



Service Definition

Product Support and Monitoring Services

Supplier: A&A Digital Tech Ltd

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

A&A Digital Tech Product Support and Monitoring Services provide structured, reliable support for live cloud-based products and services. The service focuses on product support, logging and management of incidents, and proactive reporting and analysis to ensure services remain stable, performant and aligned to user needs throughout their operational lifecycle.

2. Scope of the service

The service supports live cloud-hosted applications, platforms and services following deployment. It includes operational support, incident management, monitoring and service reporting. The service does not include new application development or major service changes unless explicitly agreed at call-off.

3. Features

- Product support capabilities for live services
- Logging, triage and prioritisation of incidents
- Incident investigation and resolution coordination
- Service request handling and fulfilment
- Operational monitoring and alert review
- Reporting on incidents, trends and service health
- Proactive analysis of recurring issues and risks
- Continuous service improvement recommendations
- Service readiness and operational handover support
- Service governance and regular service reviews

4. Benefits

- Stable and reliable live services
- Reduced service disruption and downtime
- Faster incident response and resolution
- Improved visibility of service performance
- Proactive identification of service issues
- Improved end-user experience and satisfaction
- Clear accountability for live service support
- Improved operational maturity
- Data-driven service improvements
- Increased confidence in ongoing service operations

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends

on timely access to live services, monitoring tools, documentation and authorised contacts provided by the buyer. The service applies only to products and environments within the agreed scope. Third-party supplier dependencies may impact response and resolution times.

6. Onboarding and implementation

Onboarding includes a service readiness assessment, confirmation of scope, access setup and agreement of incident management, monitoring and reporting processes. A structured handover is completed to ensure a smooth transition into live support.

7. Service management and support

Support is provided in line with agreed support levels (Level 1, Level 2 and Level 3). A named service manager or support lead can be provided to manage delivery, reporting, escalation and continuous improvement activities.

8. Offboarding and exit management

At the end of the engagement, A&A Digital Tech supports an orderly exit, including handover of documentation, incident records and operational knowledge. No buyer data is retained beyond the end of the contract unless otherwise agreed.

9. Security and data protection

A&A Digital Tech follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Buyer data accessed during support and monitoring activities is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. The service can be adapted to meet buyer-specific accessibility requirements.

11. Pricing

Pricing is agreed at call-off and depends on scope, service coverage, support levels and hours of operation. All pricing is transparent and documented in the call-off contract.