



Quantum Value IT Services Limited

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Service Definition – Managed Cloud Services

Version: 1.0 (October 2025)

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1. Summary

Service Objectives

The objectives of the Managed Cloud Services offering are to:

Ensure stable, secure, and resilient operation of live cloud environments.

Reduce operational risk through proactive monitoring and preventative maintenance.

Maintain compliance with government security, assurance, and data protection requirements.

Optimise cloud performance and cost efficiency on an ongoing basis.

Provide clear operational ownership and accountability across cloud platforms.

Enable client teams to focus on service outcomes rather than infrastructure management.

2. Service Overview

Quantum Value's Managed Cloud Services provide secure, reliable, and cost-effective management of public-sector cloud environments. The service is designed for government departments and arm's-length bodies that require ongoing operational management, optimisation, and assurance of cloud platforms supporting live digital services.

The service covers day-to-day cloud operations, security management, monitoring, incident response, and continuous improvement across AWS, Microsoft Azure, and

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Google Cloud Platform (GCP). It ensures that cloud-hosted services remain resilient, performant, and compliant with the GOV.UK Service Standard, Technology Code of Practice, and NCSC Cloud Security Principles.

Managed Cloud Services can be procured as a standalone operational service or alongside Quantum Value's digital delivery, architecture, and migration services.

3. Service Features

Key features of Quantum Value's Managed Cloud Services include:

- **24x5 operational support** with agreed service levels for incidents and requests.
- **Proactive monitoring and alerting** across infrastructure, applications, and services.
- **Incident, problem, and change management** aligned to ITIL v4 practices.
- **Security operations** including patching, vulnerability management, and access control reviews.
- **Cloud cost management and optimisation** using native provider tooling and usage analysis.
- **Backup, recovery, and resilience management** aligned to agreed recovery objectives.
- **Configuration and environment management** using infrastructure-as-code principles.
- **Operational reporting and assurance** with clear audit trails and metrics.
- **Continuous improvement and optimisation** of performance, resilience, and cost.

4. Service Benefits

Buyers benefit from:

- Reduced operational overhead and internal support burden.
- Improved service availability and reliability.
- Early detection and resolution of incidents and performance issues.
- Ongoing compliance with security and assurance expectations.
- Greater transparency over cloud usage and spend.
- Predictable, well-governed cloud operations.
- Improved resilience and disaster recovery readiness.
- Access to experienced cloud and security specialists.

5. Service Components

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5.1 Cloud Operations

- Day-to-day management of cloud infrastructure and platform services.
- Environment health checks and capacity monitoring.
- Scheduled maintenance and patching.

5.2 Monitoring and Incident Management

- Centralised monitoring and alerting configuration.
- Incident triage, investigation, and resolution.
- Root-cause analysis and problem management.

5.3 Security Management

- Identity and access management (IAM) reviews.
- Vulnerability scanning and remediation coordination.
- Secure configuration baseline enforcement.
- Support for security audits and assurance activities.

5.4 Cost and Performance Optimisation

- Usage analysis and cost reporting.
- Recommendations for right-sizing and optimisation.
- Performance tuning and resilience improvements.

5.5 Transition and Knowledge Management

- Onboarding of existing environments.
- Documentation of operational runbooks.
- Knowledge transfer to client teams or successor suppliers.

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.

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- **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.
- **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:

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- 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
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

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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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