



Cloud Services Service Definition Document

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Document Control

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1. Service Overview

Maple Networks are next generation Digital and IT service provider in the UK. With skills in various areas across the digital landscape Maple Networks have developed a range of services to support customers in their digital, data and business transformations.

This Document provides overview service definition information for the Maple Networks Public Cloud service offerings which will include the following areas:

- Cloud Readiness
 - Maple Networks Microsoft Office365 (O365) Readiness Assessment
 - Maple Networks Amazon Web Services (AWS) Readiness Assessment
 - Maple Networks Microsoft Azure Readiness Assessment
- Design and Implementation
 - Maple Networks Microsoft Office365 (O365) Design and Implementation Service
 - Maple Networks Amazon Web Services (AWS) Design and Implementation Service
 - Maple Networks Microsoft Azure Design and Implementation Service
 - Maple Networks Microsoft Sentinel Design and Implementation Service
- Migration
 - Maple Networks Microsoft Office365 (O365) Migration Service
 - Maple Networks Amazon Web Services (AWS) Migration Service
 - Maple Networks Microsoft Azure Migration Service
- Consultancy
 - Maple Networks Microsoft Office365 (O365) Consultancy Services
 - Maple Networks Amazon Web Services (AWS) Consultancy Services
 - Maple Networks Microsoft Azure Consultancy Services
- Support Services
 - Maple Networks Microsoft Office365 (O365) Support Services
 - Maple Networks Amazon Web Services (AWS) Support Services
 - Maple Networks Microsoft Azure Support Services
- Cloud Optimisation
 - Public Cloud (GCP, AWS and Azure) Optimisation Service
- Digital Transformation
 - Maple Networks Digital Transformation Consultancy Service

Maple Networks support organisations throughout the entire cloud adoption process, from readiness and capabilities all the way through to continuous optimisation. Maple Networks endeavour to build a partnership with customers to deliver a highly available, highly performant, secure IT environment that meets the needs of the business and is continually optimised in order to meet any business changes.



2. Service Descriptions

Cloud Readiness

As organisations move to the public cloud, and into either a Hybrid cloud or multi cloud implementation, it is important that the organisation and the IT environment are ready and prepared to adopt a cloud strategy.

Service Overview

Maple Networks' Readiness Assessments provide organisations with a clear understanding of their current capabilities with respect to leveraging cloud capabilities. Covering your current technical and operational capabilities and aligning them to business requirements. Maple Networks will provide next steps and support requirements to enable readiness.

The Maple Networks Cloud Readiness Assessments are about supporting organisations to understand which services can be migrated to a Public Cloud platform as well as identify gaps and areas for improvement to ensure a successful engagement with cloud technologies.

Approach

The Maple Networks Cloud Readiness Assessments take place alongside various resources from across the organisation to review several key areas key to the successful engagement with Public Cloud providers. The service is highly flexible and bespoke to the requirements of each organisation and may include workshops, remotely and onsite where appropriate, and documentation covering a review of some of the following areas:

- Technical service configuration to identify potential issues with integrating Cloud services;
- Application review, specifically identifies any issues with implementing or migrating a service
- Security and Compliance requirements review ensures a clear understanding of the requirements that need to be included with any integration with or migration to Public Cloud capabilities.
- Operational review to support an understanding of how to successfully operate an environment that includes some services hosted in a Public Cloud environment

The full engagement and timescales are defined during the presales and onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project, this ensures the organisation is aware of what is in scope and out of scope for the project, including all associated costs, ultimately enabling budgets to align accordingly.

Service Benefits

Customers gain the following benefits from the service:

- Ensures seamless implementation of and integration with cloud services
- Reduces future technical and security risks
- Ensures best end user experience possible
- Rapid adoption of Cloud Services
- Cost effective delivery
- Prevents the need to hire additional expertise
- Documentation of a custom roadmap and strategy including risk analysis
- Understand the best practice to support successful Public Cloud adoption
- Clear requirement definition to assist with business case

- Flexible delivery approach

Associated Services

The following services are covered by the Maple Networks Cloud Readiness Assessment.

- Maple Networks Microsoft Office365 (O365) Readiness Assessment
- Maple Networks Amazon Web Services (AWS) Readiness Assessment
- Maple Networks Microsoft Azure Readiness Assessment

This can also be delivered across a Hybrid and/or Multi Cloud approach, where organisations wish to host systems, data and services across multiple cloud platforms.



Design and Implementation

In order to support organisations in designing and implementing cloud solution in an optimal and secure way, Maple Networks offer a service to organisation to support in the design and implementation of cloud services.

Service Overview

The Maple Networks Cloud Design and Implementation Service provides organisations access to highly skilled consultants to support through every stage of designing and implementing a highly available, highly performant, optimised and secure architecture suitable for the organisational demands of today and in the future. Projects may include full cloud architecture to a single business service.

The Maple Networks Cloud design and implementation services covers all areas of Cloud design and implementation from full datacentre design in preparation for migrations. Through to the design and implementation of single business services. Maple Networks can include both the technical design of service as well as identify the ongoing management requirements for a service – security, patching, testing, support, etc. – to support you in building a full operational model to support business and IT projects.

Approach

The delivery of the Maple Networks Design and Implementation Service, is achieved by following standard, tried-and-tested and clearly defined process, to support organisations of all sizes. While flexible, the process is based on the following stages:

- Architecture Vision
- Business Architecture
- Information System Architecture
- Technology Architecture
- Opportunities and Solutions
- Migration Planning
- Implementation and Governance
- Architecture Change Management

The full engagement and timescales are defined during the presales and onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project, this ensure that the organisation is aware of what is in scope and what is out scope for the project, including all associated costs, ultimately enabling budgets and resources to aligned accordingly.

Service Benefits

Customers gain the following benefits from the service:

- Ensures seamless implementation of and integration with Cloud Services
- Reduces future technical and security risks
- Ensures best end user experience possible
- Rapid adoption of Cloud Services
- Cost effective and flexible
- Additional Resources when you need them
- Support and Training for staff members
- Technical Project Management for all Projects
- Implementation in line with best practices



Associated Services

The following services are covered by the Maple Networks Cloud Readiness Assessment.

- Maple Networks Microsoft Office365 (O365) Design and Implementation Service
- Maple Networks Amazon Web Services (AWS) Design and Implementation Service
- Maple Networks Microsoft Azure Design and Implementation Service
- Maple Networks Microsoft Sentinel Design and Implementation Service

This can also be delivered across a Hybrid and/or Multi Cloud approach, where organisations wish to host systems, data and services across multiple cloud platforms.

Migration Services

It is important for organisations to quickly realise the advantages of cloud technologies upon making the decision to implement a cloud hosted environment. Maple Networks can provide support in migrating workloads and data to the cloud in a secure, optimised method, while in line with best practices.

Service Overview

The Maple Networks Cloud Migration Services provides organisations with the skills, knowledge and experience required to successfully migrate services from the current environment to the relevant cloud platform. This includes configuration of cloud, security, integration with current services, training and support of implementation and migration to the cloud.

Maple Networks collaborated with organisations to achieve efficient, secure and low risk migrations through proven methodologies and with minimal impact upon end user and business continuity.

Maple Networks cloud Migration Services follow a standard migration plan, which have been developed, and optimised over many years with both traditional and cloud infrastructure migrations. This is based on several stages as follows:

- Discovery – a minimal review of the current environment to group services and identify a migration strategy for each business service;
- Design, Implementation and testing – for the target environment to ensure it is robust and secure before the first service is migrated
- Cloud Operational Model – due to the intricacies consuming, supporting and managing Public Cloud resources, Maple can support you to update your Operational Model;
- Migration – Taking groups of related services and migrating them in
- Testing – bespoke testing is carried out. Built on a foundation testing plan but is customised to each organisation and system

The full engagement and timescales are defined during the presales and onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project, this ensures that the organisation is aware of what is in scope and what is out of scope for the project, including all associated costs, ultimately enabling budgets and resources to align accordingly.

Service Benefits

Customers gain the following benefits from the service:

- Ensures a seamless implementation of Cloud Services
- Rapid adoption of Cloud Services
- Cost effective implementation, and migration delivery
- Additional project, support and training resource when you need them
- Support and Training for staff members
- Project Management for Public Cloud Implementation Projects
- Design and Implementation of Automated Deployment Scripts
- Protection and security of cloud infrastructure

Associated Services

The following services are covered by the Maple Networks Cloud Readiness Assessment.



- Maple Networks Microsoft Office365 (O365) Migration Service
- Maple Networks Amazon Web Services (AWS) Migration Service
- Maple Networks Microsoft Azure Migration Service

This can also be delivered across a Hybrid and/or Multi Cloud approach, where organisations wish to host systems, data and services across multiple cloud platforms.

Consultancy

With all IT infrastructure's it is important that continuous improvement and enhancement Maple Networks can support organisations to ensure that this is possible through the delivery of consultancy services that are bespoke to organisational and system requirements.

Service Overview

Maple Networks Microsoft Cloud Consultancy services provides organisations the ability to call on skills, knowledge and experience of cloud consultancy to support in the architecture, implementation, migration or support, improvement and optimisation of services. For either an established project and implementation or a newly launched project for implementation/migration.

Approach

Maple Networks Cloud Consultancy Services provide organisations with the support and knowledge to design and implement, support and optimise hybrid and/or multi cloud integrations enabling optimised and secure implementation of services hosted these environments. Maple Networks can engage with organisations on a hybrid and flexible Time and Materials or Fixed Price basis and work on-site or remotely, depending on organisational requirements and preference.

The full engagement and timescales are defined during the presales and onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project, this ensure that the organisation is aware of what is in scope and what is out scope for the project, including all associated costs, ultimately enabling budgets and resources to aligned accordingly.

Service Benefits

Customers gain the following benefits from the service:

- Ensures seamless implementation of and integration with cloud services
- Reduces future technical and security risks
- Ensures best end user experience possible
- Rapid adoption of Cloud Services
- Cost effective highly skilled resource
- Additional Resources when you need them
- Support and Training for staff members
- Solution Architecture and Technical Design of Business Services
- Service Design to identify support requirements
- Build of Public Cloud services

Associated Services

The following services are covered by the Maple Networks Cloud Readiness Assessment.

- Maple Networks Microsoft Office365 (O365) Consultancy Services
- Maple Networks Amazon Web Services (AWS) Consultancy Services
- Maple Networks Microsoft Azure Consultancy Services

This can also be delivered across a Hybrid and/or Multi Cloud approach, where organisations wish to host systems, data and services across multiple cloud platforms.



Support Services

With all IT infrastructure's it is important that continuous management, maintenance and improvement Maple Networks can support organisations to ensure that this is possible through the delivery of support services that are bespoke to organisational and system requirements.

Service Overview

Maple Networks AI based Service Operations provides organisations the ability to have 24/7, 365 days service management support of their cloud-based IT Infrastructure. A bespoke agile and proactive service, which provides, Service Management for all cloud services.

The full engagement and timescales are defined during the presales and onboarding phase, ahead of any work commencing as a documented, agreed and signed Service Operations Manual (SoM), which is created at no additional cost to the service, this ensure that the organisation is aware of what is in scope and what is out scope for the project and the agreed SLA's, in addition to any additional costs, ultimately enabling budgets and resources to aligned accordingly.

Service Benefits

Customers gain the following benefits from the service:

- Proactive 24x7 support from our UK based Service Desk
- AI Based Service monitoring for Cloud Environments
- Self-Service Portals for support and reporting
- Incident Management and resolution
- Problem Management through trend analysis and proactive management
- Request fulfilment and change management to maintain services
- Capacity Management to predict growth of your Public Cloud resources
- Response time SLAs for incidents and changes"

Associated Services

The following services are covered by the Maple Networks Cloud Readiness Assessment.

- Maple Networks Microsoft Office365 (O365) Support Services
- Maple Networks Amazon Web Services (AWS) Support Services
- Maple Networks Microsoft Azure Support Services

This can also be delivered across a Hybrid and/or Multi Cloud approach, where organisations wish to host systems, data and services across multiple cloud platforms.

Cloud Optimisation

As organisations move towards a public, hybrid or multi cloud IT strategy it is important that as part of the cloud governance, optimisations are made on an ongoing and, where possible, continuous basis. Maple Networks provide a cloud optimisation that cover costs, technical and security optimisations.

Service Overview

Maple Networks' Cloud Optimisation Services provides organisations with an opportunity to review their current Public Cloud utilisation. These services cover three key areas, including Cost, Technical and Security Optimisation, the service also enables organisations to take advantage of continuous optimisation beyond the initial service.

Approach

The Maple Networks Cloud Optimisation Services are based on analysing the organisation's current environment and providing a documented analysis with recommendations. The analysis and recommendations can also be presented to teams from across the organisation in a remote or onsite workshop setting to provide the opportunity to discuss the results. Remediation tasks and continuous optimisation recommendation will also be provided and where possible drive through AI based technologies.

The Maple Networks Cloud Optimisation Services include the following stages:

- Scoping and identification of business and technical requirements
- Installation of discovery tooling;
- Data Collection for a period, usually a minimum of 2 weeks and ideally over a month- or year-end;
- Analysis of the data collected and manual review of some resources/services;
- Identification and recommendation of toolset for continuous cost, technical and security optimisation
- Documentation of the findings and recommendations;
- Interactive Workshop to discuss the finding, recommendations and next steps.

The full engagement and timescales are defined during the presales and onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project, this ensure that the organisation is aware of what is in scope and what is out scope for the project, including all associated costs, ultimately enabling budgets and resources to aligned accordingly.

Service Benefits

Customers gain the following benefits from the service:

- Reduces cloud services costs – up to 30+%
- Improve the service offered to end users
- Improves the security and helps mitigate some security risks
- Maintain continuous optimisations
- Automation of remediation where possible, in line with current processes.

Associated Services

The following services are covered by the Maple Networks Cloud Readiness Assessment.

- Public Cloud (GCP, AWS and Azure) Optimisation Service



This can also be delivered across a Hybrid and/or Multi Cloud approach, where organisations wish to host systems, data and services across multiple cloud platforms.



Digital Transformation

For many organisations, a move to cloud services can involve a full company-wide digital transformation. Maple Networks can provide support to organisations of all sizes in delivering digital transformation, from strategic inception through to delivery and continuous optimisation.

Service Overview

Maple Networks Digital Transformation Consultancy Service provides organisations with access to the skills, knowledge and expertise of a consultant who can support both from a technical a business perspective in the delivery of digital transformation within organisations of any size.

Approach

Maple Networks Digital Transformation Consultancy is a bespoke service that is delivered following a standardised approach that has been proven and tested.

- Discovery and Roadmap – identify both the business requirements and the technical requirements including readiness assessments to understand what business changes needed to be made.
- Design, Testing, Migration Planning – Design, testing and migration planning of all organisational systems, services and data.
- Deployment – secure, efficient and optimised deployment of services to aligned platform that meets both the technical and business requirements of the organisation. All delivered in line with best practices
- Migration and integration – Migration of systems, services and data, in line with business requirements while ensuring business and end user continuity
- Optimisation – continuous optimisation.

Maple Networks deliver this as a continuous service to ensure that the customer is achieving the most optimal digital transformation and ensure that all workloads are placed on the most appropriate cloud platform that meets the needs of the business both technically and financially.

The full engagement and timescales are defined during the presales and onboarding phase, ahead of any work commencing as a documented, agreed and signed Statement of Work, which is created at no additional cost to the project, this ensure that the organisation is aware of what is in scope and what is out scope for the project, including all associated costs, ultimately enabling budgets and resources to aligned accordingly.

Service Benefits

Customers gain the following benefits from the service:

- Impartial business and technical feasibility assessment
- Build a solid business case
- Identification of technology operating model
- Knowledge and exposure to service/application landscape and their placement
- Optimised and cost-effective IT infrastructure across all platforms
- Determine your dynamic and prioritised roadmap for IT infrastructure
- Methodology, governance and framework development for technology adoption

Associated Services

The following services are covered by the Maple Networks Cloud Readiness Assessment.

- Maple Networks Digital Transformation Consultancy Service



This can also be delivered across a Hybrid and/or Multi Cloud approach, where organisations wish to host systems, data and services across multiple cloud platforms.