



Service Definition

AWS Outposts Build, Deployment Support and Assurance

Supplier: A&A Digital Tech Ltd

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

A&A Digital Tech AWS Outposts Build, Deployment Support and Assurance services support organisations to plan, deploy and transition AWS Outposts environments into live operation. The service provides deployment planning, configuration support and independent assurance to ensure Outposts environments are correctly integrated, secure and operationally ready as part of a hybrid cloud architecture.

2. Scope of the service

The service covers advisory, coordination, configuration support and assurance activities related to AWS Outposts deployments. It supports integration with AWS Regions and on-premises environments. The service does not include the supply of AWS Outposts hardware or ongoing managed operations unless explicitly agreed at call-off.

3. Features

- AWS Outposts deployment planning and design
- Hardware installation coordination and readiness checks
- Outposts rack configuration and validation
- Networking and connectivity configuration support
- Integration with AWS Region services
- Identity and access configuration support
- Operational readiness and assurance reviews
- Monitoring and logging configuration support
- Handover documentation and knowledge transfer
- Post-deployment stabilisation support

4. Benefits

- Reduced risk during AWS Outposts deployment
- Faster readiness for production workloads
- Improved reliability of private cloud environments
- Clear assurance of configuration and compliance
- Consistent integration with AWS services
- Reduced operational issues following deployment
- Improved visibility of hybrid cloud environments
- Better alignment with security and governance requirements
- Smoother transition to operational support teams
- Predictable and controlled deployment outcomes

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 facilities, AWS accounts, network connectivity, documentation and stakeholders provided by the buyer. The service provides deployment support and assurance activities only and does not include hardware procurement, physical installation by third parties, or long-term managed operations unless explicitly agreed. Dependencies on third-party suppliers, facilities readiness and AWS service availability may impact delivery timelines.

6. Onboarding and implementation

Onboarding includes confirmation of scope, deployment objectives, environments and roles. Activities are delivered in structured phases aligned to AWS Outposts delivery milestones, with reviews to confirm readiness and assurance outcomes.

7. Service management and support

Support is provided in line with agreed support levels. A named cloud or hybrid infrastructure specialist can be provided to coordinate deployment support, assurance activities and stakeholder engagement.

8. Offboarding and exit management

At the end of the engagement, A&A Digital Tech provides agreed documentation, configuration records and handover materials to support ongoing operation by the buyer or onward suppliers. 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 deployment and assurance 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. Documentation and reporting outputs can be adapted to support accessibility requirements where required.

11. Pricing

Pricing is agreed at call-off and depends on scope, deployment complexity, environments and required assurance activities. All pricing is transparent and documented in the call-off contract.