

Elastic Case Cloud Support Service Definition

G-Cloud 15

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Classification: Internal

This document describes Elastic Case's Cloud Support Service Definition for the G-Cloud 15 framework.

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Service Definition: Service Discovery, Design and Implementation

This document outlines the professional services provided by **Elastic Case Limited** to support public sector organisations through digital transformation and cloud-native development within the G-Cloud 15 framework.

1. Service Scope

We provide end-to-end professional services for case management solutions and associated platform capabilities, such as assessment management and applicant tracking. Our approach is designed to guide organisations through the full lifecycle of a project, including digital transformation and legacy replacement.

- **Lifecycle Phases:** We deliver services in strict alignment with the **GDS Service Manual**, covering **Discovery, Alpha, Beta, and Live** phases.
- **Cloud Specialisms:** We are DevOps specialists in **AI and Automation** for both **AWS and Azure** environments.
- **Consultancy Areas:** Our core services include:
 - Business Analysis

- Delivery Management
- Architecture
- Testing/Quality Assurance
- Software Engineering
- Technical Design
- Project & Programme Management
- AI powered automation
- Service Design
- User Research

2. Service Features

Our delivery teams provide a comprehensive range of professional disciplines to ensure project success:

- **Design & Research:** User Research, Service Design, and User-Centred Design.
- **Technical Excellence:** Architecture, Technical Design, Software Engineering, and AI-powered automation.
- **Quality & Analysis:** Business Analysis and Testing/Quality Assurance.
- **Management:** Project & Programme Management and Delivery Management.

3. Service Benefits

By engaging our professional services, buyers can expect the following outcomes:

- **Value Driven:** A focus on early value realisation and iterative design and development.
- **Efficiency:** Significant cost reduction and increased efficiency through AI fluency and automation.
- **Data Intelligence:** Improved data quality uplift, data intelligence, and reduced error rates.
- **Performance:** Enhanced performance metrics and continuous monitoring.

4. Support and Accessibility

We maintain high standards for user support during service delivery:

- **Multi-Channel Support:** Access to support via email/ticketing and phone (9am - 5pm, Mon-Fri).
- **Web Chat:** Available at an extra cost.
- **Response SLAs:** Priority-based responses ranging from **1 hour for Urgent** issues to **1 day for Low** priority queries.
- **Accessibility:** All support channels (ticketing and web chat) are compliant with WCAG 2.2 AA.

5. Staff Vetting and Security

All professional services are delivered by personnel vetted to high Government standards:

- **Screening:** Staff screening conforms to **BS7858:2019**.
- **Clearance:** Personnel can hold security clearances up to **Developed Vetting (DV)**.

Revision history

Version	Date	Changes
1.0	29/01/26	Initial version