



Quantum Value IT Services Limited

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Service Definition – Migration Services

Version: 1.0 (October 2025)

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1. Summary

Short Description (50 words)

Quantum Value delivers secure, compliant, and efficient migration services across AWS, Azure, and GCP. We design, plan, and execute cloud migrations with robust governance, data auditing, and optimisation support. Our end-to-end expertise ensures minimal disruption, cost efficiency, and alignment with GDS, NCSC, and ISO 27001 standards.

2. Service Overview

Quantum Value's **Migration Services** help public-sector organisations transition from legacy or on-premise systems to modern cloud and hybrid environments.

We manage the full lifecycle — **assessment, setup, migration, optimisation, and governance** — ensuring data integrity, minimal downtime, and ongoing compliance.

Our delivery is cloud-agnostic and follows government best practice, including:

- **GOV.UK Service Standard**
- **Technology Code of Practice**
- **NCSC Cloud Security Principles**
- **ISO 27001:2022**

3. Service Features

Quantum Value's Migration Services combine strategy, engineering, and governance expertise to deliver a complete migration lifecycle.

Planning and Readiness

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- Discovery and assessment of current infrastructure, applications, and data dependencies.
- Migration roadmap development with clear risk identification, sequencing, and contingency plans.
- Security, compliance, and data governance assessment aligned to ISO and NCSC standards.

Design and Preparation

- Cloud architecture design optimised for scalability, resilience, and cost control.
- Network, identity, and access configuration for secure connectivity and access management.
- Proof-of-concept (PoC) or pilot migrations to validate design assumptions.

Migration Execution

- Application and data migration using secure, automated pipelines.
- Continuous testing and validation to ensure data integrity and minimal downtime.
- Transparent reporting and issue management through agile sprints.

Post-Migration Assurance

- Performance benchmarking, tuning, and optimisation of migrated workloads.
- Backup, recovery, and disaster-resilience planning.
- Knowledge transfer and documentation handover to internal teams.

4. Service Benefits

Quantum Value's Migration Services deliver measurable outcomes that strengthen operational capability, governance, and efficiency across public-sector organisations.

1. **Accelerated cloud adoption** – Structured frameworks reduce migration time and complexity.
2. **Enhanced reliability** – Continuous validation ensures business continuity during transition.
3. **Optimised performance** – Cloud-native architecture and right-sizing improve service response times.
4. **Improved security posture** – Implementation aligned to NCSC and ISO 27001 standards.

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5. **Reduced costs** – Elimination of redundant infrastructure and automated scaling lower operational spend.
6. **Compliance confidence** – Complete audit trails support GDPR and departmental governance requirements.
7. **Business agility** – Cloud flexibility enables faster innovation and integration with new services.
8. **Operational transparency** – Clear communication and dashboards for tracking migration progress.
9. **Data integrity** – End-to-end verification ensures consistency and completeness of migrated data.
10. **Long-term sustainability** – Continuous monitoring and optimisation deliver lasting efficiency gains.

5. Service Components

Quantum Value's service model is modular, allowing customers to procure the complete migration lifecycle or specific components based on their requirements.

- **Set Up and Migration**
We plan and execute secure migrations from on-premise, hybrid, or multi-cloud environments to modern platforms. Activities include environment provisioning, configuration of cloud identity services, networking, and the migration of workloads, applications, and data using automated deployment tools.
- **Data Auditing and Organising**
Our team conducts comprehensive audits of source data to assess quality, ownership, and compliance. We create structured data catalogues, remove duplication, and implement metadata tagging, helping customers meet governance standards and improve analytical readiness.
- **Data / Information Structure Design**
Quantum Value designs logical and physical data architectures that promote efficiency and scalability. This includes defining schemas, taxonomies, and relationships across data sources, supporting integration with data lakes, warehouses, or reporting platforms.
- **Engagement and Communication Planning**
We provide communication frameworks that ensure stakeholders, users, and delivery teams remain aligned throughout migration. Our plans include engagement schedules, communication templates, and reporting cadences to ensure clarity and transparency.
- **Project Management and Governance**
All projects are managed under established governance frameworks (PRINCE2, Agile,

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ITIL). We provide RAID logs, decision registers, and assurance checkpoints. Progress is tracked through weekly reports, sprint reviews, and monthly steering meetings.

- **Service Optimisation / Right Sizing**

Following migration, Quantum Value assesses service utilisation and cost efficiency, identifying opportunities to right-size compute, storage, and networking resources. Our optimisation reviews typically achieve cost savings of 20–30% without compromising performance.

- **Mobilisation Coordination**

We oversee the mobilisation phase of each engagement, coordinating onboarding, resourcing, and governance setup. This ensures that delivery begins smoothly, with all roles, responsibilities, and communication lines clearly defined.

- **Specialist Advisory Services (Other)**

Quantum Value provides bespoke assurance and technical advisory support, including security reviews, compliance assessments, architectural governance, and post-implementation evaluations.

6. Onboarding and Offboarding

Onboarding Approach

Quantum Value's onboarding process ensures a structured and secure start to each engagement.

- **Discovery and Assessment:** We review existing systems, data, and infrastructure to identify dependencies, risks, and readiness gaps.
- **Project Initiation:** We define roles, responsibilities, governance arrangements, and success criteria through a Project Initiation Document (PID).
- **Security Setup:** Access is controlled through role-based permissions, ensuring compliance with ISO 27001 access management policies.
- **Knowledge Transfer:** We conduct onboarding workshops with client teams to align on objectives, timelines, and tooling.
- **Optional Pilot:** For complex migrations, a pilot or proof-of-concept is executed to validate performance and approach.

Offboarding Process

Quantum Value ensures secure, complete, and verifiable offboarding when services conclude.

- **Data Export and Handover:** Data and configurations are handed back in agreed formats.

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- **Knowledge Transfer:** Final documentation and user guides are delivered, with optional training.
- **System Deprovisioning:** Credentials, access keys, and accounts are securely revoked.
- **Closure Review:** A formal offboarding report confirms compliance with data retention and destruction policies, ensuring audit readiness.

7. Service Levels (SLAs)

Support Channels: Email (included), Chat and Phone support available at extra cost.

Availability: Monday–Friday, 09:00–17:00 (UK time), excluding public holidays.

Response Times: Vary by criticality, priority, and contractual targets.

- **Standard (non-critical):** Response within 4 business hours; resolution within 2 business days.
 - **High priority (critical):** Response within 1 business hour; resolution within 1 business day.
 - **Weekend support:** Available on request at enhanced rates.
- All response times are based on **contractually agreed priorities and targets**.

8. Security and Compliance

Quantum Value operates an **ISO 27001:2022-aligned ISMS** and adheres to **NCSC Cloud Security Principles**.

Security measures include:

- Role-based access control and least-privilege policies.
- Encryption in transit and at rest (TLS 1.2+, AES-256).
- Incident and vulnerability management aligned to ISO 27035.
- Annual security and compliance audits.
- Optional BPSS or BS7858:2019 staff screening at customer request.

9. Pricing and Commercials

All pricing is transparent and published under G-Cloud 15.

Services are offered on a **time-and-materials** or **fixed-price** basis depending on project scope.

Role Title	Daily Rate (Ex VAT)
Principal Architect	£1,050
Technical Architect	£900

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Senior Engineer / Developer	£800
Business Analyst / Service Designer	£750
Delivery Manager / Scrum Master	£700
QA Engineer / Tester	£650
Junior Engineer / Analyst	£550

Assumptions

- Standard 7.5-hour working day.
- Remote-first delivery; on-site by agreement.
- Travel and subsistence outside M25 charged at cost.
- Chat and phone support available at extra cost.
- Payment due within 30 days of invoice.
- No exit or termination fees.

10. Personnel Security

Staff screening and background checks are carried out **at the customer's request** under **BS7858:2019** and **BPSS** standards.

Enhanced clearances (SC or NPPV) are arranged where required.

All staff complete mandatory security and data-protection training on induction and annually.

11. Termination Terms

Customers may terminate services on 30 days' written notice or immediately if Quantum Value commits a material breach not remedied within 14 days. Upon termination, all data and deliverables are handed back securely and access credentials revoked under ISMS procedures.

12. Contact

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