



CLOUDSCALER

G Cloud 15

Service Definition Document

Cloud Infrastructure Engineering



Cloudscaler delivers the trusted platforms that power cloud and AI transformation — giving you the confidence to move faster, innovate safely, and scale without compromise.

Enablement

Putting the right strategy, organisations, and governance in place so that you can move faster and innovate safely.



Platforms

Building best-in-class cloud and AI platforms that underpin rapid, secure, and cost-effective transformation.



We specialise in serving highly regulated customers, including government departments, executive agencies, local authorities, healthcare providers, police forces, higher education and research institutions, and defence organisations.



FOUNDING YEAR

2018

PEOPLE

> 95

PROJECTS

> 55

Y-O-Y GROWTH

100%

CUSTOMERS

> 35

CSAT SCORE

9.8/10



Our founders built Cloudscaler to do things differently.

Hands-On Expertise

We don't just advise from the sidelines — we build, fix, and deliver with precision. To ensure quality at every step, and we recruit only seasoned experts — no offshoring, no team-padding, and no compromises.

Engineering Mindset

Our approach is rooted in practical problem-solving — driving innovative solutions that deliver lasting business value. We will upskill your teams, ensuring they leave the engagement confident and self-sufficient.

Authentic Delivery

We deliver rapid results without waste — fast, focused, and effective solutions that make a measurable impact. We work in a principled and collaborative way, always keeping customer success at the heart of every decision.

By combining fresh ideas, a shared purpose, and decades of hard-won experience, we've built a pragmatic, values-led business that helps customers turn ambition into lasting impact — by doing the right thing, empowering customers, and building partnerships rooted in trust, not lock-in.

Testimonials



“Cloudscaler’s technical expertise and knowledge in creating and operating a single cloud platform that can serve the whole organisation is second to none.”

Lead Cloud Architect, UK Home Office

“Cloudscaler’s expertise and experience has been key to building the foundations for a state-of-the-art cloud, technology teams, and operating model.”

Head of Cloud Centre of Excellence, Santander UK

“Cloudscaler’s experience, commitment and energy enabled us to create a world class delivery team and cloud foundation.”

CEO, easyJet Holidays



Cloud Infrastructure Engineering

Cloudscaler's Cloud Infrastructure Engineering provides hands-on design, build, and improvement of cloud infrastructure components, including networking, identity, compute, storage, and connectivity, ensuring resilient, secure, and well-governed foundations that support reliable workload operation and ongoing change within public sector and regulated environments.

ONBOARDING/OFFBOARDING

Cloudscaler will work with you to put together a clear and practical onboarding plan that reflects your requirements, timelines, and any constraints. Throughout the engagement, we'll meet with you regularly to check progress, discuss any emerging risks, and make sure everything stays on track. At the end of the engagement, we'll agree an offboarding plan to support a smooth transition.

CONSTRAINTS

As constraints can vary depending on your use case and delivery approach, Cloudscaler will work with you ahead of the start date to understand your requirements and how best to accommodate them. Any key assumptions, dependencies, or constraints will be clearly identified and agreed with you before the service begins.

SERVICE LEVELS

Cloudscaler will agree service levels with you based on your requirements and the nature of the engagement. Where appropriate, these will be documented in the service schedule and reviewed regularly.



AFTER-SALES SUPPORT

Throughout the engagement, Cloudscaler will stay closely aligned with you to support clear communication and a positive working relationship. We'll hold regular check-ins, share project updates, coordinate closely with delivery activities, and offer a clear point of contact for any commercial or relationship-related matters.

REPAYING BUYERS

At the start of the engagement, we'll work with your stakeholders to agree clear success metrics against which our performance will be measured and, where needed, adjusted. If we fail to meet these metrics, we will compensate you through service credits, with full details set out in the call-off contract.

SECURITY

Cloudscaler will follow secure working practices to protect the integrity of your data and systems. Access will be tightly controlled, appropriate segregation applied, and defined security procedures followed. Delivery will be supported by UK-based, security-cleared personnel and comply with ISO/IEC 27001 and Cyber Essentials Plus.

ORDERING/INVOICING

To order this service, contact Cloudscaler to agree scope and requirements, which will be confirmed through a call-off contract. We offer flexible invoicing options, including time and materials (invoiced monthly in arrears) and fixed-price arrangements. All pricing and payment terms will be set out in the call-off contract.

ACCESS TO DATA

At the end of the engagement, your data remains yours. Cloudscaler will provide you with your data and relevant outputs to support reuse or transition. We will also comply with your deletion and disposal requirements.



GET IN TOUCH

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