

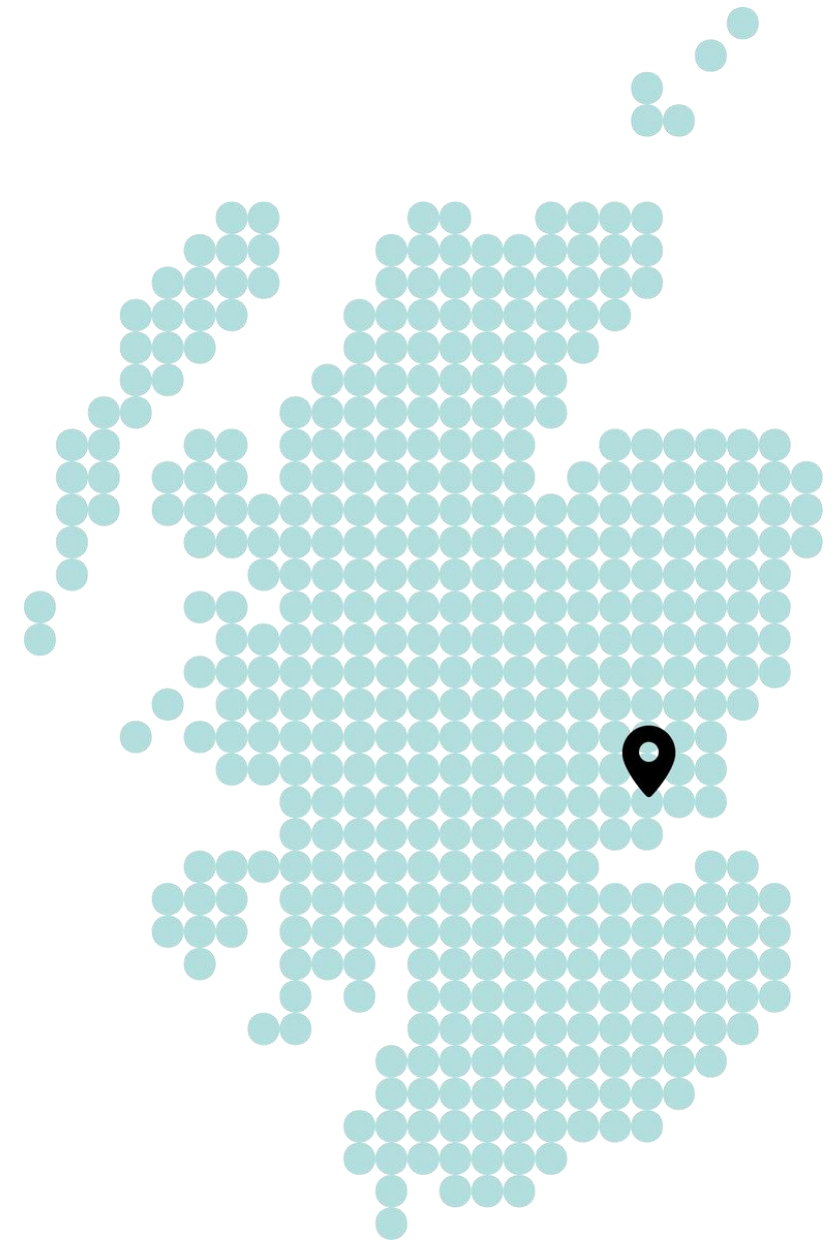
GCloud 15 Lot 3 Services



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'





Operational Readiness and Live Service Assurance Services

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

Operational Readiness and Live Service Assurance Services

How we can help

Digital services frequently encounter **instability after launch due to insufficient operational readiness.**

Organisations may lack confidence that support processes, monitoring, security and resilience controls are in place.

This results in reactive firefighting, early-life incidents and difficulty demonstrating assurance to stakeholders

We ensure services are fully ready for live operation by validating support processes, controls and evidence.

Our service identifies gaps across monitoring, security and resilience, supporting safe transition into BAU.

This reduces early-life incidents and strengthens long-term service stability.

Our Operational Readiness and Live Service Assurance Services

- Assess operational readiness
- Validate support processes
- Review monitoring and alerting
- Check security controls
- Assess resilience and recovery
- Identify operational risks
- Prepare assurance evidence
- Support go-live activities
- Provide early-life support
- Review readiness outcomes

Operational Readiness and Live Service Assurance Services

We provide operational readiness and live service assurance to ensure cloud services are supportable, secure and resilient before and after go-live. The service focuses on validating controls, processes and evidence so organisations can operate services confidently, meet governance requirements and transition smoothly into steady-state operations.

Features

- Operational readiness assessments for live cloud services
- Validation of support processes and escalation models
- Review of monitoring, logging and alerting coverage
- Security and access control readiness checks
- Backup, recovery and resilience assurance reviews
- Go-live and post-launch stabilisation support
- Evidence preparation for governance and assurance
- Risk identification with prioritised remediation actions
- Service handover and documentation validation
- Early-life support during transition to BAU

Benefits

- Reduces go-live and early operational risk
- Ensures services are supportable from day one
- Improves confidence for service owners and stakeholders
- Prevents common post-launch operational failures
- Supports compliance with governance and assurance expectations
- Improves resilience and recoverability of services
- Enables smoother transition into BAU operations
- Reduces firefighting after launch
- Improves audit readiness with clear evidence
- Establishes strong foundations for long-term service operation



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

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