



Service Definition Document

Cloud Architecture and Support Services

Amigoco Cloud Architecture and Support Services

1 What the service is

Amigoco Cloud Architecture and Support Services allow you to plan, setup, migrate and monitor your cloud journey. We utilise the AWS and Azure Cloud Adoption and Well-Architected frameworks to ensure your journey to cloud uses best practices, including on-going cost optimisation, reliability and security assessment.

Cloud Architecture and support services we offer include:

Features

- Cloud readiness audits covering architecture, security, CI/CD and operational considerations
- Defining a Cloud Strategy encompassing technology and organisational considerations
- Defining target and interim cloud architectures, including hybrid, public, private
- Design of an end-to-end solution cloud solution
- Enabling cross-architecture discipline communication
- Performing independent product selection and vendor assessment

Benefits

- Utilise best practices from Agile, DevOps and ITIL
- Access our highly skilled associates with years' of cloud experience
- Specialists in helping organisations adopt Enterprise DevOps
- Utilise cloud shared responsibility model to achieve secure cloud design
- Experienced in modern tooling, including Terraform, Terragrunt and Kubernetes
- Experienced in enterprise application technology, including Java, SpringBoot, API Gateway
- Centralised identity and access management using Okta and AWS SSO
- Experience in geospatial data management with ArcGIS, ArcMap and FME
- Experienced in Service Management, including ServiceNow and Jira

2 Data backup and restore, including disaster recovery

Amigoco offers a full backup and restore service for any service as required. Backup and retention policies and pricing is customisable based on customer requirements.

3 Onboarding and offboarding support

Amigoco works with its customers to define their onboarding and off boarding requirements and builds a support model to suit.

A common requirement is to allow customers to safely utilise public cloud services such as AWS and Azure, establishing guardrails for a secure cloud environment. This facilitates complete cost transparency, onboarding or offboarding users and the ability to trial cloud services at the lowest cost point. For example, many services in AWS and Azure offer free trials, but costs can quickly escalate unless services are optimised or shutdown when they are no longer required.

We work closely with customers to help ensure best practices are followed and avoid cloud costs escalating without clear business benefit.

4 Implementation Plan

Amigoco's cloud planning service starts with an informal discussion regarding your requirements or business outcome you would like to achieve. For an organisation new to the cloud, this may lead to a Cloud readiness assessment followed by a Cloud Strategy. Other organisations may require more detailed analysis of their existing cloud estate, including improving cost optimisation or reliability.

At all stages, Amigoco seeks to provide our customers the best possible service and tailors its approach to suit your requirements, budget and expected outcome.

5 Pricing Overview, including volume discounts or data extraction costs

Our SFIA rate card is applicable to this service offering.

6 Service Constraints like maintenance windows or the level of customisation allowed

Amigoco offers a completely customisable cloud architecture and support service. For cloud support services where we provide maintenance support of cloud infrastructure, we adhere to the following:

Planned Maintenance

Any pre-planned maintenance activity relating to cloud infrastructure. We provide the customer with a minimum of 24 hours' notice.

Urgent Maintenance

Any urgent maintenance identified outside our regular planned activity. We provide the customer with at least 4 hours' notice.

7 Service levels like performance, availability and support hours

Amigoco's service levels are tailored to each customer. Key Performance Indicators (KPIs) are established with the customer prior to service commencement to ensure they are suitable and meet expectations.

Our standard support hours are outlined below.

- Business Hours (Monday to Friday, 9:00 – 17:00)
- Extended Business Hours (Monday to Friday, 7:00 – 21:00)
- 24 Hour Support, 7 days a week

A cloud support engineer will be assigned to your service, together with a technical account manager. Overall support charges will be based on the amount of support required. The minimum charge for each of our standard support hours is below.

- Business Hours: £100/month
- Extended Hours: £1,000/month
- 24 Hours: £10,000/month

8 How you'll repay or compensate buyers if you do not meet service levels

Prior to service commencement, Amigoco agrees compensation models that suit customer needs. This can include service credits or reduction in charges where we have failed to maintain a level of service within our KPIs.

9 The ordering and invoicing process

Ordering

Amigoco accepts electronic orders received via email. When an order is received, we provide a response to confirm its receipt. This is followed by an order confirmation with a detailed cost breakdown.

For work secured under the G-Cloud framework, Amigoco requests a customer acceptance of the order and completion of a Call-off contract.

Invoicing

Amigoco agrees the invoicing schedule prior to commencing any assignment.

10 How buyers or suppliers can terminate a contract

Buyer termination

Buyer termination is agreed with each customer based on requirements.

Supplier termination

Amigoco will not terminate a contract without prior customer consultation and will adhere to contractual terms at all times.

11 After sales support

We offer a complete aftersales support service to our customers. Our after sales support is typically split into three phases.

Phase 1

After purchase, we will work with customers to ensure setup and commencement has went as planned, paying particular attention to onboarding and any difficulties with starting to use a service.

Phase 2

Once services are up and running, we will schedule regular engagement with a customer taking feedback and lessons learned to improve our service for mutual benefit.

Phase 3

We encourage our customers to engage with us and the wider public cloud community, including participation in public sector Cloud Communities of Practice, thereby helping to build a true online community of knowledge sharing and best practices.

12 Any technical requirements

Many of our individual services can be delivered onsite or remotely. Some of our services such as remotely delivered cloud training will simply require customers to have a stable internet connection and device with an up to date browser such as Chrome, Edge or Safari.

For services delivered onsite or where we require access to your cloud estate or IT infrastructure, we will ensure strict adherence to all security and governance procedures.

13 Additional Information

13.1 Setup and Migration

Amigoco offers a full spectrum of setup and migration services for the public cloud, including setup and configuration of dedicated cloud network connectivity through to detailed IT asset and data analysis of your existing estate.

We understand everyone has different requirements and expectations and have the experience to help you navigate the technical and organisational considerations.

13.2 Quality Assurance and Performance Testing

Amigoco can support quality assurance of your cloud configuration. In particular, we can perform audits of your public cloud infrastructure to ensure it meets AWS Well-Architected principles and best practices.

13.3 Security Testing

- Security strategy
- Security design
- Cyber security consultancy
- Security audit services

13.4 Training

Amigoco has developed and provides training covering technical primers associated with cloud technology through to AWS Solution Architecture and Enterprise Cloud Architecture.

These training courses can be provided remotely or on-site and range between 1 -> 2 days depending on client requirements.

13.5 Ongoing Support

- Buyer hosting or software
- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation

Amigoco works in collaboration with its customers to design support services that are the most suitable to your requirements. We are technology agnostic and can provide support ranging from regular engagement and audit of your existing estate through to hosting, maintenance and monitoring of software.

13.6 Service Scope

Amigoco provides onsite and remote consultancy, analysis and support services.

We offer a service that can be tailored from short-term troubleshooting to ongoing regular support. Out of hours business support is also available with the terms and conditions agreed with the customer prior to commencement.

13.7 Email or online ticketing support

How quickly do you respond to questions?

Based on our standard support hours, we aim to respond to 99.9% of all questions received within 1 hour.

We also provide the following:

- **Phone Support:** Available up to 24 Hour Support, 7 days a week
- **Web Chat:** Available up to 24 Hour Support, 7 days a week

A dedicated messaging channel is created per customer which is accessible via all commonly used browsers. This is available on several platforms, including Microsoft Teams and Slack.

13.8 Social Value

13.8.1 Fighting Climate Change

Transportation

Since 2017, Amigoco has sought to conduct all its business travel utilising public transport, including rail, tram and bus services where available. For consultants that are able, we encourage incorporating walking, running and cycling as part of any business commute or travel.

Promote Environmentally Friendly Ways of Working

Amigoco is a remote-first company. This means we encourage our consultants to work from home, a co-working space, café or wherever is suitable. Some of our engagements require on-premises work with clients and other third parties. We balance these commitments with the well-being of our consultants and our social responsibility to reduce CO2 emissions.

We do this by encouraging the use of remote meeting and collaboration tooling such as Teams, Slack, Confluence and Jira. Together with encouraging modern software development and delivery practises, such as DevOps and GitOps, we seek to increase overall productivity and efficiency.

13.8.2 Equal opportunity

Amigoco recognises that we live in a society where discrimination still operates to the disadvantage of many groups.

No employee, associate, job applicant, supplier or customer should suffer or experience less favourable treatment, discrimination or lack of opportunities on the grounds of:

- | | | |
|-----------------|--------------------------------------|-----------------------|
| • Gender | • Health status | • Sexual orientation |
| • Race | • Marital status | • Class |
| • Colour | • Parental status | • Political beliefs |
| • Nationality | • Trade union memberships | • Physical attributes |
| • Ethnic Origin | • Religious or philosophical beliefs | • Ex-offender status* |
| • Age | • Responsibility for dependents | |

*as defined by the [Rehabilitation of Offenders Act 1974](#) [Ref.001]

Amigoco has an equal opportunities policy that is reviewed annually.