

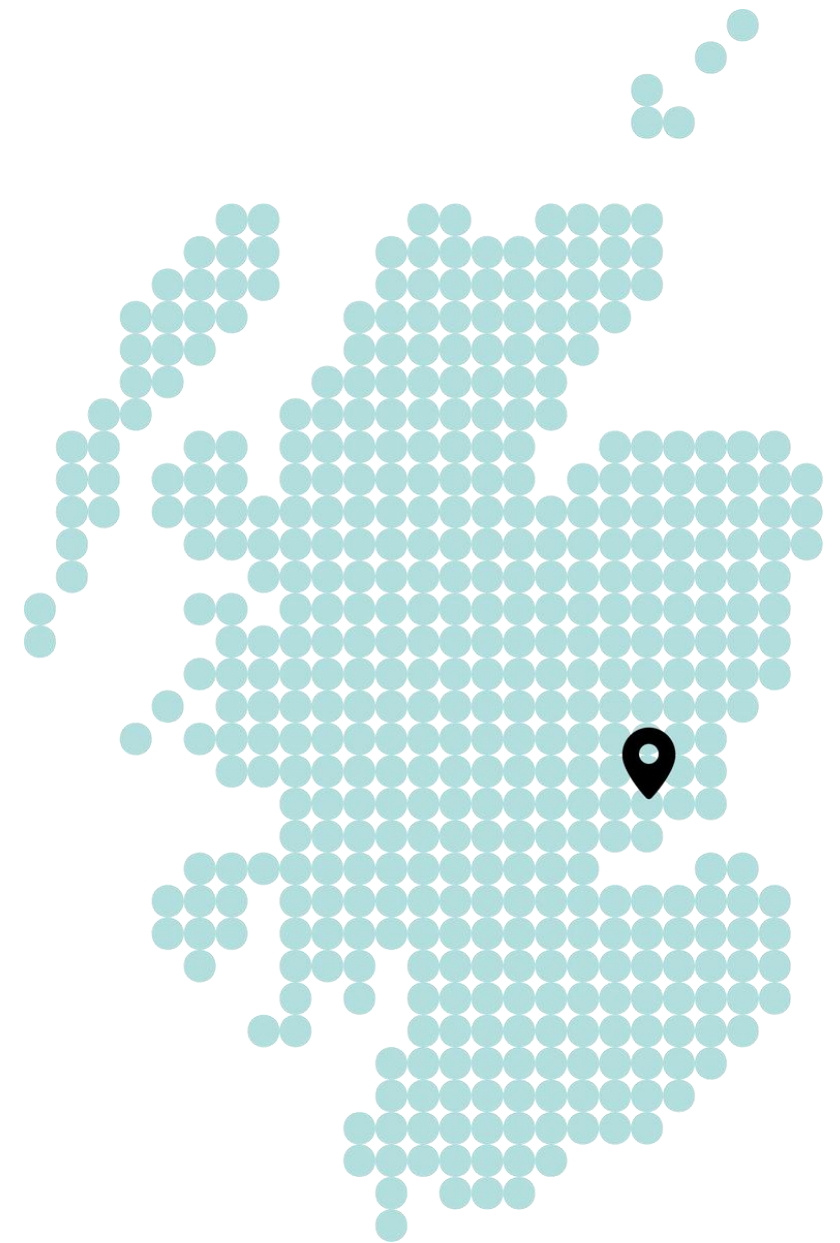
GCloud 15 Lot 3 Services



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 Operational Support

Find out more on Ember by visiting: [**www.ember.ltd**](http://www.ember.ltd)

Cloud Operational Support

How we can help

Live cloud services require ongoing operational oversight to remain secure, resilient and performant.

Many organisations lack sufficient internal capacity to manage incidents, maintenance, optimisation and change effectively.

As a result, services can become unstable, costly to operate and difficult to support, increasing risk to critical digital services relied upon by users.

We provide comprehensive operational support for live cloud services, acting as an extension of internal teams.

Our service covers incidents, maintenance, optimisation and change, ensuring services remain stable, secure and efficient.

We focus on keeping critical services running reliably while reducing operational burden and risk.

Our Cloud Operational Support - Managed Service

- Provide BAU operational cloud support
- Monitor services and respond to alerts
- Manage incidents and service requests
- Coordinate patching and maintenance
- Support change and release activities
- Perform backup and recovery checks
- Optimise performance and cost
- Conduct root cause analysis
- Maintain operational documentation
- Run regular service health reviews



Cloud Operational Support - Managed Service

We provide day-to-day operational support for live cloud services, ensuring availability, performance and security. The service covers incident management, change support, routine maintenance and optimisation, acting as an extension of internal teams to keep services running reliably.

Features

- BAU support covering incidents, requests and queries
- 24/7 or agreed-hours arrangements with defined SLA's
- Monitoring, alerting and escalation management
- Patch and maintenance coordination for platforms, runtimes and dependencies
- Backup, restore and disaster recovery
- Cost optimisation reviews (rightsizing, reserved capacity recommendations)
- Change and release support including CAB inputs and risk assessment
- Problem management including root cause analysis and preventative actions
- Operational documentation upkeep: runbooks, diagrams, support contacts and procedures
- Monthly operational health and compliance checks

Benefits

- Increases service availability and reduces downtime for critical public services
- Reduces pressure on internal teams by providing dependable operational capacity
- Improves response times through clear on-call and incident processes
- Prevents recurring issues via structured problem management and RCA
- Improves resilience through regular backup/DR validation
- Reduces cloud spend while maintaining performance and reliability
- Maintains security posture through routine maintenance and patch coordination
- Improves change success rate through controlled releases and risk management
- Provides operational transparency
- Supports continuous improvement rather than reactive firefighting



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

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