

G-CLOUD 15

SERVICE DEFINITION DOCUMENT
Managed Database Support & Maintenance Services

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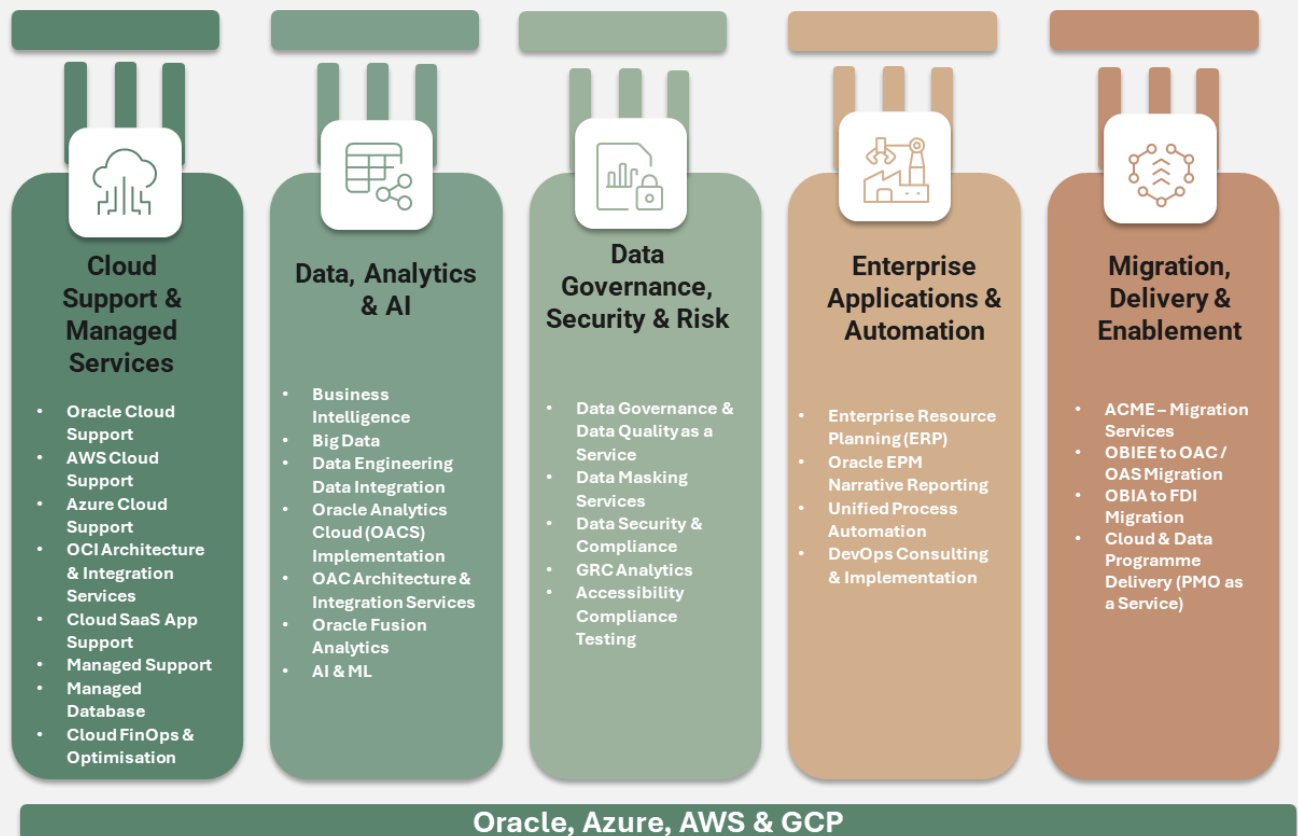
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1. About VAAMG Consulting

Established in 2016, VAAMG Consulting leads in innovation and excellence, offering expert solutions that adapt to the ever-changing technological landscape. We believe technology is key to success and we provide a range of services to harness its full potential. We are trusted partners with leading cloud providers like Oracle, AWS, Azure and Salesforce, specializing in Cloud Services, Data Analytics, Database Integration, Database Management and Migration, Enterprise Performance Management (EPM), Managed services and resource augmentation.

We help businesses modernise and accelerate their cloud journey, driving innovation and enabling effective, informed decision-making. From transforming legacy systems to optimising cloud infrastructure and ensuring full compliance, we equip organisations with the capabilities they need to stay ahead.

Our Service Portfolio



2. Service Overview

2.1 Service Name

Managed Database Support and Maintenance Service

2.2 Service Objective

The service is designed to provide multi-cloud and multiple database vendor support and maintenance under one team. Our expert DBAs help manage and run your databases to the optimum and with minimal disruptions. The service can also take advantage of the migration of your databases from on-premises to cloud or between clouds.

2.3 Service Description

Our Managed Database Support and Maintenance Service is specifically designed to offer comprehensive support and maintenance for databases across multiple cloud providers and database vendors, all managed by a single team. With our service, you can rely on our expert Database Administrators (DBAs) to efficiently manage and run your databases, ensuring optimal performance and minimal disruptions. We offer Oracle expertise in optimisation, cloud architecture design and review, automation, software licencing, transformation, integration and migration services.

2.4 Tech Stack & Intended Customers

- Oracle, AWS, Azure & other database and cloud suppliers
- All Enterprise Users.

2.5 Service Offerings

Key features offered for Managed Database Support:

- Multi-Cloud and Multiple Database Vendor Support
- Database design, installations, upgrades, migrations and transformations
- Database Performance Optimization
- Proactive Monitoring and Maintenance
- Database Patching, Security management and Compliance
- Managed Support and Incident Response with change management processes
- Continuous improvement, integration and optimisation with disaster recovery options

With our Managed Database Support and Maintenance Service, we help our clients offload the complexities of managing and maintaining their databases to our expert team. We provide the expertise, experience, and resources necessary to ensure the databases run smoothly, allowing customers to focus

on their core business activities while maximizing the value of their database investments.

2.6 Service Benefits

- Expert, certified and Experienced team managing and maintaining databases, ensuring optimal performance, reliability, and security.
- Performance Optimization - Enhanced Performance and Availability.
- Scalability and Flexibility.
- Implementing comprehensive data security and compliance.
- Cost Savings and better ROI.
- Backup and recovery to protect client data.
- Continuous Monitoring and Support.
- Optimal performance, reliability, and security of the database environment.
- Minimized downtime and uninterrupted business operations.
- Freeing up internal resources to focus on core business activities and strategic initiatives
- Efficient Problem Resolution: Rapid identification and resolution of database issues

2.7 Service Support window

- **Onshore Support (UK-based):**
09:00 – 17:00 (GMT/BST), Monday to Friday, excluding UK public holidays.
- **Hybrid Support (Onshore + Offshore):**
24x7 support coverage, including weekends and public holidays.

2.8 Service Levels

Level	Scope of Service
Basic	Entry-level support suitable for organizations with basic data provisioning needs such as assistance with accessing and retrieving predefined datasets. Basic guidance on data loading and ingestion processes
Standard	Comprehensive support level suitable for organizations with moderate data provisioning needs such as Customized data provisioning solutions, Assistance with data integration, transformation etc.

Premium	Elite support tier offering personalized assistance and proactive guidance for mission-critical data provisioning initiatives. Dedicated account manager and support team for personalized assistance and strategic guidance.
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3. Service Onboarding & Offboarding

3.1 – key tasks for Onboarding of services

Effective onboarding is highly critical to ensuring a smooth start to any engagement. Our onboarding process establishes the governance, delivery approach, and operational foundations required to deliver services successfully. It ensures that all stakeholders are aligned, risks are identified and mitigated early, and the project team is fully equipped to meet objectives. This structured approach supports clarity, accountability, and sets the stage for consistent delivery in line with the client's expectations and framework standards.

Governance & Engagement Setup

- Collaborate with the client to define the governance model, including roles, responsibilities, decision-making processes, and communication channels.
- Engage with key stakeholders to capture functional and non-functional requirements through workshops, interviews, and discovery sessions.

Delivery Approach & Planning

- Discuss and agree the delivery methodology (Agile, Waterfall, or hybrid) aligned to project needs.
- Conduct risk and compliance assessment, identifying project risks, regulatory requirements, and mitigation strategies.

Commercial & Contractual Agreements

- Finalize commercial terms, including pricing, delivery milestones, timelines, payment terms, and contractual obligations.

Resource & Team Allocation

- Assemble the project team based on skills, availability, and project requirements.
- Assign roles, responsibilities, and accountabilities for efficient delivery.

Infrastructure, Tools & Security Setup

- Set up necessary infrastructure, development, test, and deployment environments.
- Configure collaboration and project management tools (e.g., JIRA, Confluence, Teams).

- Provision client and team access in line with security policies and client requirements.

Service Level & Reporting Setup

- Agree on service levels, KPIs, and reporting mechanisms for monitoring progress

Kick-off Meeting

- Conduct the kick-off session with the client and project team to formally launch the engagement.
- Review project objectives, scope, timelines, governance, and expectations, and establish open lines of communication.

3.2 – key tasks for Off-boarding of services

A structured off-boarding process ensures a seamless conclusion to the engagement, protecting the client's operational continuity and knowledge retention. Our approach focuses on the secure transition of deliverables, effective knowledge transfer, and the formal closure of contractual and administrative obligations. By capturing lessons learned and providing post-engagement support where necessary, we enable continuous improvement, maintain client confidence, and ensure that the client is fully empowered to manage ongoing operations independently

Transition Planning

- Collaborate with the client to plan a smooth handover of project deliverables, knowledge, and responsibilities.
- Define transition timelines, handover processes, and post-project support arrangements.

Knowledge Transfer

- Conduct knowledge transfer sessions including documentation, training materials, and resources.
- Share lessons learned and best practices with the client team.

Deliverables & Closure Activities

- Complete all outstanding deliverables, documentation, and administrative tasks.
- Archive project data and documents in line with client and regulatory policies.

Feedback & Evaluation

- Gather client feedback on engagement quality, delivery outcomes, and satisfaction.
- Conduct an internal lessons learned session to drive continuous improvement.

Contract Closure & Post-Support

- Finalize any remaining contractual matters, including invoicing, payments, and formal sign-off on completion.
- Agree short-term post-engagement support arrangements, if needed, to ensure continuity and client confidence.

4. Pricing Models

At VAAMG, we offer flexible and scalable engagement models tailored to meet client's and partner's diverse needs. Our delivery is built around collaboration, accountability, and value creation. Whether you require on-demand expertise, structured project delivery, or full-service management, we offer a model that fits. We offer Time and Money (T&M), Fixed Price and Fixed capacity pricing models. Please refer to our Pricing document for details and we can provide a quotation for service upon request.

5. Engagement & Support Models

VAAMG's service support methodology is built on deep domain expertise across enterprise applications, cloud platforms, data, analytics, and integration technologies. We leverage proven delivery accelerators, reusable assets, and structured knowledge transfer practices gained from supporting public and private sector clients across the UK and globally.

By combining remote-first delivery, strong governance, and outcome-based service management, VAAMG provides a cost-effective, scalable, and secure support service while maintaining consistently high service quality.

This methodology reduces unnecessary onsite overheads, makes effective use of time-zone efficiencies where appropriate, and ensures service continuity through well-documented processes, runbooks, and centralised knowledge repositories. Services are delivered in line with agreed SLAs and KPIs, with clear escalation paths and proactive service reporting.

VAAMG offers two primary support models:

Resource Augmentation Model	Statement of Work (SoW) Model
We provide skilled professionals who integrate seamlessly with the partner's or client's team, helping capacity scaling and meeting deadlines. This model ensures flexibility, faster ramp-up, and	Our SOW based model provides a structured, deliverable-driven model where we take full ownership of a defined scope under a signed SoW. This type of model is ideal for fixed-scope projects

cost-effectiveness while maintaining control on delivery.

Key Features

- ❖ On-demand skilled resources (onshore / offshore / hybrid)
- ❖ Scalable team capacity based on project phases
- ❖ Full integration with partner/client's processes and tools
- ❖ Best suited in scenarios with interdependency in deliverables

with clear timelines, outputs, and responsibilities.

Key Features

- ❖ Clearly defined scope, timeline, and milestones
- ❖ Fixed or milestone-based pricing
- ❖ End-to-end delivery accountability
- ❖ Suited for independent delivery scenarios with clearly defined separation of duties

6. Contact Us

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