

Cloud Application Support and Live Service Assurance

Service Overview

Opal Solutions provides cloud application support and live service assurance for public sector organisations. This service focuses on supporting live, production cloud environments to ensure stability, security and ongoing service performance. It is suitable for organisations requiring reliable business-as-usual support for cloud-hosted applications and platforms.

Service Scope

The service includes incident management, service monitoring, operational readiness support and continuous service improvement. Opal Solutions supports cloud-based applications hosted on public cloud and hybrid environments, working alongside client teams and third-party suppliers where required.

Support Model

Support is delivered primarily during UK business hours, Monday to Friday. Requests are logged via email or ticketing systems and prioritised according to agreed service levels. Enhanced or out-of-hours support can be provided by prior agreement at call-off stage.

Incident and Service Management

Opal Solutions applies ITIL-aligned practices for incident, problem and service request management. Incidents are triaged, investigated and resolved by experienced cloud support engineers, with clear escalation routes and regular status updates provided to clients.

Service Assurance and Reporting

The service includes proactive service monitoring, trend analysis and regular reporting. This provides visibility of service performance, risks and improvement actions, supporting service stability and informed decision-making.

Security and Compliance

Opal Solutions applies appropriate security controls in line with UK public sector requirements. Staff involved in service delivery are screened in accordance with BS7858:2019 and can hold additional security clearance where required. The service supports compliance with Cyber Essentials requirements.

Onboarding and Transition

Onboarding includes knowledge transfer, access setup and confirmation of support processes. Where required, Opal Solutions supports the transition of services from project delivery or third-party suppliers into business-as-usual support.



Service Exclusions

The service does not include physical hardware maintenance, on-site break/fix support or unmanaged 24/7 coverage unless explicitly agreed at call-off stage.

How to Engage

This service is available via the G-Cloud 15 framework under Lot 3: Cloud Support. Buyers can engage Opal Solutions through a call-off contract tailored to their specific support requirements.