitoring, and support.
- Supports hybrid and multi-cloud integration with existing public cloud or on-premises systems.
- Enables organisations to modernise applications and databases while maintaining control over sensitive data.
- Provides proactive management, optimisation, and capacity planning by DSP specialists.

Service Scope

The Cloud@Customer service includes:

- **Assessment and Planning:** Evaluation of customer requirements, existing infrastructure, and compliance needs to design an appropriate Cloud@Customer deployment.
- **Architecture and Design:** Development of secure, scalable, and highly available Cloud@Customer architectures for databases, applications, and compute workloads.
- **Deployment and Configuration:** Installation of OCI infrastructure, network configuration, and integration with on-premises systems.
- **Database and Application Management:** Provisioning and optimisation of Oracle databases, middleware, and applications on Cloud@Customer.
- **Monitoring and Incident Management:** 24x7 proactive monitoring, alerting, and incident resolution for infrastructure and workloads.
- **Security and Compliance:** Implementation of encryption, access controls, auditing, and regulatory compliance measures.

SERVICES OVERVIEW

Cloud@Customer

- Backup, Recovery, and DR: Design and management of backup strategies and disaster recovery procedures for on-premises cloud workloads.
- Managed Service Support: Ongoing lifecycle management, patching, performance tuning, and advisory services.

This service ensures customers gain full cloud capabilities on-premises, with DSP managing the infrastructure, operations, and optimisation to meet business and regulatory requirements.

Deliverables / Key Outputs

- Assessment and Design Report: Analysis of requirements, proposed architecture, and integration plan.
- Deployment and Configuration Documentation: Detailed records of infrastructure, network, and application setup.
- Monitoring and Incident Reports: Proactive monitoring logs, alerting configurations, and incident resolution summaries.
- Security and Compliance Documentation: Details of applied encryption, access policies, and audit measures.
- Backup and Recovery Plans: Documentation of backup schedules, retention policies, and tested recovery procedures.
- Operational Runbooks: Procedures for managing, troubleshooting, and maintaining the Cloud@Customer environment.
- Performance and Optimisation Reports: Metrics, tuning recommendations, and capacity planning advice.
- Knowledge Transfer and Handover Pack: Final documentation and optional training for customer teams.

BUYER RESPONSIBILITIES

Please refer to the Terms and Conditions associated with this service on the Platform. These terms may include additional Buyer obligations or costs that are not detailed elsewhere.

The Buyer responsibilities as part of this service with DSP are as follows:

- Provide all reasonably requested resources, stakeholders, information, and materials promptly to support service delivery.
- Assign appropriate process and subject matter experts to collaborate with DSP in designing the solution.
- Supply business users to perform user acceptance testing according to the agreed plan.
- Procure all necessary software licenses and subscriptions, including SaaS, PaaS, and IaaS, ensuring all environments are provisioned for security and performance to meet Buyer requirements.
- Provide access to existing systems or data required for migration purposes.
- Supply test instances of any third-party systems necessary for testing inbound or outbound interfaces.
- Make relevant employees available for training as needed.
- Ensure the Buyer's project team is empowered to make timely decisions to facilitate smooth progress.
- Fulfil all obligations outlined in the Agreement clauses and associated Schedules.
- Comply with applicable laws and regulations, and direct DSP regarding any business-specific processes and procedures that must be followed.
- Review and sign off all deliverables promptly based on agreed acceptance criteria.

If these responsibilities do not align with your expectations, please contact DSP to discuss potential adjustments to our approach.

SKILLS & KNOWLEDGE TRANSFER

DSP recognises that skills and knowledge transfer is a fundamental part of delivering G-Cloud services to public sector clients. Wherever possible and applicable, knowledge transfer is incorporated into the service delivery plan agreed at the start of each engagement. Our consultants and engineers have significant experience in providing effective skills transfer to public sector organisations operating within the G-Cloud framework.

To ensure consistency and effectiveness, DSP utilises a structured approach tailored to the specific topic, identified skills gaps, and individual client needs. This approach follows our proven Assess-Plan-Implement framework, which guides the entire knowledge transfer process, from understanding objectives and planning training delivery to executing and evaluating success. This framework is designed to empower public sector teams to sustain and drive ongoing change long after the formal service period ends, fully aligned with G-Cloud best practices.

ACCREDITATIONS/AWARDS

DSP is a recognised and certified cloud services provider, trusted for delivering secure, reliable, and high-performing solutions. We hold Oracle Cloud MSP recognition and are certified partners of Oracle, Microsoft Azure and Google Cloud, demonstrating expertise across leading cloud platforms.

Our commitment to quality and security is backed by ISO 27001 and ISO 9001 certifications, while industry and customer awards highlight our success in cloud migrations, digital transformation, and managed services. These credentials underscore DSP's ability to deliver compliant, efficient, and expertly managed cloud solutions.

CUSTOMER SUCCESS



Rodda's migrates its IFS hosting solution to Oracle Cloud Infrastructure

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Zenith's Oracle Azure Interconnect Journey

READ MORE 

"Stripe has managed to make a seamless migration to Oracle Cloud and that has been enabled via DSP through their MSP programme. They have been instrumental in this transformation."

Stripe



London North Eastern Railway approaches DSP for Consulting & Oracle Cloud services

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Hybrid Azure Cloud Solution to improve David Phillips' performance

READ MORE 

"They seamlessly manage our entire Oracle estate, from our Oracle database to the OCI platform, along with the Azure connection that allows us to connect to our application servers and our wider data platform in Azure. DSP has been a true partner in our success from the inception of the solution, implementation and then on-going management."

Zenith



The background of the entire page is a dark blue. On the left side, there is a faint, glowing blue smiley face. In the center-left, a hand is shown holding a transparent, rectangular block that contains a white checkmark. A thick, red diagonal line runs from the top right towards the bottom left, crossing the page.

LET'S WORK TOGETHER

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