



**CLOUDSCALER**

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# Service Definition Document

[cloudscaler.com](https://cloudscaler.com)



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



# Research Platform

Cloudscaler's Research Platform provides implementation and support of a secure, governed platform for research workloads, including data management, compute and storage services, access controls, collaboration tooling, and operational processes, enabling researchers to analyse data at scale while meeting security, compliance, and ethical requirements.

## ONBOARDING/OFFBOARDING

Cloudscaler will work with you to develop a clear and practical onboarding plan that reflects your requirements, timelines, and any constraints. Throughout the engagement, Cloudscaler will meet with you regularly to review progress, discuss any emerging risks, and ensure delivery remains on track. At the end of the engagement, Cloudscaler will agree a 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 determine how best to accommodate them. Cloudscaler will clearly identify and agree any key assumptions, dependencies, or constraints 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, Cloudscaler will document these service levels in the service schedule and review them regularly.

## Service Offer (Continued)



### AFTER-SALES SUPPORT

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

### REPAYING BUYERS

Cloudscaler will work with your stakeholders to agree clear success metrics against which performance will be measured and, where required, adjusted. If Cloudscaler fails to meet these metrics, Cloudscaler 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. Cloudscaler will tightly control access, apply appropriate segregation, and follow defined security procedures. UK-based, security-cleared personnel will support delivery, and Cloudscaler will comply with ISO/IEC 27001 and Cyber Essentials Plus.

### ORDERING/INVOICING

To order this service, contact Cloudscaler to agree the scope and requirements, which Cloudscaler will confirm through a call-off contract. Cloudscaler is pleased to offer a range of flexible invoicing options, including time and materials and fixed-price arrangements. The call-off contract will set out all pricing and payment terms.

### ACCESS TO DATA

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



## GET IN TOUCH

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