



Service Definition

AWS Outposts Design and Architecture Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides design and architecture support for AWS Outposts deployments. It supports buyers planning or refining hybrid cloud architectures that integrate on-premises environments with AWS Regions, ensuring alignment with operational, security, and compliance requirements.

Scope of the service

The scope includes architectural design for AWS Outposts, hybrid connectivity design, networking, security architecture, workload placement, resilience planning, and design documentation. The service focuses on pre-implementation design and advisory activities.

Features

- Hybrid cloud architecture design for AWS Outposts
- On-premises and AWS region integration design
- Outposts workload placement and sizing assessments
- Network connectivity and latency design
- Identity and access management architecture
- Security and compliance architecture design
- High availability and resilience design
- Backup and disaster recovery design
- Landing zone and environment design
- Design documentation and architecture diagrams

Benefits

- Clear hybrid cloud architecture aligned to requirements
- Reduced design risk for AWS Outposts deployments
- Improved security and compliance alignment
- Optimised workload placement decisions
- Resilient and highly available designs
- Predictable integration with AWS services
- Clear documentation for delivery and operations
- Scalable architecture for future growth
- Reduced rework during implementation
- Alignment with AWS best practices

Service constraints

The service is delivered remotely and focuses on design and architecture only. Physical installation, hardware procurement, AWS Outposts delivery, licences, and AWS consumption costs are excluded. Implementation and operational support are out of scope unless agreed separately. Buyers must provide access to relevant documentation and stakeholders.

Onboarding and implementation

Onboarding includes an initial discovery session to confirm requirements, scope, and success criteria. Design activities are delivered iteratively with regular reviews. Findings and recommendations are documented and reviewed with the buyer.

Service management and support

Shivom Consultancy Limited provides flexible support levels tailored to buyer needs and the criticality of the service. Level 1 support provides first-line support for service queries, incident logging, basic troubleshooting and request handling during UK business hours. Level 2 support provides second-line technical support, including deeper investigation, issue resolution and configuration support, with extended hours available by agreement. Level 3 support provides specialist and expert-level support, including complex fault resolution, architectural input and escalation handling. Support costs vary depending on the selected support level, hours of coverage and service scope. Pricing is agreed with the buyer at the start of the engagement and detailed in the call-off contract.

Offboarding and exit management

Offboarding includes a structured handover of design documentation and artefacts. Knowledge transfer sessions can be provided where required. No buyer data is retained following service completion.

Security and data protection

The service follows UK public sector security expectations. No production data is hosted or processed as part of the service. Any shared information is handled securely in line with agreed data protection requirements. Personnel hold BPSS clearance as standard.

Accessibility

Documentation and support materials are provided in accessible formats where required. Accessibility considerations align to WCAG 2.2 AA standards.

Pricing

Pricing is agreed at call-off and depends on scope, duration and depth of financial and sustainability analysis required. All pricing is transparent and documented in the call-off contract.