



Crown Commercial Services G-Cloud 15 Framework

Service Definition | Lot 3 – Cloud Support Services

Cloud Infrastructure Modernisation and Site Reliability Engineering (SRE)

Introduction to Stellarmann

Bespoke built, expert led, delivery driven

Stellarmann is a specialist technology and business transformation consultancy, supporting public and private sector organisations to deliver complex change with confidence.

We launched in 2020 to help clients access exceptional expertise while putting stronger accountability behind delivery, supported by clear governance in a rapidly evolving delivery landscape.

Since then, we've supported multi-million-pound programmes for major government departments and organisations, including HMRC and The Crown Estate, by building and leading high-performing outcome-focused teams matched to each engagement.

Our shared-risk commercial approach keeps delivery anchored to agreed outcomes and measurable progress, while our Engagement Delivery Management team provides hands-on oversight shaping robust Statements of Work, maintaining alignment to deliverables and acceptance criteria and reducing the operational burden on client-side leaders.

Trusted Supplier for Change & Innovation

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TS4
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DALAS
G-Cloud 15



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Cloud Infrastructure Modernisation and SRE

Service Description

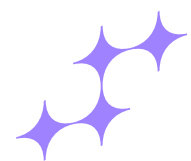
As services move to cloud, teams often find that reliability work lags behind delivery. Manual provisioning, inconsistent baselines and weak observability lead to incidents and slow recovery. Costs also rise when capacity is unmanaged and toil increases.

Stellarmann modernises cloud infrastructure and introduces SRE practices that teams can sustain. We start with an assessment of infrastructure patterns, provisioning, monitoring, backup and incident management. We identify where risk sits: missing baselines, unclear ownership, noisy alerts or brittle recovery processes.

We then uplift the foundations: infrastructure as code templates, automation, patch and configuration baselines, and observability that provides meaningful signals. We help teams define service levels (SLOs), error budgets and runbooks so operational expectations are clear. We strengthen resilience and scaling patterns and define practical backup and recovery approaches, including drills where appropriate.

We also address cost control through simple governance and visibility, so capacity and spend are managed deliberately. Finally we coach teams and hand over documentation so practices remain in place after the engagement. The outcome is higher reliability, fewer incidents and predictable performance at scale without unnecessary complexity.

We leave behind clear documentation, ownership and measures so the approach is sustained after the engagement.

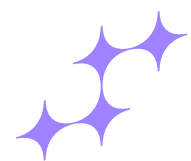


Features

- ✦ Infrastructure and operations assessed to identify risk and toil
- ✦ IaC and automation foundations established for consistency
- ✦ Alerting and observability designed to provide useful signals
- ✦ SLOs and error budgets defined to set expectations
- ✦ Resilience and scaling patterns implemented for critical services
- ✦ Backup and recovery approaches defined and tested
- ✦ Patching and configuration baselines set to reduce drift
- ✦ Incident response improved through drills and clear roles
- ✦ Runbooks created and operational handover completed
- ✦ Teams coached in SRE practices to embed capability

Benefits

- ✦ Reliability improves through stronger patterns and controls
- ✦ Major incidents reduce and impact becomes contained
- ✦ Toil decreases through automation and repeatable processes
- ✦ Recovery speeds up with tested approaches and runbooks
- ✦ Cost control strengthens through visibility and governance
- ✦ Production visibility improves for faster diagnosis
- ✦ Capacity becomes more predictable and deliberately managed
- ✦ Evidence improves for audits and operational reviews
- ✦ Changes become safer with baselines and readiness checks
- ✦ Operations capability remains after coaching and handover



How this enables better outcomes

Infrastructure modernisation and SRE support strengthen the operational backbone of cloud services. It links with cloud engineering, platform enablement, governance and security to ensure services are reliable, secure and cost-controlled supporting transformation without unnecessary complexity.

Common triggers

- ✦ Incidents and outages are impacting service confidence
- ✦ Provisioning and operations are manual and inconsistent
- ✦ Observability and alerting are noisy or missing
- ✦ Recover process are untested or unclear
- ✦ Cloud costs need stronger control and visibility

Service Constraints

Requires admin access, observability tooling and operational stakeholders. Procurement and ongoing managed operations are out of scope unless separately commissioned.

Remote-first; onsite by agreement.



Engaging Stellarmann

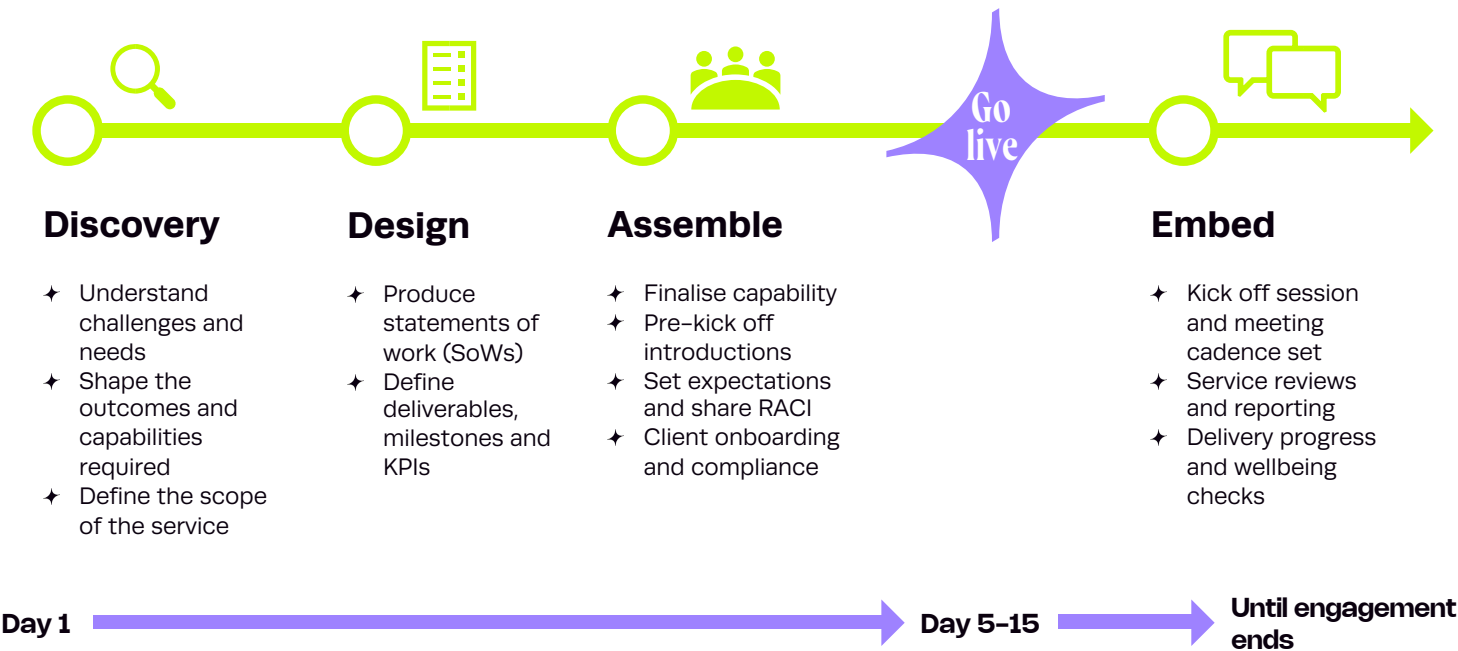
Ordering

Our services can be engaged inline with the G-Cloud 15 framework call off terms. Please get in touch initially by emailing gcloud@stellarmann.com

Service Delivery

We assign each of our clients a dedicated, free of charge engagement delivery manager who will be responsible for shaping the services, outcome and deliverables as well as for ensuring the quality-of-service delivery.

We will guide you through our comprehensive four stage service delivery process that takes our buyers from initial discovery to the end of the engagement.

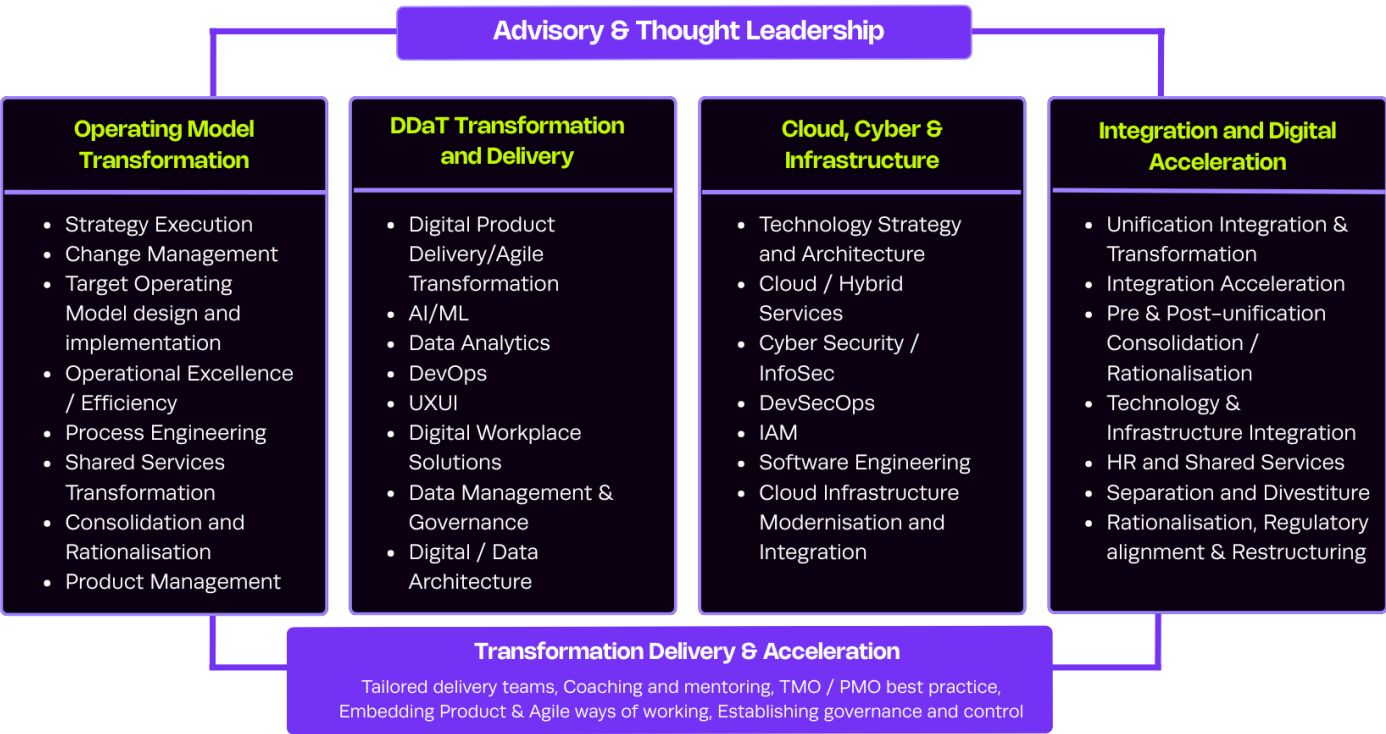


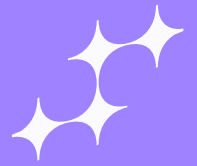
Stellarmann Services Overview

Our breadth of capability across technology and business transformation enables us to build long-term partnerships and support customers in achieving strategic outcomes, whether you need targeted expertise for a critical workstream or end-to-end delivery across a complex programme. We help organisations lean on exceptional expertise while putting stronger accountability behind delivery, supported by clear governance in a rapidly evolving delivery landscape.

Services are designed to accelerate progress while minimising unnecessary complexity: we mobilise quickly (often within 10–15 working days) embed as “one team” with client and supplier stakeholders and transfer knowledge so capability remains with your organisation. Every engagement involves a shared-risk commercial approach, anchored to agreed deliverables and acceptance criteria, supported by dedicated Engagement Delivery Management to provide delivery assurance, governance and clear reporting.

We do the hard yards of delivery alongside you. Bringing clarity, momentum and execution to every stage of the journey.





Get in touch

To find out more or request our public sector reference case studies

Email | gcloud@stellarmann.com

Call | 0203 393 6960

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