

Cloud Managed Services

G-Cloud

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Cloud Managed Services

Comprehensive multi-cloud infrastructure management with 24/7 monitoring, incident response, and proactive optimisation across AWS, Azure, and Google Cloud.

1 Service Overview

Appvia's Cloud Managed Services provides comprehensive infrastructure management across AWS, Azure, and Google Cloud. We take responsibility for the day-to-day operational management of your multi-cloud environment, allowing your teams to focus on delivering value.

What you get:

- **24/7 monitoring and alerting** — Continuous infrastructure monitoring with proactive issue identification
- **Incident response** — Defined SLAs for response and resolution
- **Security management** — Patching, vulnerability management, and compliance monitoring
- **Cost optimisation** — Right-sizing recommendations and implementation
- **Capacity planning** — Proactive scaling and resource management
- **Backup and DR** — Managed backup and disaster recovery testing
- **Change management** — Coordinated releases aligned with your processes
- **Monthly reporting** — Performance metrics, incidents, and optimisation recommendations
- **Vendor coordination** — Escalation management with cloud providers

Multi-cloud expertise from a single trusted partner.

2 Our Approach

We follow a structured approach that ensures consistent service delivery across all cloud platforms.

How we work:

Our 24/7 operations team monitors your infrastructure continuously using cloud-native tools and our monitoring platform. We proactively identify and address potential issues before they impact your services.

Monthly service reviews analyse performance metrics, identify optimisation opportunities, and plan improvements across your multi-cloud environment.

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)

Pricing is based on the scope and complexity of your environment—contact us for a tailored quote.

3 Getting Started

On-boarding typically takes 2-4 weeks and follows a structured process:

Discovery We assess your cloud environment across all platforms, documenting resources, configurations, and dependencies. We review current monitoring and identify gaps.

Setup We configure monitoring and alerting, establish baselines, and integrate with your existing ITSM processes. We develop runbooks for common operational tasks.

Go-live We transition to operational management with a hypercare period to ensure smooth handover. Knowledge transfer sessions help your team understand our processes.

Ongoing Regular service reviews, continuous improvement recommendations, and responsive support aligned with agreed SLAs.

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 access to cloud accounts across all platforms
- Maintain documentation of business-critical systems and dependencies
- Notify Appvia of planned changes that may impact monitored infrastructure
- Procure and maintain cloud provider support plans as required
- Participate in 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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