

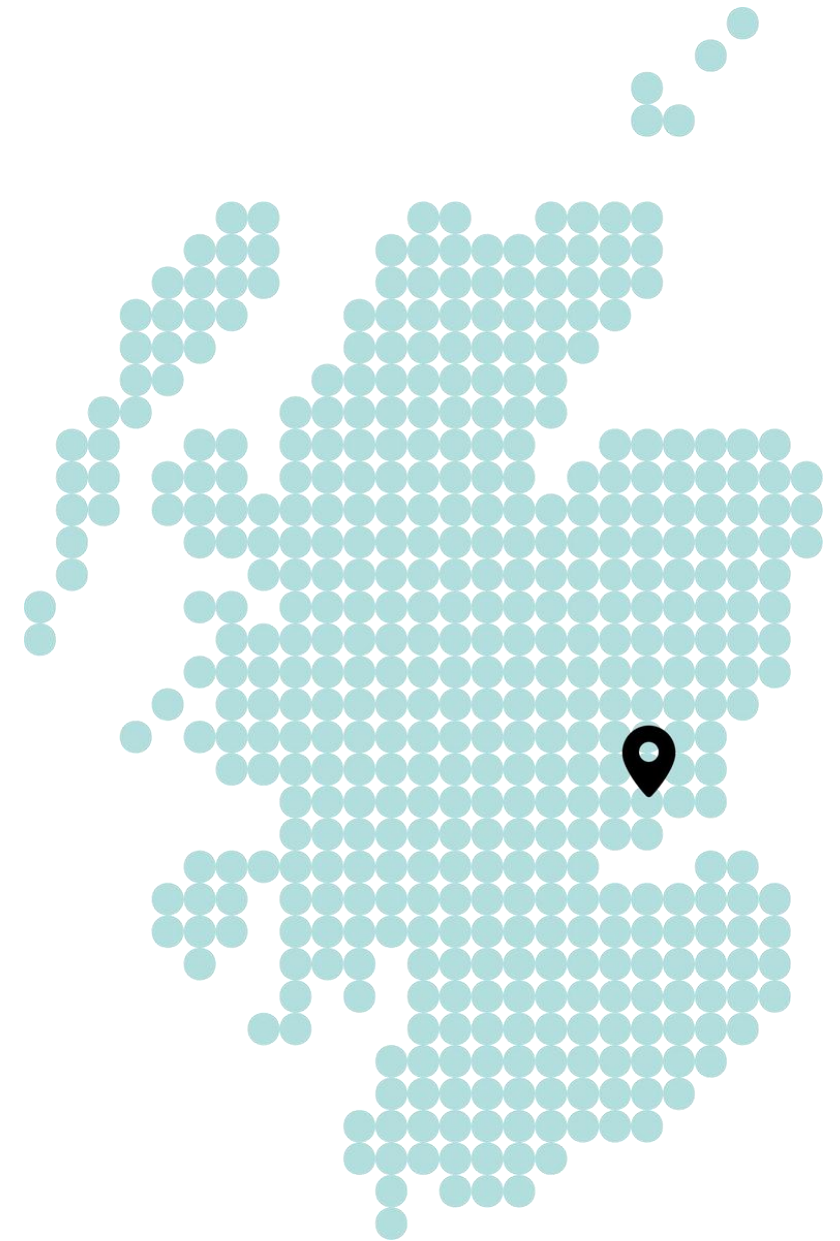
GCloud 15 Lot 3 Services



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'





Service Performance Management

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

Service Performance Management

How we can help

Organisations often lack a clear, consistent view of how well their digital services are performing.

Without meaningful metrics, monitoring and analysis, it is difficult to identify emerging risks, understand user impact or prioritise improvement work.

This lack of insight can lead to reactive management, missed service issues and weak operational governance.

We help organisations understand and improve how their digital services perform.

Our service establishes meaningful performance metrics, monitoring and reporting that support proactive management.

We provide insight into service health, risks and trends, enabling informed decision making and continuous improvement.

Our Service Performance Management

- Define service KPIs and SLAs
- Implement performance monitoring
- Collect and analyse service metrics
- Track SLA compliance
- Investigate performance issues
- Conduct root cause analysis
- Review capacity and scaling needs
- Report trends and risks
- Maintain improvement backlog
- Facilitate service review meetings

Service Performance Management Service

We provide structured service performance management for cloud-based services, focusing on availability, reliability and user experience. The service establishes clear metrics, monitoring and reporting to support continuous improvement and informed operational decision-making.

Features

- Definition of service KPIs and SLOs aligned to user needs and operational priorities
- Monitoring strategy review and implementation across availability, latency and errors
- Regular performance reporting with trends, risks and recommended actions
- SLA measurement and evidence pack preparation for governance and supplier reviews
- Root cause analysis facilitation for major incidents
- Capacity and scaling reviews to anticipate demand
- User journey and transaction monitoring to validate end-to-end service health
- Alert tuning and escalation rules to improve signal-to-noise and response quality
- Continuous improvement backlog management
- Operational review meetings with actions tracked to closure

Benefits

- Provides clear visibility of service health and user-impacting issues
- Reduces incidents by identifying trends
- Improves accountability with measurable targets and evidence-based reporting
- Supports better budgeting through capacity and scaling insights
- Improves user experience by monitoring real journeys, not just infrastructure
- Shortens time to resolution through better alerts and escalation paths
- Demonstrates compliance with SLAs to stakeholders
- Drives ongoing improvement rather than one-off performance fixes
- Aligns operational work to what matters most for service outcomes
- Creates a shared view of priorities between suppliers and internal teams



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

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