

Elastic Case Cloud Support Terms & Conditions

G-Cloud 15

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This document describes Elastic Case’s Cloud Support Terms & Conditions for the G-Cloud 15 framework.

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Terms and Conditions: Service Discovery, Design and Implementation

1. Scope of Professional Services

Elastic Case Limited provides specialised professional services for case management solutions, assessment management, and applicant tracking. Our delivery methodology strictly follows the **GDS Service Manual**, covering all project phases including **Discovery, Alpha, Beta, and Live**.

- **Specialisms:** We are specialists focusing on **AI and Automation** for **AWS, Azure and Google Cloud** environments.
- Our technical and role specialisms include:
 - Business Analysis
 - Delivery Management
 - Architecture
 - Testing/Quality Assurance
 - Software Engineering
 - Technical Design
 - Project & Programme Management
 - AI powered automation

- Service Design
 - User Research
- **Service Categories:** Our expertise includes cloud migration planning, capability analysis, enterprise architecture, technical leadership, digital transformation and project delivery.

2. Support and Service Levels

- **Support Channels: Email and Online Ticketing:** Available with status and priority management.
 - **Phone Support:** Available from **9am to 5pm (UK time)**, Monday to Friday.
 - **Web Chat:** Available at an **extra cost** between 9am and 5pm (UK time), Monday to Friday.
- **Response Times:** Our ticketing support operates during business hours (**8am – 6pm, Mon-Fri**) with the following response targets:
 - **Urgent:** 1 hour.
 - **High:** 4 hours.
 - **Medium:** 8 hours.
 - **Low:** 1 day.
- **Standard Support Model:** General support is provided via a ticketing system during standard 9am–5pm business hours.

3. Personnel and Security

- **Vetting Standards:** All staff undergo screening performed to the **BS7858:2019** standard.
- **Security Clearances:** Our team members can hold government security clearances up to **Developed Vetting (DV)**.

4. Commercial Terms

- **Pricing:** Unlike our SaaS offering, there is **no discount** available for educational organizations for these professional services.
- **Accessibility:** Our online ticketing support and web chat services comply with **WCAG 2.2 AA** standards.

Revision history

Version	Date	Changes
1.0	29/01/26	Initial version