



SERVICE DEFINITION DOCUMENT

CLOUD ADVISORY AND ARCHITECTURE

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BACKGROUND

Organisations today face complex cloud and digital transformation challenges driven by evolving business models, legacy technology constraints, increasing regulatory demands, and rapid innovation across cloud, data, and automation platforms. Without clear architectural direction and strong governance, cloud initiatives risk fragmentation, cost escalation, security exposure, and misalignment with strategic business objectives.

Simplex Services delivers an integrated **Cloud Advisory & Architecture** capability designed to provide strategic clarity, architectural coherence, and continuous technical assurance across cloud ecosystems. This unified service consolidates advisory consulting, **Architecture-as-a-Service (AaaS)**, and **Technical Authority-as-a-Service (TAaaS)** into a single, cohesive offering that supports organisations throughout the full cloud lifecycle—from strategy and design through governance, optimisation, and evolution.

The service enables organisations to access enterprise-grade architectural expertise on demand, without the overhead of permanent in-house architecture teams, while ensuring that cloud investments are secure, compliant, scalable, and aligned to long-term business outcomes.

OUR CAPABILITIES

1. Cloud Strategy & Technology Advisory

Simplex provides independent, vendor-neutral advisory services to support informed cloud and technology decision-making.

Key capabilities include:

- Cloud and digital transformation strategy
- Cloud adoption and modernisation roadmaps
- IT and business-aligned operating model design
- Legacy platform rationalisation and modernisation planning
- Business case development and ROI validation
- Cloud governance, risk, and compliance advisory

These services ensure cloud initiatives are purposeful, prioritised, and aligned with organisational strategy.

2. Architecture-as-a-Service (AaaS)

Architecture-as-a-Service provides continuous, scalable access to cloud and enterprise architecture expertise.

Capabilities include:

- Architecture vision, principles, and standards definition
- Cloud, enterprise, and solution architecture design
- Requirements validation and scope governance
- Architecture artefact creation (roadmaps, reference architectures, patterns)
- Cross-functional alignment between business and delivery teams
- Ongoing architectural guidance and decision support

AaaS enables organisations to maintain architectural discipline while flexing capacity as programmes evolve.

3. Technical Authority-as-a-Service (TAaaS)

TAaaS provides a structured technical assurance and governance function for cloud programmes and initiatives.

Capabilities include:

- Architecture compliance and design assurance
- Technical risk identification and mitigation
- Vendor-neutral challenge and review function
- Governance of scope, specification, and execution
- Architectural gate reviews and decision oversight

This ensures consistent application of standards and reduces delivery and operational risk.

4. Cloud & Enterprise Architecture Services

Simplex supports holistic architectural alignment across:

- Business architecture
- Application and integration architecture
- Cloud and infrastructure architecture
- Data architecture and governance
- Security and identity architecture

A strong enterprise architecture foundation improves interoperability, reduces duplication, and optimises total cost of ownership.

5. FinOps & Cloud Cost Governance

As part of its Cloud Architecture capability, Simplex embeds FinOps principles to support cost transparency and optimisation.

Capabilities include:

- Cloud spend analysis and optimisation insights
- Resource right-sizing and utilisation reviews
- Cost accountability frameworks (chargeback / showback)
- Automated monitoring and anomaly detection
- FinOps training and performance enablement

These services support sustainable cloud consumption and financial accountability.

6. Architecture Governance & Compliance

Simplex embeds structured governance to ensure architectural integrity across delivery.

Capabilities include:

- Architecture Review Boards (ARB)
- Design assurance and artefact approval
- Definition of standards, patterns, and non-functional requirements
- Ongoing compliance and quality reviews

7. Resource Ecosystem & Flexible Delivery Model

Simplex provides access to a multi-disciplinary ecosystem of architects, including:

- Enterprise Architects
- Cloud and Infrastructure Architects
- Solution and Integration Architects
- Data and Security Architects
- Technical Analysts

Resources can be delivered via retained, project-based, or embedded engagement models and scaled up or down as required.

APPROACH

Simplex follows a structured, repeatable approach that aligns strategy, design, governance, and assurance throughout the cloud lifecycle.

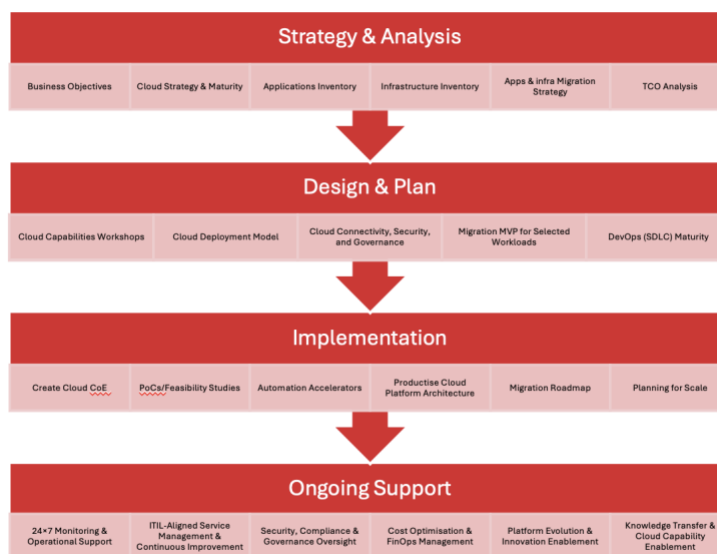


Figure 1: Cloud Advisory and Architecture Approach

1. Discovery

The engagement begins with **Discovery**, focused on understanding the organisation's current technology landscape, business drivers, and architectural constraints. During this phase, Simplex works closely with business, IT, and delivery stakeholders to establish a clear view of strategic objectives, architectural maturity, and governance readiness.

Key activities include:

- Identification of business and technology objectives
- Assessment of current cloud and enterprise architecture maturity
- Review of existing governance, standards, and decision frameworks
- Application, data, and integration landscape overview
- Identification of architectural risks, constraints, and dependencies

This phase establishes a shared understanding and a fact-based foundation for architectural decision-making and stakeholder alignment.

2. Planning (Strategy & Analysis)

Building on Discovery, Simplex conducts **Strategy & Analysis** to define a clear and actionable cloud and architecture strategy. This phase translates insights into a structured architectural direction aligned to business priorities and organisational readiness.

Key outputs include:

- Defined cloud and enterprise architecture strategy
- Target architecture maturity stage and operating model
- Architectural principles, standards, and guardrails
- Alignment between business outcomes and architectural direction
- Validation of risk, cost, and long-term sustainability assumptions

The outcome is a clear, agreed architectural roadmap that balances ambition with governance and delivery practicality.

3. Design & Architecture (Design & Plan)

In the **Design & Architecture** phase, Simplex defines the target-state architecture and technical foundations required to support secure, scalable, and governed cloud adoption.

Key activities include:

- Architecture capability and design workshops
- Definition of target-state cloud, platform, and integration architecture
- Security, identity, and compliance architecture design
- Data, information, and interoperability architecture definition
- Definition of non-functional requirements and quality attributes

This phase ensures architectural designs are robust, consistent, and aligned to both current needs and future growth.

4. Architecture Validation (MVP / Proof of Concept)

Simplex supports **Architecture Validation** through MVPs or proofs of concept, where appropriate, to validate architectural assumptions and reduce delivery risk.

Key activities include:

- Validation of architectural patterns and reference designs
- Proof-of-concept development for selected capabilities

- Validation of tooling, automation, and governance models
- Early testing of operational and support readiness

This phase provides confidence that the proposed architecture is practical, deliverable, and fit for purpose before wider adoption.

5. Governance & Technical Assurance

Throughout delivery, Simplex provides **ongoing governance and technical assurance** through Architecture-as-a-Service (AaaS) and Technical Authority-as-a-Service (TAaaS).

Key activities include:

- Architecture Review Boards (ARB) and design approvals
- Vendor-neutral technical challenge and validation
- Assurance of compliance with architectural standards and principles
- Ongoing risk identification and mitigation
- Governance of scope, change, and architectural decisions

This phase ensures architectural integrity is maintained across programmes and delivery teams.

6. Continuous Advisory & Architectural Support

Cloud Advisory and Architecture services continue beyond initial design, supporting ongoing evolution and optimisation of the architecture.

Key activities include:

- Continuous architectural guidance and decision support
- Alignment with cloud provider roadmaps and emerging capabilities
- Refinement of standards, patterns, and governance models
- Knowledge transfer and capability uplift for internal teams

This ensures the architecture remains resilient, scalable, and aligned to changing business and technology needs.

Risk Management, Governance & Assurance

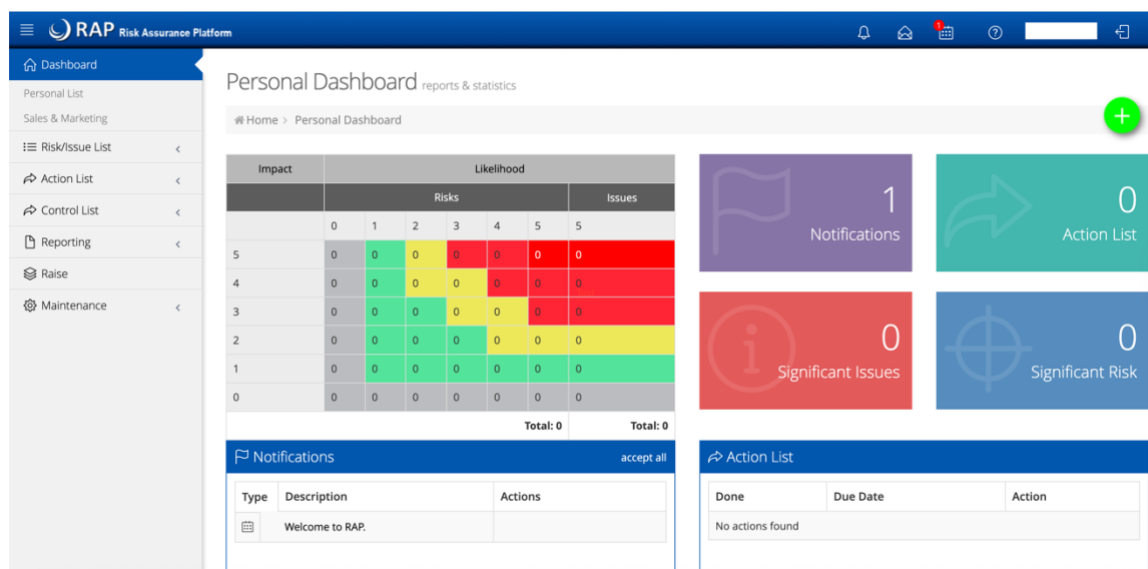
As part of its governance and assurance approach, Simplex applies a structured and consistent risk management capability, supported where appropriate by a secure, cloud-based Risk Assurance Platform. This capability is used to enable systematic identification, assessment, and ongoing

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. The use of risk assurance tooling is optional and configurable, and does not replace organisational governance, accountability, or decision-making responsibilities.

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.



The Simplex Cloud Advisory & Architecture Framework integrates:

- Strategy & Advisory
- Architecture-as-a-Service

- Scope and Specification Governance
- Enterprise & Solution Architecture
- Technical Authority-as-a-Service
- FinOps and Cost Governance
- Flexible Resource Ecosystem

This framework provides a coherent, outcome-aligned model for delivering architectural value at pace and scale.

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



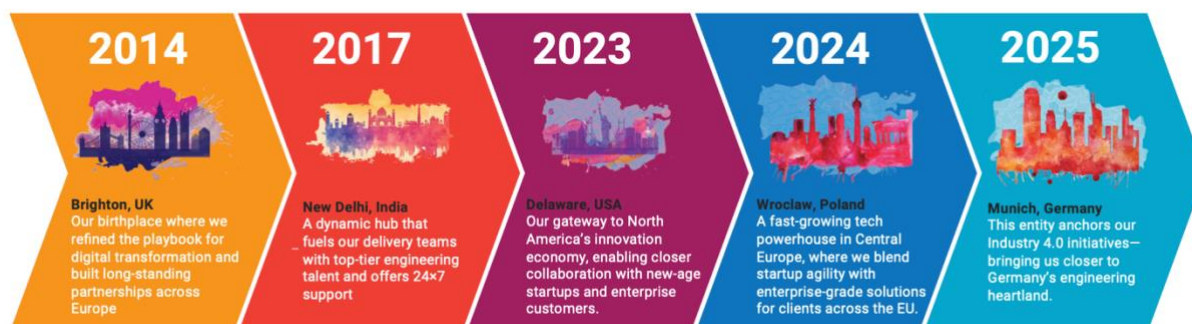
Our Global Footprint

Mapping Impact Worldwide

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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.

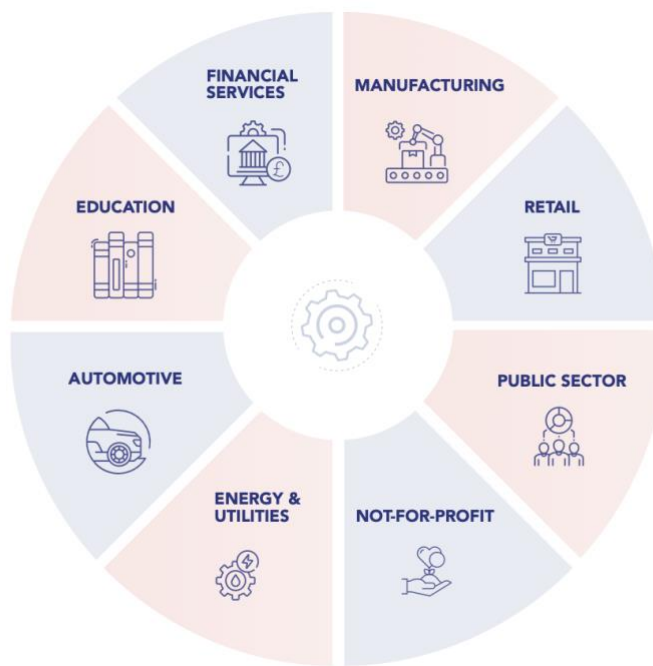
Accreditations & Certifications

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.