Colibri Digital

Business Application Managed Services (AppOps & Modernisation)

G-Cloud 15 Service Definition

Table of Contents

1 About Colibri Digital **3**
1.1 Why Colibri Digital? 3
1.2 Contact Details 3
2 Service Overview **4**
2.1 Key Service Benefits 4
3 Service Components **5**
4 Core Service Features **6**
4.1 Service Features 6
4.2 Strategic Advisory and Continuous Improvement 7
4.3 Service Levels 7
4.4 Additional Services 8
5 Service On-boarding **9**
5.1 On-boarding Activities 9
5.2 Offboarding 9
6 Compliance & Security **10**

1 About Colibri Digital

UK based Colibri Digital delivers Cloud, Data and AI solutions for enterprise clients. Services span strategic design and build, advisory, data and analytics modernisation, migration along with our Evergreen Managed services.

Colibri Digital core capabilities:

- AWS Government Consulting Competency and Public Sector Program Partner
- AWS Premier Tier Partner with certified Cloud Architects
- AWS Managed Service Provider (MSP) and ISO 20000 certified
- Microsoft Azure partner
- Databricks partner Select Tier
- Structured delivery approach: discovery, delivery, managed service
- UK-based teams with SC-clearable personnel

Colibri Digital supports public sector requirements including structured governance and compliance, documentation standards, knowledge transfer and defined exit processes aligned to CCS expectations.

1.1 Why Colibri Digital?

Track record of innovation

- With over 25 years' experience we provide next generation services and solutions to keep you ahead of the curve

In-depth knowledge

- From our Technical leads to Consultants, Project Managers, Account Managers, and everyone in between, our team of experts are on hand to support you

Quality Assured

- Market leading portfolio
- We partner with the very best to power your business change, including Microsoft, AWS and Databricks

Quality and Compliance at every step

- ISO 27001, 20000, 14001 & 9001 accredited and PCI-DSS certified

Public Sector Approved

- Trusted HSCN (NHS-Digital) and Crown Commercial Services approved partner

Next-Generation Evergreen Managed Services

- 24/7 proactive services with systems automation and AI

1.2 Contact Details

Please contact us using the following details:

Name and Role : Alex Manly, Head of Sales
Telephone Number : 02046322654
Email Address : hello@colibridigital.io

2 Service Overview

Colibri Digital's Business Application Managed Service (AppOps) provides end-to-end operational support for bespoke and enterprise applications hosted on AWS or Azure. We bridge the gap between infrastructure and software, ensuring that business-critical applications remain performant, secure, and aligned with user needs.

2.1 Key Service Benefits

- **Operational Freedom**: Offload application maintenance so internal teams can focus on new feature development.
- **Application Resilience**: Implementation of auto-healing, high-availability, and disaster recovery patterns for software layers.
- **Security & Compliance**: Alignment with ISO 27001 and GDPR, featuring proactive vulnerability management at the application code and library level.
- **Cost Efficiency**: FinOps-led rightsizing of application resources and license optimization.
- **Technical Excellence:** Immediate access to UK-based senior developers and application architects.

Customers are supported by UK-based teams using best-in-class tooling, including ServiceNow for service management, Application Performance Monitoring (APM) for software health, and Terraform for application-level automation.

A dedicated Customer Success Manager and Application Architect drive continuous improvement through structured reviews and roadmap alignment.

By partnering with Colibri Digital, organisations gain a scalable and resilient business application layer that remains performant and governed over time. This frees internal teams to concentrate on strategic feature development while we manage the operational complexity of the application stack.

Note: This service focuses on the application and data layers. Management of the underlying cloud infrastructure (VPC, Storage, IAM baselines) is excluded and can be provided via Colibri's separate AWS or Azure CloudOps Managed Services.

3 Service Components

Colibri Digital's Business Application Managed Service (AppOps) provides a dedicated, interdisciplinary team of experts to oversee the complete lifecycle of live digital applications. Unlike traditional infrastructure support, this service is focused on the application and data layers, ensuring that software hosted on AWS or Microsoft Azure remains performant, secure, and aligned with evolving user needs.

By integrating ITIL4-aligned service management with DevOps-led automation, we provide a 24/7 governed environment that proactively monitors the end-user experience, remediates application-level incidents, and accelerates feature delivery through managed CI/CD pipelines. Our approach leverages deep engineering expertise to bridge the gap between raw cloud infrastructure and business-critical software, ensuring high availability (99.9%+) and continuous improvement through regular Well-Architected software reviews.

- Application Health & Performance: Monitoring of end-user experience, transaction latency, and application-specific metrics (APM).
- Life-Cycle Management: Management of software patching, library updates, and version upgrades for the application stack.
- Security & Identity: Application-level RBAC, SSO integration, and secure API management.
- Continuous Integration/Deployment (CI/CD): Managing automated release pipelines to ensure safe and frequent code deployments.
- Database & State Management: Maintenance of application databases (SQL/NoSQL) and caching layers for optimal response times
- Operations & 24/7 Incident Response: Our UK-based AppOps team delivers proactive monitoring, automated alert correlation, incident triage, lifecycle management and resolver-group escalation. This ensures high availability and rapid restoration of service for business-critical workloads.
- Service Management, Reporting & Continuous Improvement: We provide a structured ITIL-aligned service model covering incident, problem, change and request management. Customers receive access to our ServiceNow portal, standardised reporting, monthly service reviews and strategic guidance from a dedicated Cloud Customer Success Manager and Software Architect/Consultant.

4 Core Service Features

4.1 Service Features

The following features define the Business Application Managed Service (AppOps and Modernisation) delivered by Colibri Digital.

Activity	What we do
24/7 Application Monitoring and Incident response	Continuous proactive monitoring of application health and user journeys. Automated alerting ensures rapid resolution of software-layer incidents to minimize disruption to public services
Application Security, & DevSecOps	End-to-end management of application security, including vulnerability scanning of code libraries, API security, and secret management. Supports ISO 27001 and GDPR compliance using zero-trust principles at the software layer.
App-Level FinOps & License Optimization	Continuous analysis of application resource consumption and software licensing. Integrated FinOps insights provide actionable recommendations for rightsizing application stacks to reduce spend and improve budget predictability
Application Asset & Dependency Mapping	Automated discovery and tracking of application components, third-party APIs, and software dependencies. Ensures full visibility of the digital service footprint and enforcement of tagging for financial accountability
Application Resilience & Failover Orchestration	Support for application-level high availability, including circuit-breaker patterns and automated failover across multi-region deployments. Ensures business continuity for critical user-facing digital services
Data Protection & Application Backups	Orchestration of application-consistent backups for databases and stateful components. Automated restore verification ensures regulatory compliance (e.g., GDPR) and rapid recovery from data corruption or software failure
UX, Health & Performance Observability	Advanced monitoring of end-user experience (RUM) and application performance (APM). Threshold-based alerts detect latency or transaction failures, triggering automated remediation and performance tuning
Managed Release & CI/CD Operations	Management of automated CI/CD pipelines using Infrastructure as Code (Terraform) to accelerate safe software releases. Includes automated testing and DevSecOps gates to increase deployment quality and consistency
Software Governance & Best Practice Assurance	Best-practice alignment using the AWS/Azure Well-Architected Frameworks. Continuous compliance monitoring ensures application environments remain secure, performant, and future-proofed over time
UK-Based Application Service Desk	UK-based support via phone, email, and portal for application-specific requests and incidents. Provides single-point accountability and coordination with development teams and third-party software vendors.
ITIL4-Aligned Change & Release Management	Structured change governance for software updates, including emergency handling and lifecycle management. Ensures safe, low-risk delivery of operational changes aligned to ISO 20000 standards.
Continuous Improvement and Modernisation Reviews	Monthly reviews covering application performance, security posture, and optimization backlogs. Led by a dedicated CSM and Application Solution Architect to align the platform with business roadmaps

4.2 Strategic Advisory and Continuous Improvement

Colibri Digital acts as a trusted advisor to ensure that customers continuously maximise the value of their Business Applications. This extended service includes structured governance, performance insights and proactive improvement aligned to business objectives.

Feature	Description
Dedicated Cloud Customer Success Manager	A dedicated Cloud Customer Success Manager (CSM) is assigned to every account as a business-focused strategic partner. The CSM maximises value from your application solution, leads monthly service reviews and quarterly business reviews (covering FinOps, security, and optimisation) and serves as the primary escalation point.
Aligned Software Architect	The Software Architect partners strategically with you to drive continual improvement of your business applications. With deep knowledge of your software stack, the Architect delivers advisory on application architecture, code level cost optimisation, security hardening, DevOps automation and future-proofing.
Standardised Reporting and Insights	Colibri provides a comprehensive monthly Service Report covering: • SLA and KPI performance (application uptime, error rates) • Application Resource Utilisation • Cost trends and App-level FinOps insights • Software security posture and governance observations • Optimisation recommendations and roadmap progress tracking
Monthly Service Review	Colibri conducts monthly (or agreed) service reviews with customer stakeholders to: • Review the Service Report and KPI trends • Assess Application and Software performance • Prioritise actions in the optimisation backlog • Align future work with business needs and software roadmap • Identify cost optimisation and software governance improvements

4.3 Service Levels

Colibri provides service levels aligned to business criticality and the operational needs of your Business Applications. Service performance is delivered through Colibri's AppOps resolver group and measured against agreed SLAs and KPIs.

- Core UK Business Hours support is provided as standard (08:00–18:00 GMT, Monday–Friday, excluding UK bank holidays).
- Optional 24×7×365 coverage, including out-of-hours P1 incident response, is available for mission-critical workloads.
- SLA response and resolution targets for Priority 1 to 4 Incidents
- Enhanced SLA options to support mission critical workloads

Priority	Description	Incident Response Target	Incident Resolution Target
1 – Critical **(Major Incident)**	Total loss of service	30 minutes	4 hours
2 - High	Partial Loss of service, running slowly but still usable, some business impact	1 business hour	8 business hours
3 - Medium	Cosmetic error or minimal business impact	3 business hours	Upto 3 business days
4 – Low	Very low impact, request for advice	End of next business day	Upto 5 business days

4.4 Additional Services

The following services can be provided in addition to the Business Application Managed Service and are designed to work alongside this Service providing even greater return on investment by driving additional value from end customer solutions.

- AWS Managed Billing Service
- AWS Well-Architected Best Practice Assessment
- AWS FinOps and Optimisation
- End to End Operational Managed Service (CloudOps, DataOps, FinOps, IAM API and Business Applications)
- Application Modernisation
- Migration Programmes
- Custom DevOps pipelines
- Cloud Sustainability Optimisation.

5 Service On-boarding

Colibri follows a structured, ISO 20000-aligned service transition process to ensure a smooth and low-risk onboarding into the Business Application Managed Service.

5.1 On-boarding Activities

The onboarding process typically includes:

- **Service Design & Discovery**
  Development of a Service Design Document covering application-specific roles, responsibilities, scope, SLAs, and agreed KPIs. This includes a technical audit of the application architecture, code-level dependencies, and existing deployment pipelines.

- **Planning, Testing & Deployment**
  Coordinated onboarding plan including secure access provisioning, configuration of Application Performance Monitoring (APM) and alerting, documentation handover, and creation of application-specific runbooks.

- **Go-live & Service Transition**
  Operational readiness testing (ORT), structured knowledge transfer sessions, formal handover to the AppOps resolver group, and confirmation of success criteria prior to entering live service.

5.2 Offboarding

If required, Colibri provides a structured offboarding service including secure handover, documentation transfer, data export support, and compliant decommissioning.

6 Compliance & Security

The service is designed to meet public sector and regulatory standards:

- ISO 27001 (information security)
- ISO 20000 (service management) and ISO 9001 (Quality Management)
- Cyber Essentials certification (mandatory for G-Cloud 15, we hold certification as required by CCS)
- Alignment with GDPR, FCA requirements, and zero-trust principles
- DevSecOps practices embedded to shift security left, with automated scanning and audit trails in CI/CD pipelines
- Application-Level Governance: Implementation of zero-trust principles, including application RBAC, secret management, and automated vulnerability scanning within CI/CD pipelines.

Colibri supports secure onboarding and offboarding processes and maintains a Carbon Reduction Plan to meet environmental and sustainability requirements.