

# **Colibri Digital**

## **Unified Cloud, Data and Application Managed Services (CloudOps, DataOps, FinOps, IAM and App Support)**

### **G-Cloud 15 Service Definition**

## Table of Contents

|                                                    |           |
|----------------------------------------------------|-----------|
| <b>1 About Colibri Digital</b>                     | <b>3</b>  |
| 1.1 Why Colibri Digital?                           | 3         |
| 1.2 Contact Details                                | 3         |
| <b>2 Service Overview</b>                          | <b>4</b>  |
| 2.1 Cloud Operations (CloudOps)                    | 4         |
| 2.2 Data Platform Operations (DataOps)             | 4         |
| 2.3 Identity & Access Management (IAM)             | 4         |
| 2.4 Business Application & API Integration Support | 4         |
| 2.5 FinOps & Cost Optimisation                     | 4         |
| 2.6 Unified, Outcome-Driven Service Delivery       | 4         |
| <b>3 Service Components</b>                        | <b>6</b>  |
| 3.1 Cloud & Infrastructure Operations (CloudOps)   | 6         |
| 3.2 Data Platform Operations (DataOps)             | 6         |
| 3.3 FinOps & Cost Management                       | 6         |
| 3.4 Identity & Access Management (IAM)             | 6         |
| 3.5 Application & Integration Support              | 6         |
| 3.6 Service Management & Governance                | 6         |
| 3.7 Reliability, Security & Compliance Operations  | 6         |
| 3.8 Operational Model & Escalation Management      | 6         |
| 3.9 Documentation & Knowledge Transfer             | 6         |
| <b>4 Core Features</b>                             | <b>8</b>  |
| 4.1 Cloud & Infrastructure Operations (CloudOps)   | 8         |
| 4.2 Data Platform Operations (DataOps)             | 8         |
| 4.8 Strategic Advisory and Continuous Improvement  | 10        |
| 4.9 Service Levels                                 | 11        |
| <b>5 Service On-boarding</b>                       | <b>12</b> |
| 5.1 On-boarding Activities                         | 12        |
| 5.2 Offboarding                                    | 12        |
| <b>6 Compliance &amp; Security</b>                 | <b>13</b> |

# 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 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 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

Our Unified Cloud, Data and Application Managed Service provides a fully integrated operational model spanning your entire cloud, data, identity application and API ecosystem. It ensures that all elements of your technology platform, AWS CloudOps, Databricks DataOps, FinOps, Identity & Access Management (IAM), Business Application Support, and API integration management are delivered as a single, continuous, and cohesive managed service.

Designed to evolve alongside your organisation, the service ensures your AWS, Azure, and Databricks environments remain optimised, secure, reliable, and compliant, enabling your teams to focus on strategic innovation rather than operational complexity. We combine deep engineering expertise with mature, ITIL4 aligned service management processes and modern tooling including ServiceNow, NexMon for alert correlation, AWS CloudWatch, Azure Monitor, Terraform, Databricks Asset Bundles, and GitHub CI/CD—to deliver consistent, automated, and high-quality operations.

### End-to-End Coverage Across Your Technology Stack

#### 2.1 Cloud Operations (CloudOps)

We deliver comprehensive management of your cloud infrastructure, including availability, performance, resilience, and security across AWS and Azure. Automated remediation and self-healing enable **99.9%+ uptime**, ensuring high-performing platforms that scale with your organisation's needs.

#### 2.2 Data Platform Operations (DataOps)

Our DataOps service ensures Databricks pipelines, ingestion workflows, and analytics processes remain reliable and performant, delivering **95%+ job success rates** and continuously optimised data freshness. This includes governance controls, cluster optimisation, and integration with the broader cloud ecosystem.

#### 2.3 Identity & Access Management (IAM)

We can manage Identity & Access Management (IAM) platforms across a multitude of Identity technologies e.g AWS, Azure Entra ID, OKTA, Auth0 and ForgeRock/Ping to enforce least privilege, maintain audit readiness, and support zero-trust principles. This includes access lifecycle management, federation, MFA enforcement, continuous auditing, and compliance reporting—ensuring your environments remain secure and aligned with regulatory frameworks including ISO 27001, GDPR, and public-sector standards.

#### 2.4 Business Application & API Integration Support

Our service includes full-stack support for customer-developed applications—whether traditional or cloud-native—ensuring ongoing reliability, scalability, and performance through proactive engineering and DevOps automation. We also design, operate, and manage APIs across AWS, Azure, and Databricks, covering orchestration, authentication, security, monitoring, and versioning to enable secure, seamless integration across your digital services.

#### 2.5 FinOps & Cost Optimisation

Through mature FinOps practices, we deliver spend visibility, continuous optimisation, and operational efficiencies across AWS, Azure, and Databricks—achieving **20–30% reductions** in total cost of ownership through rightsizing, forecasting, automation, and commitment management.

## 2.6 Unified, Outcome-Driven Service Delivery

Our modular service model allows buyers to procure individual capabilities (e.g., only CloudOps or DataOps) or combine them into a full end-to-end service. Regardless of scope, all components operate under a unified governance and reporting structure to ensure consistency, accountability, and seamless customer experience. This approach enables organisations to:

- Free internal teams to focus on strategic outcomes.
- Strengthen resilience, security, and compliance.
- Maintain audit-ready operations aligned with public-sector standards.
- Benefit from continuous optimisation, automation, and measurable return on investment

## 3 Service Components

Our managed service is structured into a series of modular components that can be procured individually or combined to form a unified, end-to-end operational service.

These components define the scope of service coverage, while full operational activities and processes are detailed in Section 4 (Core Features).

### 3.1 Cloud & Infrastructure Operations (CloudOps)

We deliver comprehensive operational coverage for AWS and Azure environments, including the management of platform availability, resilience, performance, governance, and optimisation. This encompasses end-to-end CloudOps oversight covering monitoring, automation, and operational resilience across multi-account cloud estates.

### 3.2 Data Platform Operations (DataOps)

We provide operational management of the Databricks platform, including pipelines, ingestion workflows, analytics workloads, and environment governance. DataOps includes ensuring platform reliability, optimised cluster usage, and alignment with organisational data standards.

### 3.3 FinOps & Cost Management

We deliver ongoing financial operations management across AWS, Azure, and Databricks, including cost visibility, forecasting, optimisation recommendations, and spend governance. FinOps practices ensure financial efficiency and support continuous cost optimisation.

### 3.4 Identity & Access Management (IAM)

The service includes governance and operational management of IAM platforms and services, policies, access lifecycle processes, and security controls across AWS, Azure Entra ID, Okta, Auth0 as well as ForgeRock/Ping environments. This covers high-level identity administration, role-based access structures, and compliance alignment.

### 3.5 Application & Integration Support

We provide operational support for business-critical applications, backend systems, and API integrations deployed on AWS, Azure, and Databricks. This includes ongoing support for application ecosystems and the operational management of integration components.

### 3.6 Service Management & Governance

Our service includes structured service reporting, SLA/KPI alignment, platform insights, and regular service reviews. A dedicated Customer Success Manager ensures consistent service governance, strategic alignment, and ongoing customer engagement.

### 3.7 Reliability, Security & Compliance Operations

We provide proactive operational management to support platform reliability, performance optimisation, ongoing compliance, and reduction of operational risk across cloud, data, identity, and application environments.

### 3.8 Operational Model & Escalation Management

The service is delivered through a resolver-group operational model, enabling coordinated incident ownership, escalation, and third-party engagement, including AWS, Azure, and Databricks support services.

### 3.9 Documentation & Knowledge Transfer

The service includes documentation, knowledge transfer, and maintenance of operational records to support continuity, auditability, and effective service handover as required.

**Optional Professional Services Add-Ons** - Outside the core managed service, optional professional services such as cloud migrations, advanced architecture design, or platform transformations are available and can be scoped separately.

## 4 Core Features

This section describes the **core operational features** that underpin delivery of the managed service. These features represent the day-to-day activities, controls, and operational processes applied across CloudOps, DataOps, FinOps, IAM, Application Support, API integration, and Service Management. Together, they ensure consistent, reliable, secure, and compliant operation of customer environments, with clear accountability and alignment to industry best practice and public-sector standards.

### 4.1 Cloud & Infrastructure Operations (CloudOps)

| Activity                                      | What we do                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cloud Account & Landing Zone Management       | Baseline configuration across AWS/Azure using standard templates and multi-account landing zones for governance, billing, identity, audit and security                                                                                                                                                                                                                                                |
| Cloud-Native Health & Availability Monitoring | Standardised monitoring for key AWS (EC2, RDS, S3, ELB, SQS), Azure (VMs, SQL DB, Blob, Load Balancer, Service Bus), and Databricks (clusters, jobs, notebooks) components. Threshold-based alerts over time periods trigger default actions; standardised coverage includes Availability, Performance, and Health, enhanced by our DevOps automation and continuous optimisation.                    |
| Enterprise Support Engagement                 | Colibri Digital acts as your sole point of contact for AWS, Azure, and Databricks technical support. Our 24/7 team handles triage and resolution; if needed, we directly engage AWS Premier Support, Microsoft Azure support, or Databricks on your behalf for faster issue escalation and resolution.                                                                                                |
| Anti-Virus / Endpoint Protection              | Critical OS-layer protection for AWS EC2 instances, Azure VMs, and Databricks clusters. We deploy market-leading third-party solutions (integrated with cloud-native tools like AWS GuardDuty, Microsoft Defender, and Databricks security) to defend against threats, malware, and vulnerabilities in a unified manner.                                                                              |
| Vulnerability & Patch Management              | Colibri Digital deploys cloud-native tools (AWS Systems Manager Patch Manager, Azure Update Management, Databricks cluster patching) for automated OS patching. We also use native vulnerability scanners (AWS Inspector, Microsoft Defender Vulnerability Management, Databricks security scans) to identify software risks, misconfigurations, and unintended exposures across your infrastructure. |

### 4.2 Data Platform Operations (DataOps)

| Activity                                   | What we do                                                                                                                                                                                                                                                           |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DataOps Run & Optimise                     | Manage Databricks pipelines, ingestion, ETL/ELT processes, storage (Delta Lake), and analytics workflows. We ensure 95%+ job success, ≤20-minute freshness for critical workloads, governance via templates, and integration with AWS/Azure for hybrid environments. |
| Cloud-Native Monitoring for Data Workloads | Health/performance checks for Databricks clusters and jobs integrated into the broader monitoring model.                                                                                                                                                             |

### 4.3 FinOps & Cost Management

| Activity                       | What we do                                                                                             |
|--------------------------------|--------------------------------------------------------------------------------------------------------|
| Cost Visibility and Governance | Ongoing spend analysis, forecasting and optimisation recommendations across AWS, Azure and Databricks. |
| Optimisation Execution         | Rightsizing, commitment management and automation to achieve 20–30% TCO reduction                      |

### 4.4 Identity and Access Management (IAM)

| Activity                              | What we do                                                                                                                                                                                                                                                                                |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identity Lifecycle and Access Control | Management of end-to-end IAM platforms and services for AWS, MS Entra, OKTA, Auth0 and ForgeRock/Ping). This includes provisioning, federation, multi-factor authentication (MFA), least-privilege enforcement, auditing, and compliance reporting to support zero-trust security models. |
| Compliance Alignment                  | Alignment to ISO 27001, GDPR and public-sector standards with audit readiness.                                                                                                                                                                                                            |

### 4.5 Application and Integration Support

| Activity                     | What we do                                                                                                                                                                                                                                                                                                 |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Application Support | Management of API integrations across AWS (API Gateway), Azure (API Management), and Databricks (REST APIs, Delta Sharing). We handle orchestration, security (OAuth, JWT), monitoring, versioning, and third-party connectivity to enable seamless data flows, microservices, and ecosystem integrations. |
| API management               | Design/operate APIs (API Gateway/APIM/Databricks REST/Delta Sharing), including auth, security, monitoring and versioning.                                                                                                                                                                                 |

### 4.6 Service Management and Governance

| Activity                         | What we do                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CustomerService Desk             | Colibri Digital acts as the customer's dedicated first point of contact and service desk for AWS, Azure, and Databricks issues. We provide initial triage, own and manage incidents through their full lifecycle (from logging to resolution and closure), and coordinate/engage with third parties (e.g., AWS Premier Support, Microsoft Azure support, Databricks, or other vendors) on the customer's behalf to ensure rapid, seamless resolution while maintaining single-point accountability.. |
| Service Now Portal and Reporting | Powered by ServiceNow, our customer dashboard allows creation, amendment, and tracking of Cases (Incidents, Requests, Changes). It provides a single-pane view of ticket status and performance metrics.                                                                                                                                                                                                                                                                                             |

| Activity                          | What we do                                                                                                                              |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Structured Reviews and Governance | Monthly service reviews and reporting against SLAs/KPIs, with CSM ownership and strategic alignment                                     |
| Operational Records               | Creation and maintenance of operational documentation, knowledge transfer and handover artefacts to ensure continuity and auditability. |

#### 4.7 Reliability, Security and Compliance Operations

| Activity                           | What we do                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vulnerability and Patch Management | Automated OS patching (SSM/Update Management) and vulnerability scanning (Inspector/Defender/Databricks) with remediation                                                                                                                                                                                                                                                   |
| Backups and Restore                | Policy-driven backups and rapid restores across servers, databases and storage using cloud-native services<br>We utilise native cloud backup solutions (AWS Backup, Azure Backup, Databricks Delta) to automate processes, provide secure, durable storage, and enable rapid restores for virtual servers (EC2/VMs), databases (RDS/SQL/Databricks), and storage (S3/Blob). |
| SecOps and Compliance              | Continuous controls operation supporting resilience, performance and compliance across environments                                                                                                                                                                                                                                                                         |

#### 4.8 Strategic Advisory and Continuous Improvement

Colibri Digital acts as a trusted advisor to ensure that customers continuously maximise the value of their services. The 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 platform and services, leads monthly service reviews and quarterly business reviews (covering FinOps, security, and optimisation) and serves as the escalation point.                                                                                                                                     |
| Aligned Cloud and Data Solution Architect | The Solution Architect partners strategically with you to drive continual improvement across your Cloud and Data platform and services consumed.<br>With deep knowledge of your environment, the CSA delivers advisory on architecture (quarterly Well Architected Reviews), Cost optimisation (FinOps), security hardening, sustainability, DevOps automation, IAM best practices, API strategies and future-proofing integrated into Quarterly Business Reviews. |
| Standardised Reporting and Insights       | Colibri provides a comprehensive monthly Service Report covering: <ul style="list-style-type: none"> <li>• SLA and KPI performance</li> <li>• Resource Utilisation</li> <li>• Cost trends and FinOps insights</li> <li>• Security posture and governance observations</li> <li>• Optimisation recommendations and progress tracking</li> </ul>                                                                                                                     |

| Feature                    | Description                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Monthly Service Review     | Colibri conducts monthly (or agreed) service reviews with customer stakeholders to: <ul style="list-style-type: none"> <li>Review the Service Report and KPI trends</li> <li>Assess AWS platform performance</li> <li>Prioritise actions in the optimisation backlog</li> <li>Align future work with business needs and roadmap</li> <li>Identify cost optimisation and governance improvements</li> </ul> |
| FinOps & Cost Optimisation | Colibri Digital applies FinOps practices to analyse usage, implement budgets, rightsizing, reserved instances/commitments, and automation for AWS and Databricks. We deliver proactive recommendations and shared savings models, targeting 20-30% reductions in total cost of ownership.                                                                                                                  |

#### 4.9 Service Levels

Colibri provides service levels aligned to business criticality and the operational needs of your Cloud and Data platform. Service performance is delivered through Colibri's technical resolver groups 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<br>(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       |

In addition to incident SLAs, Colibri will measure KPIs relevant to the services produced and the business outcomes required.

## 5 Service On-boarding

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

### 5.1 On-boarding Activities

The onboarding process typically includes:

- **Service Design & Discovery**  
Development of a Service Design Document covering roles and responsibilities, scope, SLAs, governance, monitoring, reporting, and agreed KPIs.
- **Planning, Testing & Deployment**  
Coordinated onboarding plan including access provisioning, workspace configuration validation, monitoring/alert setup, documentation handover, and runbook creation
- **Go-live & Service Transition**  
Operational readiness testing, knowledge transfer sessions, handover to the 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 and compliant decommissioning.

## 6 Compliance & Security

Colibri's End to End Cloud Operations Managed Service is designed to meet public sector compliance, regulatory and security expectations. The service aligns to:

- ISO 27001 (information security)
- ISO 20000 (service management)
- ISO 9001 (quality management)
- Cyber Essentials certification (mandatory for G-Cloud 15, we hold certification as required by CCS)
- GDPR, FCA data-handling requirements and zero-trust principles

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