FourNet

FourNet Cloud Support

Service Definition for G-Cloud 15



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Registered in England and Wales
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1. Overview

FourNet Cloud Support provides professional and managed support services to help public sector organisations adopt, implement, optimise, and operate cloud services effectively.

The service delivers a modular range of cloud adoption, migration, implementation, service design, and optimisation capabilities, supporting UCaaS, CCaaS, networking and cloud infrastructure services.

2. Key Features and Benefits

Core Capabilities

- Cloud adoption and readiness assessments
- Migration and transition planning and delivery
- Implementation and configuration support
- Service design and technical assurance
- Vendor and technology selection support
- Operational optimisation and service improvement
- ITIL-aligned service management and governance

Business Benefits

- Reduces deployment times through expert-led delivery
- Minimises risk with structured, standards-based approaches
- Improves service quality and operational performance
- Accelerates adoption of cloud services
- Reduces long-term operational costs and complexity

3. Service Options

FourNet Cloud Support is delivered as a modular service and can be consumed independently or alongside FourNet cloud services. Support can be provided on a project basis, retained service, or time-and-materials engagement, depending on customer requirements.

4. Service Management and Support

Services are delivered by experienced FourNet consultants and engineers using ITIL-aligned methods. Customers are assigned a Service Delivery Manager to oversee delivery, governance, and ongoing improvement activities.

5. Security and Compliance

FourNet Cloud Support operates within FourNet's ISO/IEC 27001-certified Information Security Management System. All activities follow secure-by-design principles, with controlled access, auditable processes, and GDPR-compliant handling of customer information.

6. Availability and Resilience

FourNet Cloud Support services are delivered during agreed service hours, with availability and response times defined per engagement. Resilience is provided through documented processes, resource cover, and escalation procedures.

7. Onboarding and Engagement

Engagements begin with a discovery and planning phase to confirm objectives, scope, timelines, and success criteria. Delivery plans, governance structures, and reporting mechanisms are agreed prior to service commencement.

8. Offboarding and Knowledge Transfer

At the end of an engagement, FourNet provides structured handover, documentation, and knowledge transfer to customer teams or successor suppliers, ensuring continuity and sustainability.

9. Pricing

Pricing is based on the scope and duration of services and may be offered as fixed-price, day-rate, or retained service models. Full pricing details are provided in the G-Cloud 15 pricing document.

10. Service Dependencies

- Access to relevant customer systems and stakeholders
- Agreed scope, timelines, and governance arrangements

11. Accessibility

FourNet Cloud Support services are delivered using accessible communication methods and documentation formats, supporting inclusive engagement with customer teams.

12. Contact and Further Information

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