



SERVICE DEFINITION DOCUMENT

MULTI CLOUD MIGRATION SERVICE

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BACKGROUND

This document describes Simplex's Cloud Migration-as-a-Service offering, delivered as a core component of its Infrastructure Modernisation capability. The service supports organisations in transitioning legacy infrastructure, platforms, and workloads into secure, resilient, and cloud-enabled environments through a structured, governed, and outcome-driven approach.

Simplex's Cloud Migration-as-a-Service goes beyond technical migration execution. It integrates advisory, architecture, governance, and data-driven insights to reduce migration risk, improve predictability, and ensure that cloud adoption aligns with long-term infrastructure, operational, and data modernisation objectives. The service also considers future readiness for analytics, automation, and AI-enabled capabilities within cloud environments.

OUR CAPABILITIES

Simplex delivers end-to-end Cloud Migration-as-a-Service covering advisory, planning, execution, assurance, and validation.

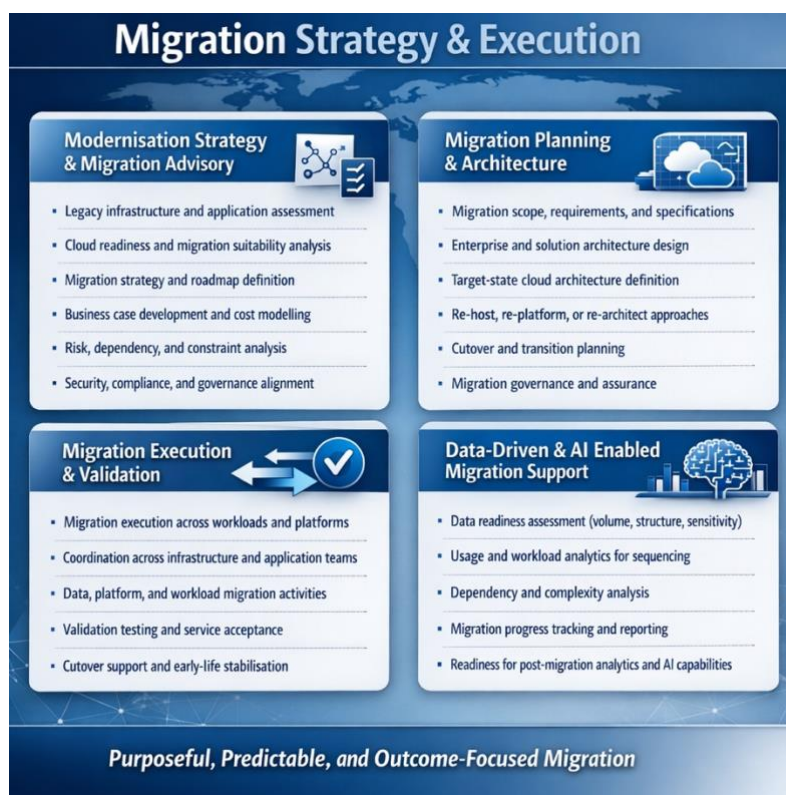


Figure 1: Cloud Migration Capabilities

Modernisation Strategy & Migration Advisory

As part of Infrastructure Modernisation, Simplex provides strategic and advisory services to ensure migrations are aligned with business and technology goals.

Capabilities include:

- Legacy infrastructure and application assessment
- Cloud readiness and migration suitability analysis
- Migration strategy and roadmap definition
- Business case development and cost modelling
- Risk, dependency, and constraint analysis
- Alignment with security, compliance, and governance requirements

This ensures migration initiatives are purposeful, prioritised, and outcome-focused.

Migration Planning & Architecture

Simplex provides structured planning and architectural services to design predictable and low-risk migration pathways.

Capabilities include:

- Definition of migration scope, requirements, and specifications
- Enterprise and solution architecture design
- Target-state cloud architecture definition
- Selection of re-host, re-platform, or re-architect migration approaches
- Cutover and transition planning
- Migration governance and assurance

These services ensure technical designs are robust, scalable, and aligned to operational requirements.

Migration Execution & Validation

Simplex delivers controlled migration execution supported by governance, assurance, and validation.

Capabilities include:

- Migration execution across workloads, platforms, and environments

- Coordination across infrastructure, application, and operational teams
- Data, platform, and workload migration activities
- Validation testing and service acceptance
- Cutover support and early-life stabilisation

Migration activities are delivered in phases to minimise disruption and maintain service continuity.

Data-Driven & AI-Enabled Migration Support

Simplex enhances migration delivery using data-driven insights and AI-assisted analysis, leveraging Microsoft-native cloud capabilities.

Capabilities include:

- Data and information readiness assessment, including content volume, structure, and sensitivity
- Usage and workload analytics to inform migration sequencing and prioritisation
- Dependency and complexity analysis using operational and platform data
- Migration progress tracking and reporting using analytics dashboards
- Readiness assessment for post-migration analytics, automation, and AI capabilities (e.g. Power BI, Power Platform, Copilot readiness)

These capabilities improve decision-making, reduce risk, and support future cloud and AI adoption.

APPROACH

Simplex delivers Cloud Migration-as-a-Service using a structured lifecycle aligned to its Infrastructure Modernisation framework.

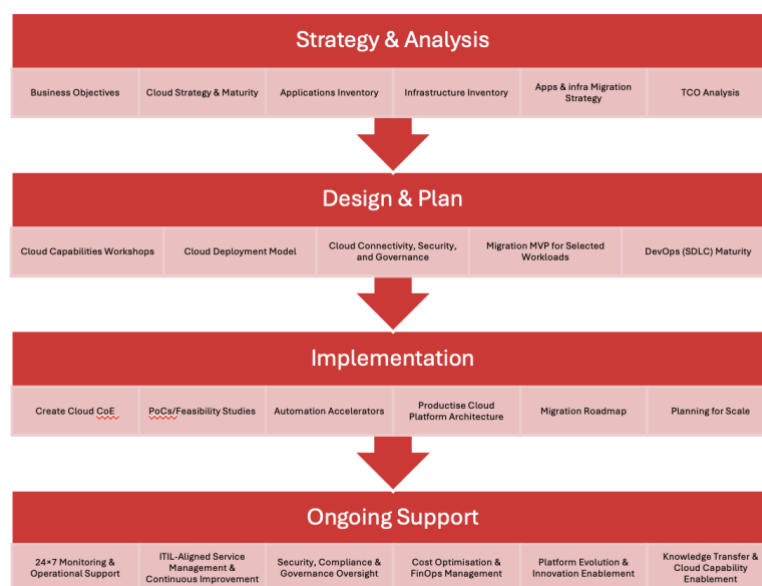


Figure 2: Cloud Migration Approach

1. Discovery

The engagement begins with **Discovery**, focused on building a comprehensive understanding of the organisation's current application, data, and infrastructure landscape. Simplex works closely with business, IT, and operational stakeholders to assess readiness, dependencies, and constraints that will influence migration planning.

Key activities include:

- Identification of business drivers and migration objectives
- Application and infrastructure inventory and classification
- Dependency mapping across applications, data, and integrations
- Cloud readiness and risk assessment
- Initial identification of migration patterns (rehost, replatform, refactor)

This phase establishes a clear baseline and ensures migration decisions are informed, prioritised, and aligned with organisational goals.

2. Planning (Strategy & Analysis)

Building on Discovery, Simplex conducts **Strategy & Analysis** to define a structured and governed cloud migration strategy. This phase translates assessment insights into a pragmatic migration roadmap aligned to business priorities and technical readiness.

Key outputs include:

- Defined cloud migration strategy and guiding principles
- Prioritised migration waves and sequencing
- Selection of appropriate migration approaches per workload
- High-level cost, risk, and effort analysis
- Validation of assumptions related to performance, security, and compliance

The outcome is a clear, agreed migration plan that balances speed, risk, and value.

3. Design & Architecture (Design & Plan)

In the **Design & Architecture** phase, Simplex defines the target-state cloud architecture and migration design required to support secure and scalable migration execution.

Key activities include:

- Design of target cloud landing zones and environments
- Security, identity, network, and governance design
- Definition of migration tooling and automation approaches
- Migration runbooks and cutover planning
- Definition of non-functional requirements and acceptance criteria

This phase ensures migration execution is underpinned by robust architecture and operational readiness.

4. Migration MVP / Pilot

Simplex delivers a **Migration MVP or Pilot** to validate the migration approach, tooling, and operational processes before full-scale execution.

Key activities include:

- Migration of selected pilot workloads

- Validation of migration tooling, automation, and runbooks
- Testing of performance, security, and resilience
- Validation of operational handover and support readiness

This phase reduces delivery risk and enables refinement of the migration approach prior to scaling.

5. Migration Execution & Implementation

The **Migration Execution** phase focuses on the controlled, phased migration of workloads into the cloud environment in line with the agreed roadmap.

Key activities include:

- Execution of migration waves and cutovers
- Ongoing risk, issue, and dependency management
- Validation against success and acceptance criteria
- Coordination with application, infrastructure, and security teams
- Knowledge transfer and documentation updates

This phase delivers migrated workloads into production-ready cloud environments with minimal disruption.

6. Transition, Optimisation & Ongoing Support

Cloud migration is treated as part of a broader lifecycle. Simplex supports **transition, optimisation, and ongoing support** to ensure long-term stability and value.

Key activities include:

- Transition to post-migration support and BAU operations
- Performance and cost optimisation of migrated workloads
- Validation of security, compliance, and governance controls
- Continuous improvement based on operational insights
- Alignment with future cloud-native enhancement opportunities

This ensures migrated environments remain stable, optimised, and ready for future innovation.

Benefits

Simplex's Cloud Migration-as-a-Service delivers the following benefits:

- Structured, low-risk migration aligned to business and IT objectives
- Reduced disruption through phased and governed execution

- Improved visibility and control through data-driven migration insights
- Strong alignment between migration activities and future hosting and support models
- Tangible, auditable outputs aligned to recognised architecture and technology frameworks
- Readiness for ongoing optimisation, analytics, automation, and AI enablement

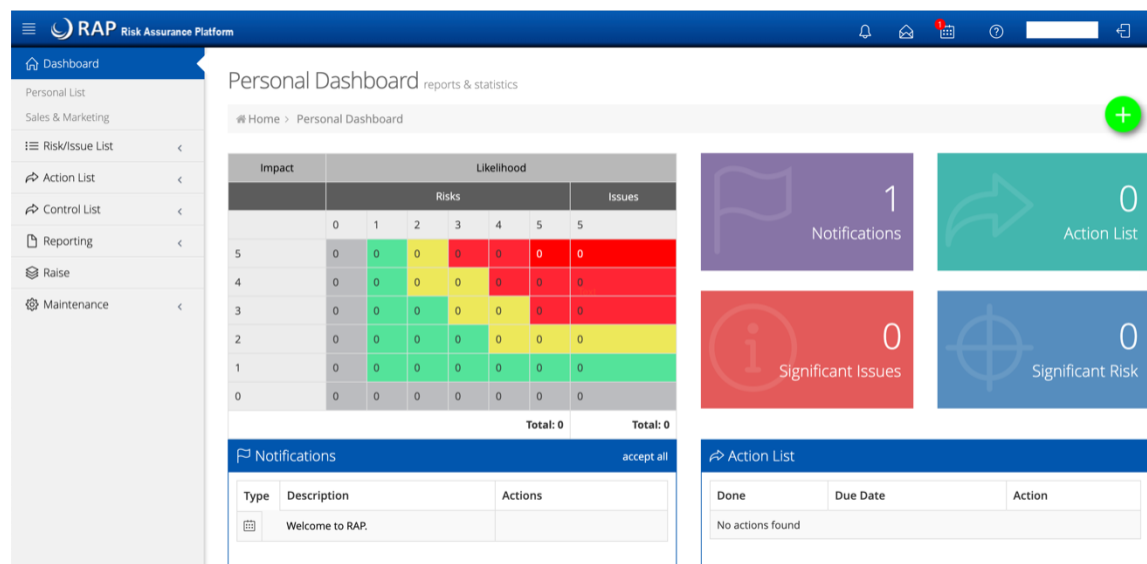
Risk Management, Governance & Assurance

As part of its governance and assurance approach, Simplex applies a structured and consistent risk management capability, supported where appropriate by a secure, cloud-based Risk Assurance Platform. This capability is used to enable systematic identification, assessment, and ongoing management of risks across delivery, operational, architectural, and programme contexts throughout the service lifecycle.

The approach ensures that all identified risks are clearly defined, categorised, and assigned accountable owners, creating transparency and reinforcing ownership from the point of identification through to resolution. Risks are assessed using auditable and configurable scoring models that consider likelihood and impact across multiple dimensions, enabling informed prioritisation and evidence-based decision-making.

The platform supports clear differentiation between inherent risk, residual risk, and target risk states, providing stakeholders with visibility into control effectiveness and progress toward risk reduction objectives. Continuous monitoring and structured reporting enable early identification of emerging risks, trends, and control gaps, supporting proactive governance rather than reactive intervention.

Risk controls, mitigating actions, and dependencies are managed through governed workflows with role-based access, ensuring that responsibilities, approvals, and changes are appropriately controlled and traceable. This structured approach supports strong compliance, audit readiness, and assurance requirements, particularly in regulated and assurance-driven environments, while enabling Simplex and its clients to maintain a consistent, defensible, and data-informed approach to risk management across all services.



Sustainability/GPM

Simplex Services embeds sustainability into the way projects and services are designed, governed, and delivered, rather than treating it as a standalone initiative. As a GPM-aligned organisation and Accredited Training Partner, Simplex applies Sustainable Project Management principles to reduce waste, optimise resource utilisation, and improve long-term value across cloud, digital, and infrastructure engagements. Sustainability considerations are integrated into planning, delivery, and assurance activities, ensuring that environmental, social, and economic impacts are assessed alongside cost, risk, and performance. This pragmatic approach enables clients to achieve responsible outcomes without adding unnecessary complexity or administrative burden.

UN Sustainability GOALS

Simplex's sustainability practices directly support the UN Sustainable Development Goals, particularly goals relating to responsible consumption and production, industry innovation and infrastructure, climate action, and decent work and economic growth. Through responsible IT delivery, cloud optimisation, governance-led decision-making, and sustainable project management practices, Simplex helps organisations reduce carbon impact, improve operational efficiency, and build resilient digital foundations. By focusing on measurable outcomes—such as reduced waste, improved lifecycle management, and stronger governance—Simplex enables clients to demonstrate tangible progress against sustainability objectives while maintaining compliance with public-sector standards and long-term organisational goals.

PRICING

Please refer to the associated Pricing Document relevant to this Service.

CONTACTS

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ABOUT US

Simplex Services responds to the diverse business needs of enterprises of all sizes, focusing on aligning business priorities with technology solutions, operating models, and costs.

For over a decade, our service offerings have been aimed at maximising the potential that technology can offer. Our customers and partners trust us not just for solutioning & implementation, but also to improve efficiency, reduce costs, identify new revenue streams, and make them future-ready.

1200⁺

Years of
Industry
Experience

8800⁺

Hours of Consulting
Delivered So Far

97%

Projects Completed
on Time

95⁺

Employees &
Associates

11

Years in Business



Our Global Footprint

Mapping Impact Worldwide

Our Global Footprint

Mapping Impact Worldwide

From its conception in Brighton, UK, Simplex Services has expanded its global footprint by establishing offices in key locations worldwide to deepen relationships, tap local expertise and deliver hands-on support to clients worldwide.



Core Capabilities

Accelerating Digital Transformation

Advisory & Architecture - Strategic guidance and technical expertise to help businesses navigate the complex world of IT architecture and make informed decisions about their technology investments. - With our Technical Authority-as-a-Service (TAaaS) framework, we offer businesses a flexible, cost-effective, and rapidly deployable solution to access the technical expertise needed, when needed, without the overhead of building in-house teams and improving organisational agility.	Data and AI - Transforming your core processes into self-optimising, intelligent operations to reduce costs, eliminate errors, and accelerate time to value. - Our AI-powered and data-led workflow automation solutions turn buzzwords into business value. We help you identify high impact automation opportunities that reduce errors, cut costs, and improve efficiency—from quick win deployments to enterprise-wide automation strategies for measurable outcomes.	Digital Workplace - Align technology, people, and business processes to improve productivity and organisational efficiency and enable a consistent end-user experience across multiple devices and locations. - Our solutions integrate productivity platforms like Microsoft 365 and identity management with a focus on user experience and security. The result is a workplace that boosts collaboration, streamlines workflows, and adapts to evolving business needs—without compromising compliance or performance.	Infrastructure Modernisation - Unlock agility, resilience, and cost efficiency by transforming your legacy infrastructure into a modern, cloud-optimised environment. - Our cloud services take you from assessment to execution. Whether it's migrating workloads to hyperscale's like Microsoft Azure, adopting hybrid or multi-cloud architectures, or DevOps integration, we design and deliver a scalable, secure, and high-performance foundation that supports continuous business innovation and delivers measurable ROI.	Workforce Staffing - Bridge talent gaps quickly with provide skilled professionals who integrate seamlessly into diverse teams, delivering immediate value on critical projects. - From niche technical experts to largescale deployment teams, we handle sourcing, vetting, and onboarding—so you can focus on delivery. Our flexible staffing solutions adapt to your needs, whether it's short-term augmentation, long-term placements, or rapid scaling for new initiatives.
Field Force - Empower your distributed workforce with a connected, secure, and intelligent digital workplace designed for the realities of field operations. - Our framework delivers end-to-end IT support—from on-site assistance and IMAC (install, move, add, change) services to legacy device lifecycle management—resulting in a resilient, agile, and secure environment that keeps your field teams connected, your assets protected, and your operations running smoothly.	Merger and Acquisition - Simplify the IT complexities of M&A with end-to-end integration services, including managing due diligence, system consolidation, and process harmonisation. - By identifying synergies and mitigating risks early, we help you achieve a smooth transition ensuring your technology landscape supports the deal's strategic objectives. Our approach accelerates value realisation and ensures business continuity while aligning people, processes, and platforms across the merged entity.	Operational Resilience - Strengthen critical processes, improve disaster recovery readiness, and ensure continuity in the face of adverse events—adapt, respond, and recover. - We align resilience planning with regulatory requirements and industry best practices, enabling business continuity and helping you protect revenue, maintain trust, and recover faster. From risk assessments to disaster recovery strategy to incident response, we provide the guardrails your business needs to thrive under pressure.	Risk Assurance Platform - Transform the way your organisation identifies, owns, and mitigates risk with RAP—a highly configurable, cloud-based enterprise risk management solution built on ISO 31000 principles. - RAP combines data, analytics, and automation to help you identify, assess, and mitigate risks before they impact your business. From board-level oversight to frontline accountability, RAP embeds a culture of proactive risk governance across the business.	Sustainability - Embed sustainability into every stage of your digital transformation with strategies that deliver measurable ESG impact alongside business performance. - We help organisations reduce their carbon footprint by architecting energy-efficient infrastructure, sustainable IT asset disposition, and optimising processes. Through our partnership with Green Project Management (GPM), we bring proven methodologies to turn sustainability from a compliance obligation into a driver of innovation, cost savings, and brand value.

Accreditations & Certifications

Validated. Trusted. Proven.



Cross-Industry Impact

Tailored for Every Terrain



Powered by People

Human Insight. Technological Impact.

At Simplex Services, our people-first philosophy underpins every engagement. By putting human needs at the core, we ensure every stakeholder gains maximum value from future-ready solutions that deliver lasting returns on investment.

We listen—actively and attentively—to understand each client’s unique goals, challenges, and priorities. This deep understanding forms the foundation of partnerships built on trust, transparency, and collaboration. With a team of highly experienced and diverse professionals, our commitment is to ensure that every solution we provide continues to drive operational excellence and long-term success.

Additionally, within our organisation, every team member is empowered to thrive, not just deliver. We help our employees stay ahead of the curve by investing in their growth with hands-on training, learning programs, and industry-recognised certifications.

Simplex supports the Living Wage Campaign, led by Brighton Chamber and supported by Brighton & Hove City Council and UNISON Brighton, for promoting fair pay, improving employee wellbeing, and strengthening communities.

We are also proud of taking the Breathe Culture Pledge, joining a growing movement of businesses in the region committing towards investing in our company culture to super-charge employee engagement and propel the businesses forward.