

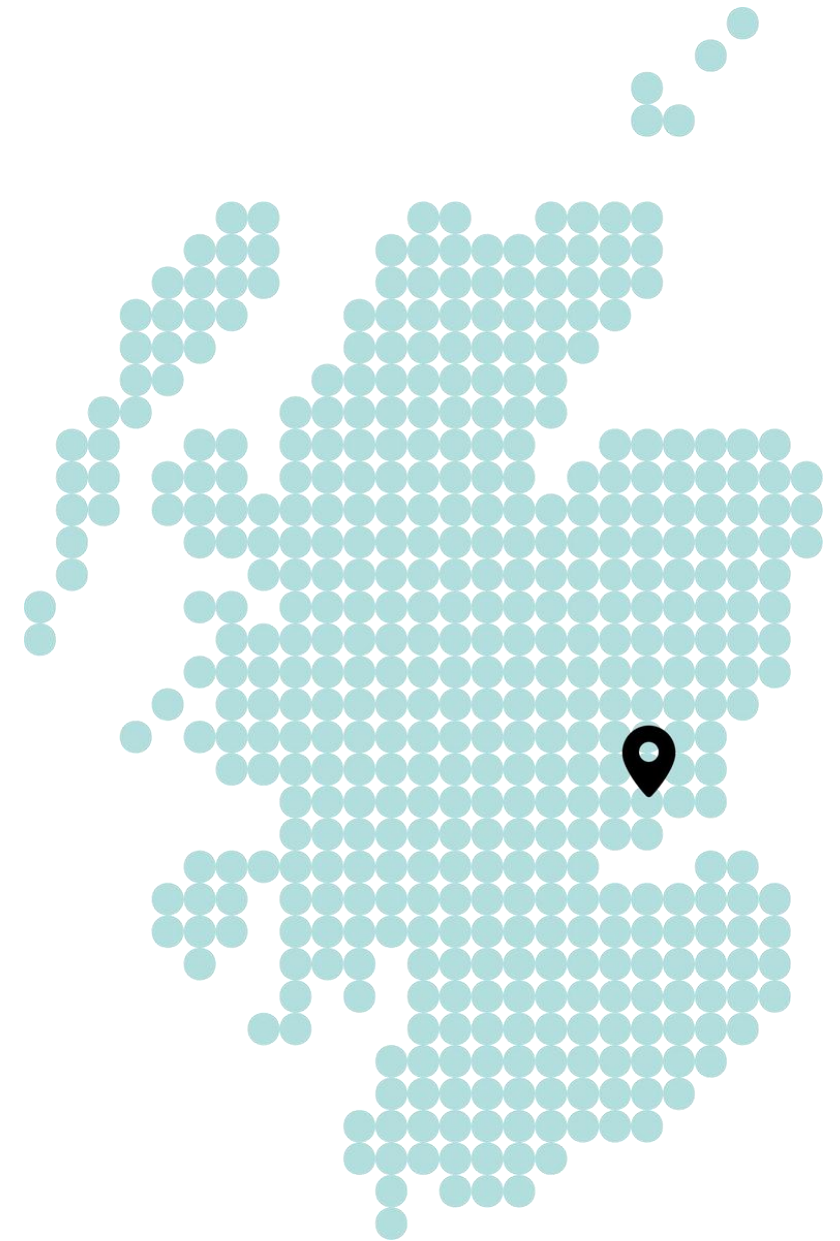
GCloud 15 Lot 3 Services



Experts in Cloud Engineering Service Design & Data and AI

We are an ISO27001, ISO9001, ISO14001 and Cyber Essentials Plus certified Scottish-based company that delivers user-centric software solutions, driving digital transformation for public and private sector clients. Our expertise includes citizen-centric service design, digital transformation projects, data management, cloud architectures, artificial intelligence and software development.

Our experience and deep understanding of the public sector with a particular expertise in digital service standards makes us a trusted partner for government agencies and organisations seeking to enhance their digital services.



Ember are always trying to push the boundaries of technology and of what's feasible and what's possible. That's an attitude I love. I love pushing the boundaries of what's possible and never settling for 'good enough'





Cloud Service Desk and Incident Management Services

Find out more on Ember by visiting: www.ember.ltd

Cloud Service Desk and Incident Management Services

How we can help

Public sector organisations depend on live digital services that must remain available and responsive.

Support arrangements are often fragmented across suppliers and platforms, leading to unclear ownership, slow response times and inconsistent communication during incidents.

This increases service disruption, operational risk and difficulty meeting SLA and governance expectations.

We provide a dedicated cloud service desk and incident management service acting as a single point of contact.

We manage incidents, requests and operational issues using clear prioritisation, escalation and reporting.

This ensures issues are resolved quickly and consistently while reducing operational burden on internal teams.

Our Cloud Service Desk and Incident Management Services

- Provide single point of contact
- Manage incidents and requests
- Prioritise and escalate issues Investigate and resolve faults
- Coordinate with suppliers
- Track incidents and actions
- Perform root cause analysis
- Maintain knowledge base
- Report on service performance
- Drive continuous improvement

Cloud Service Desk and Incident Management Services

We provide a structured cloud service desk and incident management service to support live digital services. The service handles incidents, requests and operational queries with clear prioritisation, escalation and reporting, ensuring issues are resolved quickly and services remain stable, secure and available for users.

Features

- Centralised service desk for cloud-related incidents and requests
- Severity-based incident prioritisation and response handling
- Defined escalation paths and on-call support options
- Incident logging, tracking and resolution management
- Root cause analysis for recurring or major incidents
- Change and release incident coordination
- Monitoring alert triage and investigation support
- Service reporting and performance metrics
- Knowledge base and runbook maintenance
- Continuous improvement actions from incident trends

Benefits

- Faster resolution of service-impacting incidents
- Reduced downtime for critical digital services
- Clear accountability during operational issues
- Improved user confidence in live services
- Fewer repeat incidents through structured analysis
- Better visibility of service health and risks
- Reduced operational pressure on internal teams
- Consistent handling of support requests
- Improved compliance with operational SLAs
- Ongoing service stability and resilience



For all questions and queries related to our pricing,
please contact frameworks@ember.ltd

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