

G-CLOUD 15

SERVICE DEFINITION DOCUMENT
CLOUD SAAS APPLICATIONS SUPPORT SERVICES

Contents

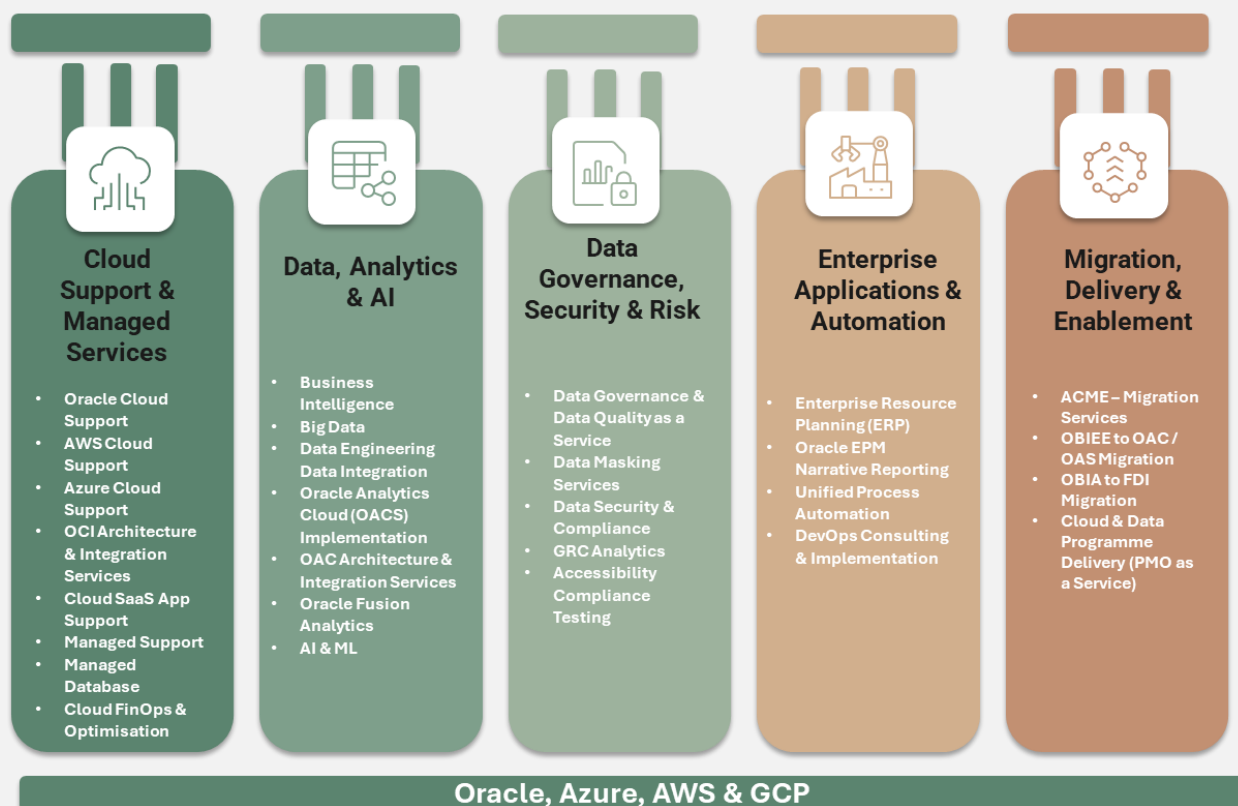
1. About VAAMG Consulting	3
2. Service Overview	4
2.1 Service Name.....	4
2.2 Service Objective.....	4
2.3 Service Description.....	4
2.4 Tech Stack & Intended customers	4
2.5 Service Offerings	4
2.6 Service Benefits.....	5
2.7 Service Support window	5
2.8 Service Levels	6
3. Service Onboarding & Offboarding.....	6
3.1 – key tasks for Onboarding of services	6
3.2 – key tasks for Off-boarding of services	7
4. Pricing Models	6
5. Engagement & Support Models	9
6. Contact Us.....	9

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

Cloud SaaS Applications Support Services

2.2 Service Objective

Our SaaS Application Support Services are designed to provide comprehensive assistance and guidance to organizations leveraging Software as a Service (SaaS) applications. Our team of experienced consultants specializes in supporting a wide range of SaaS applications, ensuring smooth operation, optimization, and continuous improvement of your cloud-based software solutions.

2.3 Service Description

Our services offer a range of activities aimed at ensuring smooth operation, optimal performance, and customer satisfaction including technical support, troubleshooting, bug fixes, updates and patches, data backup and recovery, security management, and user training. It allows businesses to focus on their core activities while relying on the expertise of service providers to handle the technical aspects of their SaaS applications.

Our SaaS Application Support Services are tailored to meet the needs of organizations of all sizes and industries that rely on cloud-based software solutions to streamline their business operations and drive growth.

2.4 Tech Stack & Intended Customers

- Primarily Microsoft, Oracle & Salesforce and any other SaaS application service provider
- All enterprise Customers

2.5 Service Offerings

- **Technical Support:** Assistance with troubleshooting technical issues, resolving software bugs, and providing guidance on application usage.
- **Maintenance and Updates:** Regular updates, patches, and maintenance to ensure the SaaS application is up-to-date, secure, and performing optimally.
- **Customization and Integration:** Assistance with customizing the SaaS application to meet specific business needs and integrating it with other software systems or platforms.
- **Performance Monitoring:** Monitoring and analysis of application performance metrics to identify areas for improvement and ensure optimal performance.
- **Data Security and Compliance:** Implementation of security measures, data encryption, and compliance with regulatory requirements to protect sensitive information and ensure data privacy.

- **Managed Support:** Responsive support to address user inquiries, provide assistance with software usage, and resolve any issues or concerns.
- **Reporting and Analytics:** Provision of reporting and analytics capabilities to help users track usage metrics, analyze data, and derive actionable insights from the SaaS application.
- **Disaster Recovery and Business Continuity:** Implementation of disaster recovery plans and backup solutions to ensure data resilience and continuity of operations in the event of system failures or disasters.
- **Training and Onboarding:** Training programs, tutorials, and onboarding sessions to help users familiarize themselves with the SaaS application and its features
- **Strategic Guidance:** SaaS support providers often serve as strategic partners, working closely with customers to understand their goals and challenges, and providing tailored solutions and recommendations to help them succeed.

2.6 Service Benefits

- **Enhanced Software Performance:** SaaS support ensures that the software operates smoothly and efficiently, maximizing uptime and minimizing disruptions.
- **Reduced Downtime:** Prompt troubleshooting and resolution of technical issues minimize downtime, enabling uninterrupted business operations.
- **Cost Savings:** SaaS support eliminates the need for in-house IT infrastructure and personnel, reducing overhead costs associated with software maintenance and support.
- **Access to Expertise:** Customers benefit from access to a team of experienced professionals who provide expert guidance and assistance with software usage, troubleshooting, and optimization.
- **Increased Productivity:** Reliable software performance and responsive support enable users to focus on their core tasks and objectives, enhancing productivity and efficiency.
- **Customization and Flexibility:** SaaS support services offer assistance with customizing the software to meet specific business needs and integrating it with other systems or platforms for enhanced functionality and flexibility.
- **Data Security and Compliance:** Implementation of robust security measures and compliance with regulatory requirements ensure the protection of sensitive information and mitigate security risks.

- **Scalability:** SaaS support services accommodate the evolving needs of businesses, allowing for seamless scalability as user requirements change and grow over time.
- **Peace of Mind:** Customers can have confidence in the reliability, security, and performance of their software, knowing that dedicated support is available to address any issues or concerns that may arise.

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

