

Colibri Digital

AWS Managed Cloud Services (CloudOps and Optimisation)

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
3.1 Platform Foundations & Account Governance	5
3.2 Asset & Inventory Management	5
3.3 Security, Risk & Compliance Management	5
3.4 Operations & 24/7 Incident Response	5
3.5 Performance, Reliability & Resilience Engineering	5
3.6 FinOps & Cost Optimisation	5
3.7 DevOps-Integrated Delivery & Automation	5
3.8 Service Management, Reporting & Continuous Improvement	5
4 Core Service Features	6
4.1 Service Features	6
4.2 CloudOps - Operate and Govern	7
4.3 CloudOps - Innovate	8
4.4 Service Levels	9
4.5 Additional Services	9
5 Service On-boarding	10
5.1 On-boarding Activities	10
5.2 Offboarding	10
6 Compliance & Security	11

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 AWS Cloud Managed Service delivers resilient, enterprise-grade operations that empower public sector organizations to prioritise mission-critical innovation over infrastructure maintenance. By seamlessly integrating CloudOps with DevOps-led automation, we provide a 24/7 governed environment that ensures security, financial management through FinOps, and high availability. Our approach leverages deep engineering expertise to transition your cloud estate to a scalable, automated platform built for measurable performance and continuous evolution.

2.1 Key Service Benefits

- **Operational Freedom & Innovation:** By offloading day-to-day cloud operations and 24/7 monitoring to Colibri Digital, your internal teams are freed from routine maintenance to focus on high-value strategic initiatives and business innovation.
- **Enhanced Security & Compliance:** Gain an "audit-ready" environment aligned with ISO 27001, ISO 20000, ITIL4 and GDPR standards. We leverage proactive threat detection and automated remediation to maintain a robust security posture.
- **Quantifiable Cost Efficiency:** Through integrated FinOps practices, we provide continuous cost analysis and rightsizing recommendations that deliver measurable reductions in AWS spend and improved budget predictability.
- **High Availability & Resilience:** Our service ensures business continuity for critical workloads by implementing multi-AZ/multi-region architectures, automated failover mechanisms and disaster recovery testing.
- **Accelerated Delivery Velocity:** Our "DevOps-first" model utilizes Infrastructure as Code (IaC) and automated CI/CD pipelines to increase the speed, consistency, and safety of application and infrastructure changes.
- **Access to Expert Talent:** Partnering with a Premier Tier AWS Partner provides immediate access to a deep bench of UK-based, SC-cleared Cloud Architects and Engineers, bypassing the challenges of recruiting and retaining specialized in-house cloud talent.
- **Proactive Performance Optimization:** With continuous improvement backlogs and Well-Architected reviews we ensure your platform remains efficient, performant, and future-proofed.

Customers are supported by UK-based teams using best-in-class tooling, including ServiceNow for service management, AWS CloudWatch for monitoring, Terraform for IaC, native AWS security services, and Colibri's proprietary alert correlation platform, NexMon, ensuring rapid insight and response.

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

By partnering with Colibri Digital, organisations gain a scalable, resilient, and financially optimised AWS platform that remains compliant and governed over time freeing internal teams to concentrate on strategic initiatives while we manage the operational complexity of the cloud.

3 Service Components

Colibri Digital's AWS Managed Cloud Service is structured around a set of core components that together deliver secure, stable, scalable, and cost-efficient cloud operations. These components cover the full lifecycle of AWS platform management, from account governance and security through to continuous optimisation and DevOps-enabled delivery.

3.1 Platform Foundations & Account Governance

We establish secure, scalable multi-account landing zones aligned to AWS best practices and public-sector governance requirements. This includes account creation, IAM integration, audit controls, logging, baseline configuration and ongoing lifecycle management.

3.2 Asset & Inventory Management

We provide continuous, automated discovery and tracking of all AWS resources across your estate. This ensures full visibility of the resource footprint, enforcement of standard tagging policies for financial accountability.

3.3 Security, Risk & Compliance Management

We provide end-to-end security operations including identity governance, encryption controls, vulnerability scanning, threat detection, patching orchestration and compliance alignment with ISO 27001, ISO 20000, Cyber Essentials and GDPR. Continuous monitoring and automated remediation across all environments.

3.4 Operations & 24/7 Incident Response

Our UK-based CloudOps 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.

3.5 Performance, Reliability & Resilience Engineering

We operate AWS environments using high-availability and multi-AZ/multi-region patterns, automated failover mechanisms, backup and disaster recovery to support resilient customer facing digital services.

3.6 FinOps & Cost Optimisation

Integrated FinOps practices include cost and usage analysis, rightsizing, reservation and Savings Plan recommendations, anomaly detection and monthly optimisation insights. These activities reduce spend and improve forecasting accuracy.

3.7 DevOps-Integrated Delivery & Automation

Our DevOps-first approach incorporates Infrastructure as Code (Terraform), CI/CD pipeline management, container orchestration (ECS/EKS), automated testing and DevSecOps controls. This accelerates safe, repeatable change while improving consistency and governance.

3.8 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 Solution Architect.

4 Core Service Features

4.1 Service Features

The following features define the AWS Cloud Managed Service (CloudOps and Optimisation) delivered by Colibri Digital.

Activity	What we do
24/7 Monitoring and Incident response	Continuous proactive monitoring of AWS services with automated alerting, correlation via NexMon, and rapid incident resolution. Ensures high service availability and minimises disruption to critical public-facing services.
Security, Threat Detection & Compliance	End-to-end security management including vulnerability scanning, threat detection, IAM governance, encryption controls, and ISO-aligned compliance (ISO 27001, ISO 20000, GDPR). Supports audit-ready public-sector environments with zero-trust principles.
FinOps and Cost Optimisation	Continuous cost analysis, right-sizing, Savings Plan/RI reviews, anomaly detection, and actionable optimisation recommendations. Integrated FinOps insights reviewed monthly to reduce spend while improving budget predictability.
Asset & Inventory Management	Automated discovery and continuous tracking of all AWS resources across multi-account environments. We enforce tagging policies to ensure resource ownership, cost-center allocation, and lifecycle visibility.
High Availability, Resilience & Recovery	Supporting multi-AZ/multi-region solutions, automated failover, resilience patterns, DR/backup and recovery testing to support resilient Customer facing digital services.
Backup, Restore and Data protection	Automated, secure cloud-native backup processes across EC2, RDS and S3, with cross-region options and restore verification. Ensures business continuity and regulatory compliance (e.g., GDPR)
Health, Availability and Performance Monitoring	Baseline and advanced monitoring using AWS CloudWatch and native tools across EC2, RDS, S3, ELB and more, with threshold-based alerts and automated remediation strategies.
Landing Zone & Account Governance	Standardised multi-account landing zones with guardrails covering security, IAM, logging, audit, billing and compliance. Provides a secure, scalable foundation aligned to public-sector requirements.
DevOps-Integrated Operations	Infrastructure as Code (Terraform), CI/CD pipeline management, automated testing, container orchestration (ECS/EKS), and DevSecOps practices embedded into the managed service. Accelerates delivery and increases consistency and quality.
Service Desk (UK Based)	UK-based first-line support available via phone, email, and portal. Provides single-point accountability, full incident triage and coordination with AWS and third-party vendors to accelerate issue resolution. SC-clearable engineering teams.
Change, Release & Service Management	ITIL4-aligned change governance, controlled deployments, emergency change handling, and complete request/incident lifecycle management. Ensures safe, compliant, and low-risk delivery of operational changes.

Activity	What we do
Continuous Improvement and Monthly Reviews	Monthly service reviews covering performance, cost, security, optimisation actions and roadmap alignment, supported by a dedicated CSM and Cloud Solution Architect. Ensures continual improvement and proactive optimisation.
Governance and Best practice Assurance	Best-practice alignment using AWS Well-Architected, policy-as-code governance, and continuous compliance monitoring. Ensures environments remain secure, cost-efficient, and aligned with CloudOps standards over time.

Supported AWS key services (current versions maintained):

Category	AWS
Compute	EC2, ECS, EKS, Lambda
Storage	S3, EBS, EFS
Networking	VPC, Transit Gateway, Route 53, WAF
Databases	RDS, Aurora, DynamoDB
Security & Management	Security Hub, GuardDuty, IAM, Config

4.2 CloudOps - Operate and Govern

This level of service provides the essential operational capabilities required to maintain a secure, resilient and well-governed AWS environment. These services ensure day-to-day stability, compliance and continuous protection of critical workloads.

Feature	Description
Backups & Restore	Colibri Digital protects data from loss or corruption across AWS ensuring business continuity and regulatory compliance (e.g., GDPR). We utilise native cloud cross region backup solutions (AWS Backup) to automate processes, provide secure, durable storage, and enable rapid restores for virtual servers (EC2/VMs), databases (RDS/SQL), and storage (S3/Blob).
Anti-Virus / Endpoint Protection	Providing critical OS-layer protection for AWS EC2 instances. We deploy market-leading third-party solutions (integrated with cloud-native tools like AWS GuardDuty) to defend against threats, malware, and vulnerabilities in a unified manner.
Public Cloud Account & Landing Zone Management	Baseline configurations and controls are applied via our authored standard templates and multi-account landing zones. This supports governance, billing, access (IAM/Entra ID), audit, security, and compliance from account creation.
Enterprise Support	Colibri Digital acts as your sole point of contact for AWS technical support. Our 24/7 team handles triage and resolution and if needed, we directly engage AWS Premier Support on your behalf for faster issue escalation and resolution.
Vulnerability & Patch Management	Using cloud-native tools (AWS Systems Manager Patch Manager) for automated OS patching. We also use native vulnerability scanners (AWS

Feature	Description
	Inspector) to identify software risks, misconfigurations, and unintended exposures across your infrastructure.
Cloud Native Health & Availability Monitoring	Baseline monitoring for key AWS (EC2, RDS, S3, ELB, SQS) 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.
Asset and Inventory Management	Automated discovery and continuous tracking of all AWS resources across multi-account environments. We enforce tagging policies to ensure resource ownership, cost centre allocation, and lifecycle visibility ensuring all assets are governed under the CloudOps framework.
ServiceNow Portal Access & 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 metric.
Service Desk	We provide Customers with a dedicated first point of contact and service desk for AWS infrastructure 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 such as our Cloud partners, other vendors, or ecosystem partners) on the customer's behalf to ensure rapid, seamless resolution while maintaining single-point accountability. SLA measurements are automated to inform service reporting.

4.3 CloudOps – Innovate

Colibri Digital acts as a trusted advisor to ensure that customers continuously maximise the value of their AWS Cloud platform. 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 AWS infrastructure, leads monthly service reviews and quarterly business reviews (covering FinOps, security, and optimisation) and serves as the escalation point.
Dedicated Cloud Solution Architect	The Cloud Solution Architect (CSA) partners strategically with you to drive continual improvement of your AWS solutions. With deep knowledge of your environment, the CSA delivers advisory on architecture, cost optimisation (FinOps), security hardening, sustainability, DevOps automation and future-proofing integrated into Quarterly Business Reviews. A quarterly Well Architected Review to identify improvements to your service will be undertaken.
Standardised Reporting and Insights	Colibri provides a comprehensive monthly Service Report covering: • SLA and KPI performance • Resource Utilisation • Cost trends and FinOps insights • Security posture and governance observations

Feature	Description
	Optimisation recommendations and progress tracking
Monthly Service Review	Colibri conducts monthly (or agreed) service reviews with customer stakeholders to: - Review the Service Report and KPI trends - Assess AWS platform performance - Prioritise actions in the optimisation backlog - Align future work with business needs and roadmap - Identify cost optimisation and governance improvements

4.4 Service Levels

Colibri provides flexible service levels aligned to business criticality and the operational needs of your AWS Cloud platform. Service performance is delivered through Colibri's CloudOps 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

4.5 Additional Services

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

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, 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, 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

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