



SERVICE DEFINITION DOCUMENT

MULTI CLOUD POST MIGRATION SUPPORT SERVICE

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BACKGROUND

This document describes Simplex’s Cloud Post-Migration Support Services, delivered as part of its Infrastructure Modernisation capability. The service supports organisations following cloud migration by providing structured stabilisation, transition, and ongoing operational support for cloud-based environments.

Cloud Post-Migration Support focuses on ensuring migrated platforms operate reliably, securely, and efficiently once migration activities are complete. Simplex combines ITIL-aligned service management, operational governance, and continuous optimisation with data-driven insights and AI-assisted monitoring to maintain service stability while enabling long-term improvement and readiness for evolving cloud, data, and automation capabilities.

OUR CAPABILITIES

Simplex delivers comprehensive Cloud Post-Migration Support services covering transition, operations, governance, and continuous improvement.



Figure 1: Cloud Post Migration Support Capabilities

Transition & Stabilisation Support

Simplex supports a controlled transition from migration into steady-state cloud operations, ensuring service continuity and operational readiness.

Capabilities include:

- Post-migration validation and service acceptance
- Hypercare and early-life support following cutover
- Knowledge transfer and operational handover
- Run-book development and operational readiness checks
- Issue remediation and service stabilisation

This ensures migrated environments are fully operational and supported before moving into business-as-usual operations.

Managed Cloud Support & Service Management

Simplex provides ongoing managed support using structured, ITIL-aligned service management practices.

Core capabilities include:

- Incident, problem, and change management
- Service request fulfilment and coordination
- Release and deployment management
- Service availability and continuity management
- Integration with client ITSM tools and governance processes
- SLA-driven service delivery and reporting

These capabilities ensure predictable, controlled, and auditable cloud operations.

Monitoring & Operational Oversight

Simplex delivers continuous monitoring and operational oversight to maintain performance and reliability across cloud platforms.

Capabilities include:

- 24x7x365 monitoring and alerting
- Availability, performance, and capacity monitoring
- Event correlation and operational dashboards

- Proactive identification of service degradation
- Regular operational reporting and service reviews

Monitoring services support rapid issue resolution and minimise business disruption.

Data-Driven & AI-Enabled Cloud Operations

As part of Infrastructure Modernisation, Simplex enhances post-migration support through data-driven insights and AI-assisted operational intelligence using Microsoft-native cloud capabilities.

Capabilities include:

- Analysis of operational telemetry, logs, and performance data
- Trend analysis to identify recurring issues and optimisation opportunities
- Usage analytics to support service adoption and capacity planning
- AI-assisted anomaly detection and alerting to identify risks proactively
- Operational dashboards to support data-informed decision-making

These capabilities reduce reactive support and enable proactive, insight-led operations.

Continuous Optimisation & Governance

Simplex embeds continuous improvement into all Cloud Post-Migration Support services to ensure environments remain modern, secure, and efficient.

Capabilities include:

- Continuous service improvement (CSI) planning and execution
- Performance, capacity, and cost optimisation
- FinOps-aligned cost visibility and optimisation support
- Review of cloud platform updates and feature releases
- Alignment with infrastructure, cloud, and data roadmaps
- Ongoing governance and compliance reviews

This ensures sustained value delivery beyond initial migration.

APPROACH

Simplex delivers Cloud Post-Migration Support Services using a structured lifecycle aligned to its Infrastructure Modernisation framework.

Figure 2: Cloud Post Migration Support Approach

1. Transition & Service Onboarding

Post-migration support begins with a structured transition to ensure a controlled handover from migration delivery into steady-state operations. Simplex works with delivery and operational stakeholders to establish service ownership, support processes, and operational readiness.

Key activities include:

- Transition planning and onboarding workshops
- Knowledge transfer from migration teams
- Review of architecture, configurations, and documentation
- Definition of SLAs, escalation paths, and support scope
- Validation of monitoring, logging, and access controls

This phase ensures a smooth and low-risk transition into live operations.

2. Stabilisation & Hypercare

Following onboarding, Simplex provides enhanced stabilisation and hypercare support to address early-life operational issues and ensure platform stability.

Key activities include:

- Enhanced monitoring and incident response
- Rapid issue triage and resolution
- Performance, availability, and resilience validation
- Root cause analysis of early operational incidents

This phase builds confidence in the migrated environment.

3. Managed Operations & Service Management

Once stabilised, Simplex delivers ongoing managed operations aligned to ITIL best practices.

Key activities include:

- 24x7x365 monitoring and operational support
- Incident, problem, and change management
- Release and deployment coordination
- Service reporting and governance reviews

This phase provides predictable and governed operational support.

4. Security, Compliance & Governance Oversight

Security and compliance are embedded into post-migration operations to ensure continued alignment with organisational policies and regulatory requirements.

Key activities include:

- Security monitoring and alerting
- Compliance and policy validation
- Identity and access management support
- Risk identification and mitigation

This phase ensures environments remain secure and compliant.

5. Optimisation & Continuous Improvement

Simplex continuously optimises the cloud environment to improve performance, cost efficiency, and service quality.

Key activities include:

- Performance tuning and capacity optimisation
- Cost optimisation and FinOps practices
- Automation and operational improvement initiatives
- Continuous service improvement reviews

This phase drives long-term operational value.

6. Platform Evolution & Ongoing Advisory

Cloud platforms evolve continuously. Simplex provides ongoing advisory support to ensure environments remain future-ready.

Key activities include:

- Alignment with cloud provider roadmaps
- Adoption of cloud-native enhancements
- Architectural guidance for new workloads
- Knowledge transfer and capability uplift

This ensures sustained resilience, scalability, and innovation enablement.

Benefits

Simplex's Cloud Post-Migration Support Services provide the following benefits:

- Stable, reliable, and secure cloud operations following migration
- Reduced operational risk through structured service management and governance
- Improved visibility into service performance, usage, and cost
- Faster issue detection and resolution through proactive monitoring
- Data-driven insights to support continuous service improvement
- Ongoing optimisation aligned to cloud platform evolution

Risk Management, Governance & Assurance

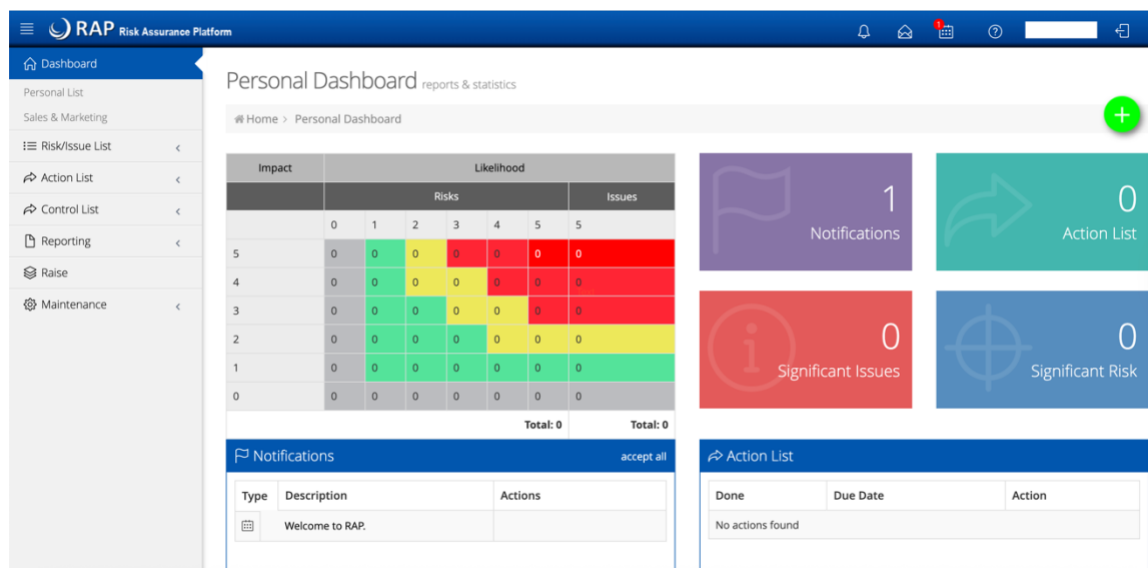
As part of its governance and assurance approach, Simplex applies a structured and consistent risk management capability, supported where appropriate by a secure, cloud-based Risk Assurance

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.

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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.

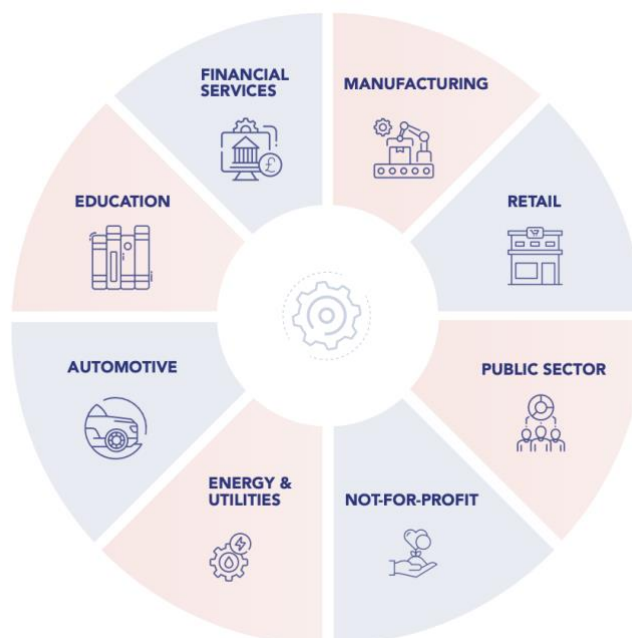
Accreditations & Certifications

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.