

G-CLOUD 15

SERVICE DEFINITION DOCUMENT
DEVOPS CONSULTING AND IMPLEMENTATION

Contents

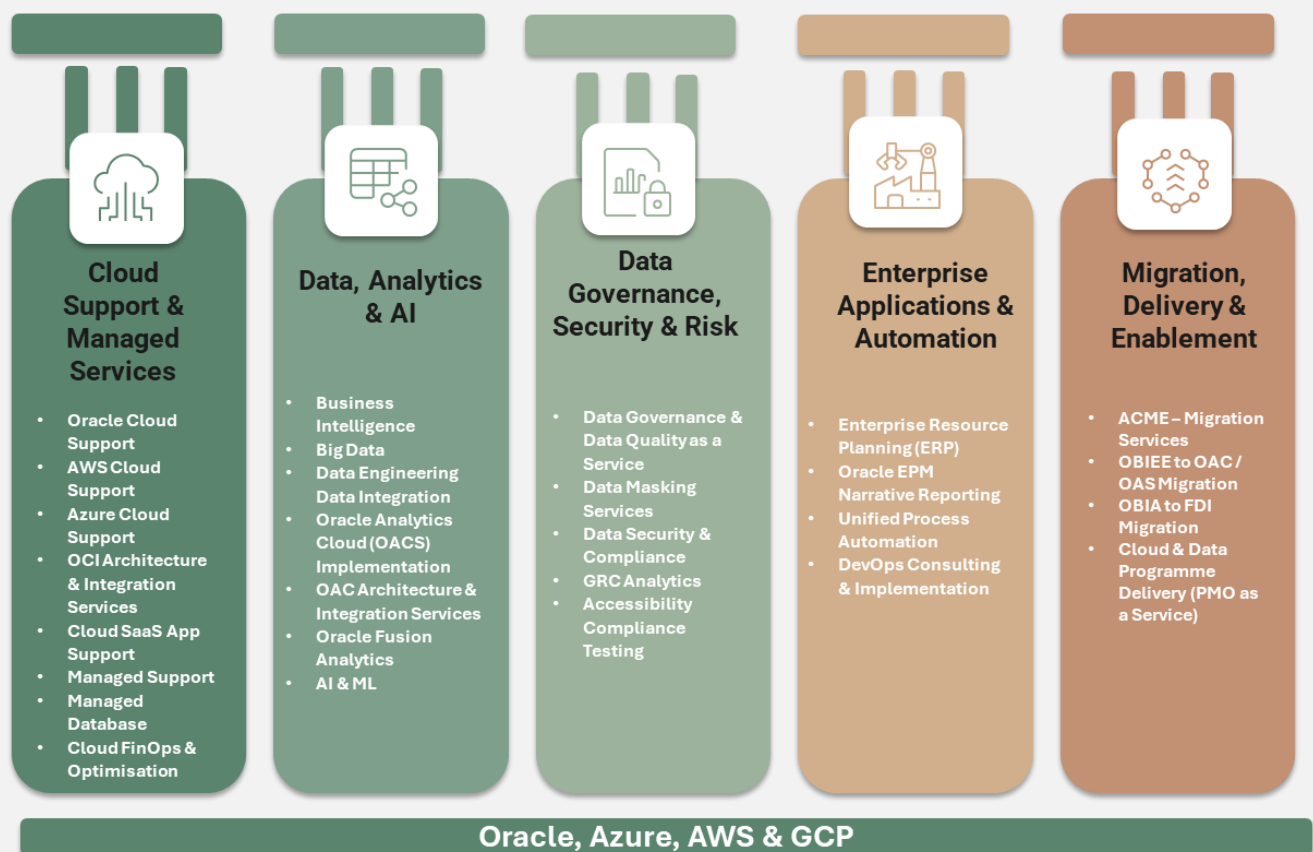
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1. About VAAMG Consulting

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

DevOps Consulting and Implementation

2.2 Service Objective

Empower organizations to streamline software development and deployment processes through tailored DevOps consulting and implementation services.

2.3 Service Description

We offer end-to-end consulting and implementation services to help organizations adopt and optimize DevOps practices across their software development lifecycle. Our experienced team collaborates closely with clients to assess their current processes, identify bottlenecks, and implement DevOps solutions tailored to their unique needs. From continuous integration and delivery (CI/CD) pipelines to infrastructure automation and monitoring. We leverage industry best practices and cutting-edge technologies to accelerate software delivery and improve operational efficiency.

2.4 Tech Stack & Intended Customers

- All enterprise users
- Various DevOps tools and technologies including Jenkins, GitLab CI/CD, Docker, Kubernetes, Ansible, Terraform, AWS, Azure DevOps, and more.

2.5 Service Offerings

1. DevOps Assessment & Strategy

- Current state analysis of software development and delivery pipelines
- Identification of bottlenecks, inefficiencies, and risks
- DevOps maturity assessment and benchmarking
- Roadmap and strategy definition for DevOps adoption

2. Continuous Integration (CI)

- CI pipeline design and implementation
- Automated code builds and compilation
- Integration with version control systems (Git, Bitbucket)
- Unit test automation integration

3. Continuous Delivery / Deployment (CD)

- Automated deployment pipelines to multiple environments
- Release orchestration and management
- Rollback and deployment safety mechanisms

- Integration with container orchestration platforms (Kubernetes, OpenShift)

4. Infrastructure as Code (IaC)

- Automated infrastructure provisioning and configuration
- Terraform, Ansible, Puppet, or CloudFormation implementation
- Cloud environment setup and management (AWS, Azure, GCP)

5. Monitoring & Observability

- Continuous monitoring of applications and infrastructure
- Implementation of logging, alerting, and metrics dashboards
- Integration with tools like Prometheus, Grafana, ELK Stack
- Performance trend analysis and proactive issue detection

6. Automation & Toolchain Integration

- Tool selection and integration across DevOps lifecycle
- End-to-end automation: code, build, test, deploy, monitor
- Containerisation with Docker and orchestration with Kubernetes
- CI/CD tools like Jenkins, GitLab CI/CD, Azure DevOps

7. Security & Compliance in DevOps (DevSecOps)

- Integrating security into pipelines (SAST/DAST)
- Compliance checks and policy enforcement
- Automated vulnerability scanning
- Role-based access and secret management

8. Training & Change Management

- DevOps workshops and coaching for teams
- Best practices documentation and standard operating procedures (SOPs)
- Mentoring for CI/CD, IaC, and cloud-native practices

2.6 Service Benefits

- Accelerated software delivery cycles.
- Enabling faster time-to-market for new features and updates.
- Improved collaboration and communication between various teams.
- Enhanced product quality and reliability through automated testing and deployment processes.

- Increased scalability and resilience of infrastructure through automation and containerization.
- Cost savings through optimized resource utilization.
- Reduced manual effort in deployment and operations.

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.

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 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	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 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

Munish Goswami – Company Director

Contact - +44 7795046978

Email : Munish.goswami@vaamg.com ; contactus@vaamg.com

