

Aws Landing Zone Support

G-Cloud

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AWS Landing Zone Support

Ongoing operational support and security maintenance for AWS Landing Zones. UK-based, security-cleared engineers ensure continuous alignment with NCSC guidance and evolving government requirements.

1 Service Overview

Appvia's AWS Landing Zone Support provides ongoing operational support for your AWS Landing Zone infrastructure. Our UK-based, security-cleared engineers maintain your platform's security posture and ensure continuous alignment with government requirements.

What you get:

- **Security-cleared engineers** — UK-based team with up to DV clearance
- **24/7 or business hours support** — Flexible support tiers to match your needs
- **Proactive security patching** — Vulnerability management and updates
- **Compliance monitoring** — Continuous NCSC alignment reporting
- **Incident response** — Aligned with government requirements
- **Platform maintenance** — Landing Zone component updates and troubleshooting
- **Regular reporting** — Compliance evidence for governance boards
- **Technical Account Manager** — Included with support contracts

We support both AWS Landing Zone Accelerator and Terraform-based implementations.

2 Our Approach

We provide responsive support combined with proactive maintenance to keep your landing zone secure and compliant.

Support model:

Our engineers handle requests through a dedicated support portal with video call and screen-sharing capabilities. We triage and resolve issues according to agreed SLAs.

Service Levels:

Priority	Standard Plan	Enterprise Plan
P1 - Critical	4 hours (Business Hours)	1 hour (24/7)
P2 - High	1 day (Business Hours)	4 hours (24/7)
P3 - Medium	2 days (Business Hours)	1 day (Business Hours)
P4 - Low	5 days (Business Hours)	2 days (Business Hours)

Proactive activities: - Security patching and vulnerability remediation - AWS service updates and feature adoption - Compliance posture monitoring and reporting - Capacity and performance reviews

3 Getting Started

On-boarding to support typically takes 1-2 weeks:

Phase 1: Discovery We review your landing zone architecture, document configurations, and understand your operational requirements. We establish access and communication channels.

Phase 2: Transition We configure monitoring and alerting, set up the support portal, and introduce your Technical Account Manager. We agree reporting cadence and escalation paths.

Ongoing Regular service reviews, proactive maintenance, and responsive support aligned with agreed SLAs.

Prerequisites: - Appropriate access to landing zone accounts for Appvia engineers - Documentation of current landing zone configuration - Defined escalation contacts within your organisation

4 Your Responsibilities

To ensure successful service delivery, you will need to:

- Provide timely access to required resources, stakeholders, and information
- Make appropriate subject matter experts available for design and integration discussions
- Ensure business users are available for acceptance testing as agreed
- Procure necessary software licenses and subscriptions
- Empower your project team to make decisions in a timely manner
- Review and approve deliverables based on agreed acceptance criteria
- Provide appropriate AWS account access for Appvia support engineers
- Maintain up-to-date documentation of landing zone configurations
- Notify Appvia of planned changes that may impact the landing zone
- Define and maintain escalation contacts for incident management
- Participate in regular service review meetings

5 Security & Compliance

This service supports workloads classified up to **Official-Sensitive** where appropriate controls are in place.

Our security credentials:

- **ISO 27001:2013** and **ISO 9001:2015** certified
- **Cyber Essentials Plus** certified
- **75%+ of our team hold SC clearance**
- All access to customer environments is logged and auditable
- Data remains within UK regions unless explicitly agreed

We operate in alignment with GDS, NCSC, and CDDO security principles.

6 Support & Exit

Ongoing Support

- Dedicated Service Delivery Manager as your primary contact
- Regular service reviews with clear reporting on performance and incidents
- Defined change management aligned with ITIL best practices

Knowledge Transfer

We embed knowledge sharing throughout our engagement: - Documented runbooks and operational procedures - Regular knowledge sharing sessions with your team - Post-incident reviews that share learnings

Exit Process

When the engagement ends, we ensure an orderly transition: - Complete documentation of all configurations and procedures - Knowledge transfer sessions as required - 90-day standard notice period - No disruption to your services during handover

7 Why Appvia

We're a UK-based SME with deep expertise in cloud platforms and a strong track record delivering for UK government.

Cloud Partnerships

- AWS Advanced Tier Services Partner & Public Sector Partner
- Microsoft Azure Solutions Partner
- Google Cloud Partner

Open Source Credentials

- Creators of Terranetes (CNCF project for Terraform on Kubernetes)
- Developers of Wayfinder, a self-service cloud platform

Public Sector Experience

We understand the unique requirements of government and public sector organisations, from security clearance to GDS service standards.

"Appvia have helped us realise our cloud-first strategy with excellent product solutions. The security, governance and peace of mind brought in by the cloud landing zone has dramatically accelerated our journey to cloud-native adoption."

— **Peter Macchiocci**, Bank of England, Head of Platform Engineering

8 Contact Us

To discuss your requirements or request a detailed proposal, contact our Public Sector Team.

Phone: 020 3917 2888

Email: sales@appvia.io

Website: www.appvia.io

When you get in touch, please include: 1. The name of this service 2. Your organisation name 3. Your contact details 4. A brief description of your requirements

We'll arrange a discovery call to understand your needs and provide a tailored response.

Appvia helps organisations build, secure, and innovate across cloud, data platforms, and AI by blending practical engineering expertise with real-world experience.



About Appvia

Appvia helps organisations build, secure, and innovate across cloud, data platforms, and AI by blending practical engineering expertise with real-world experience. Drawing on our background in creating open source CNCF projects like Terranetes and our self-service developer platform, Wayfinder, we bring that industry know-how and expertise into your organisation to help unlock the true value of the Cloud. As an AWS Advanced Tier Partner and a Microsoft Solutions Partner, we specialise in delivering secure, scalable cloud-native platforms and services, including containerisation, FinOps, modernisation, and AI integration.

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