

# G-Cloud 15

## Managed Microsoft Azure & AWS Public Cloud



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If you are running, or planning to run, services in Microsoft Azure or Amazon Web Services (AWS), Cantarus provides end-to-end managed cloud services to design, build and operate secure, resilient and high-performing environments.

We recognise that every organisation's cloud journey is different. Whether you are starting from scratch or evolving an existing setup, we work with you to architect the right Azure and/or AWS foundation for your needs. This includes landing zone design, networking, identity and access management, security controls, monitoring, backup and disaster recovery. Once established, we provide ongoing managed services to keep your environments optimised, secure and cost-effective.

## Managed Azure & AWS Services.

Our service covers both initial environment setup and day-to-day operations. We help you get up and running quickly with best-practice cloud architecture, then provide continuous management including monitoring, patching, scaling, performance tuning and cost optimisation. We also support migrations of applications and workloads into Azure and AWS where required.

All environments are supported by our dedicated infrastructure specialists, providing proactive oversight, incident response and continual improvement following onboarding.

## Fully Supported by Cloud Specialists

We invest heavily in top-tier cloud engineering talent and modern automation tooling to deliver reliable, repeatable and high-quality operations. Our teams follow ITIL-aligned processes so that every change is logged, risk assessed and approved before implementation.

We are proud of our industry-leading client satisfaction, with a Net Promoter Score (NPS) of +75, significantly exceeding the world-class benchmark of +70. Our focus is on delivering outcomes and long-term value, not just running infrastructure. Our

dedicated team of infrastructure experts are available to provide ongoing support after the initial onboarding process.

## Commitment to Security & Compliance

Security is built in from day one. We are certified to ISO 27001 (information security) and ISO 9001 (quality management), and also hold Cyber Essentials Plus certification.

Through partnerships with independent security specialists, including AppCheck and NCC Group, we can provide automated vulnerability scanning and manual penetration testing for Azure and AWS workloads.

All infrastructure changes are requested and tracked via our fully ITIL-compliant helpdesk. Each change is reviewed by a senior member of the Cantarus Infrastructure team and, where appropriate, agreed with the client before implementation.

We continually invest in training and security awareness across our engineering teams, enforce peer review of all production changes, and use automated monitoring and alerting to ensure your Azure and AWS environments remain secure, compliant and highly available.



# Dedicated & Ongoing Support

Many of our active clients engage with us on a monthly contracted basis, and we maintain an exceptional annual client retention rate of 95%. This loyalty reflects the confidence our clients place in us to continually deliver measurable results and long-term strategic value. Our Net Promoter Score (NPS) of +75 sits beyond the world-class benchmark of +70 and more than doubles the digital industry average of +30.

Our Client Success and Infrastructure Services Teams provide a dedicated pool of resources managing your services. These are made up of a blend of experience Support Engineers, Infrastructure Specialists and Developers, who are all focussed on providing exceptional levels of support.

|                  |                                               |
|------------------|-----------------------------------------------|
| Support Channels | Online, phone, email                          |
| SLAs             | Critical issue response within 1 hour         |
| Monitoring       | Full application and service level monitoring |
| Security         | Optional, automated vulnerability scans       |

All authorised client personnel will be issued with online service desk credentials that will allow them to create and manage support tickers through our dedicated, ITIL-compliant, client portal. Authorised personnel can also email [support@cantarus.com](mailto:support@cantarus.com) which will automatically create a support ticker on their behalf.

Where support issues are raised via our dedicated support phone number, our support engineers will create a ticket on the online helpdesk so that it can be tracked to resolution.

# Support Hours

Our standard support is provided between the hours of 0900 and 1730 British time, Monday to Friday excluding public holidays. We can also provide, optional, dedicated 24/7 Business Critical support.

## Service Levels

All support tickers are assigned a priority based on the scope, impact, and immediacy of the associated issue.

|                   |                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Critical | A catastrophic production problem which may severely impact client production systems, or in which client production systems are down or not functioning. Loss of production data has occurred, and no procedural workaround exists.                                                                                                                                |
| High Priority     | Client system is functioning, but in a severely reduced capacity. The situation is causing significant impact to portions of the Client’s business operations and productivity. The system is exposed to potential loss or interruption of service.                                                                                                                 |
| Medium Priority   | A medium-to-low impact problem which involves partial non-critical functionality loss. One which impairs some operations but allows the Client to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the Client’s operation or issues in which there is an easy circumvention or avoidance by the end user. |
| Low Priority      | General usage questions or a request for modification. There is no impact on the quality, performance or functionality of the solution.                                                                                                                                                                                                                             |

It is recommended that Business Critical and High Priority issues are raised via the telephone support channel to ensure minimum response times.

# Service Level Agreement (SLA) Targets

Service level targets – specifically the time within which we aim to be actively working on a resolution – for support are as follows (excluding on-site support):

|                          |                         |
|--------------------------|-------------------------|
| <b>Business Critical</b> | Within 1 business hour  |
| <b>High Priority</b>     | Within 4 business hours |
| <b>Medium Priority</b>   | Within 2 business days  |
| <b>Low Priority</b>      | Within 5 business days  |

Remote support will be delivered via email, telephone or remote access.

## Timebank Support Model

Our Timebank Support is an extremely popular support model with our clients as it provides a clear, predictable and flexible support package covering user / operational support, and technical support as well as development and creative design professional services.

The Timebank model requires a client to purchase a set amount of time per month, with that time going into the Timebank and having a lifetime of three months. Clients can then draw down on that time (the oldest time is always consumed first) as required. Visibility of Timebank consumption is assured via several methods:

1. On-demand visibility of Timebank status, including on a time log entry basis (i.e. how much time has been consumed, when, by whom, and for what purpose, is available via <https://my.cantarus.com/>
2. Monthly PDF reports can be emailed to authorised recipients; and
3. A request can be made to the Service Desk for the current status of the Timebank at any time.

# Our Onboarding Process

Our onboarding process is simple and transparent. We will assist you throughout the process using our well-defined methodology. Whether you are already using a Cloud environment or starting from scratch, we'll lead the setup process from initiation to go-live.

## The Cantarus Sphere Methodology

Through our many years' industry experience across many sectors and verticals, we've created and refined our own working process – Cantarus Sphere. Based on the Agile methodology, our process allows us to deliver outstanding results in a predictable, repeatable manner.

The Sphere principals are as follows:

1. Engage with our Clients on a continual basis,
2. Deliver value as early as possible, then refine,
3. Centre every decision on our users and their experience,
4. Maintain strategic thinking at every level,
5. Simplicity over complexity.

Our working process ensures that our digital partnerships continually flourish and deliver exceptional results even within constrained timeframes, in an extremely efficient manner.

## Onboarding Process & Environment Health Check

As part of any initial engagement Cantarus can, optionally, conduct a solution health-check on any existing assets within your environment. The goal of this is to gain an understanding of what is already in place, and the architecture / services which has been used.

Broadly, we undertake three distinct processes in order to migrate a customer to Cantarus. A suitable analogy is that of assessing the car before buying it. Three key questions a discerning customer might ask are:

1. Are there any underlying problems under the bonnet?
2. Is it intuitive to drive and operate?
3. What is the process for purchasing?

These naturally link to the following three areas when operating in the domain of a digital solution.

## Infrastructure Review

Once we have access to your existing environment, a Senior Infrastructure Engineer or Consultant will review the services you already have in place. This allows us to evaluate how the current solution has been architected and compare this to industry best-practice.

We'll also a number of security and performance tests against the relevant services to ensure they are performing as expected and feedback the results of these to you.

Once these checks have been completed, our team is able to highlight any high-risk configuration, make recommendations on the services being used, ensure the services in place are sized correctly, and that the budget assigned is being used efficiently.



Cantarus are a collective of strategic consultants, creatives and technologists blending digital strategy with craft to act as an amplifier for our client’s ambitions. We help our clients understand their audiences’ needs, optimise their investment in technology, drive meaningful engagement and offer deeply personalised end-user experiences. Our experience enables us to work across the entire digital ecosystem and we thrive on challenging projects that require a diverse skillset and close collaboration with our clients.

We’re an independent, full-service agency wholly owned by our employees and with locations in the UK, Europe and the US. Our ownership structure is highly advantageous; we have no tactical pressure – e.g., short-term financial targets – from external investors and zero bank debt. This facilitates strategic thinking combined with rapid decision-making and agility, enabling us to make long-term investments in our relationships with clients, our people, and our technology; we believe this ultimately leads to dramatically better results for all parties.

Our people are at the heart of everything we are and we’re extremely proud that so many talented and diverse individuals have elected to work and grow with us. We provide a true meritocracy where skillsets are continually honed, challenged, and expanded; a place to do the best and most rewarding work of our people’s careers whilst having a great time doing so.

We believe our deep cross-sector expertise, including membership, commercial, government, public sector, charitable and not-for-profit organisations, is truly unique in the UK. This experience gives us the ability to offer our clients knowledge and best practice from outside their sector.

Our client portfolio includes diverse commercial, Not for Profit (NFP) and public sector organisations in the UK, EMEA and the USA. In the UK, we are proud to have been accepted onto the Crown Commercial Services G-Cloud framework, enabling us to offer our services to the UK governmental organisations and the public sector.

The logo for Cantarus, featuring the word "cantarus" in a white, lowercase, sans-serif font. The text is centered within a white-outlined rectangular box that is slightly tilted, with the top-left corner being higher than the bottom-left corner.

**cantarus**

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