



Service Definition

Managed Cloud Services

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

Shivom Consultancy Limited Managed Cloud Services provide ongoing operational management and support for private, public and hybrid cloud environments. The service ensures cloud infrastructure, platforms and applications remain secure, reliable and optimised across IaaS, PaaS and SaaS models, aligned to buyer operational, security and performance requirements.

2. Scope of the service

The service covers managed private, public and hybrid cloud environments, including infrastructure, platform and application management. Services are tailored to the buyer's agreed scope and can be scaled to meet changing operational and business needs.

3. Features

- ❖ Managed private cloud services
- ❖ Managed private IaaS environments
- ❖ Managed private SaaS and PaaS platforms
- ❖ Application management for private cloud services
- ❖ Managed public cloud services
- ❖ Managed public IaaS environments
- ❖ Managed public SaaS and PaaS platforms
- ❖ Application management for public cloud services
- ❖ Managed hybrid cloud services
- ❖ Integrated management of hybrid IaaS, SaaS, PaaS and applications

4. Benefits

- ❖ Stable and reliable cloud environments
- ❖ Reduced operational burden on internal teams
- ❖ Improved availability and performance of cloud services
- ❖ Consistent management across private, public and hybrid clouds
- ❖ Enhanced security and compliance posture
- ❖ Faster incident detection and resolution
- ❖ Predictable and controlled operational costs
- ❖ Improved application performance and resilience
- ❖ Clear accountability for cloud operations
- ❖ Scalable managed services aligned to business needs

5. Service constraints

Managed Cloud Services are primarily delivered remotely. On-site support can be provided by agreement where required. Effective delivery depends on timely access to

cloud platforms, management tooling, documentation and relevant technical contacts provided by the buyer. The service applies only to environments and applications within the agreed scope. Third-party cloud provider outages or changes may impact service delivery. Procurement of cloud services or licences is excluded unless explicitly agreed.

6. Onboarding and implementation

Onboarding includes service initiation, confirmation of scope, access setup and agreement of service management processes. Transition activities are planned and managed to minimise disruption to live services.

7. Ongoing service management and support

Support is provided in line with agreed support levels (Level 1, Level 2 and Level 3). A named technical account manager or cloud support engineer can be provided for Level 2 and Level 3 support to manage service performance, reporting and escalation.

8. Offboarding and exit management

At contract end, Shivom Consultancy Limited supports an orderly transition, including handover of documentation, access and knowledge, in line with the agreed exit plan. No buyer data is retained beyond contract completion unless otherwise agreed.

9. Security and data protection

Shivom Consultancy Limited follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Buyer data 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, complexity and required support levels. All pricing is transparent and documented in the call-off contract.