stadia
CONSULTING GROUP

G-Cloud Service Definition Document

Lot 3: Cloud Support

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Document Revision History

Version Control

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1.0	12/11/2025	Stadia Consulting Group	Final Release	N/A

Contents

1. Contacts

1.1 Stadia Consulting Group Ltd

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2. About Us

Stadia Consulting Group (Stadia) are industry experts with long standing experience of Security, Cloud & the Modern Workspace. Bringing together the skills that enable effective delivery of the multiple vendors who operate at this level. We offer agile services to allow your organisation to deploy your Security, Cloud & the Modern Workspace requirements. Enabling your IT strategy to fully deliver on its business requirements.

At Stadia we pride ourselves in the level of expertise we have within the consulting sector. Our technical and business consultancy services offerings encompass the high standards that have been set both by our consultants and the frameworks they operate within.

We bring together technology, resources, skills and ideas to achieve business objectives and deliver positive business benefits.

We follow various recognised methodical frameworks, including PRINCE2 and ITIL. Using our extensive knowledge and our diversified portfolio of offerings, we ensure that we can help deliver the business objectives of our clients. We are also proud to have been accredited with a number of UKAS ISO certifications, including, ISO 9001, ISO 14001 and ISO 27001. These in conjunction with our Security accreditations, including, Cyber Essentials and Cyber Essentials + ensure we are at the forefront of our sector.

Whether you're looking to outsource your business processes, IT services or internal projects, we ensure that we'll work with you to identify the areas that are needed to reach your business objectives. Our extensive knowledge and expertise ensure that you are able to focus on your objectives without having to worry about the delegated services.

Stadia consultants have worked with a number of enterprise organisations to help identify and relocate various business goals through the outsourcing process. We ensure that whilst undertaking the process there is no loss or delay in communication when the final goal is reached.

3. Scope

Stadia will provide the support services for the specified technologies in accordance with the agreed service levels set out in this document, no further warranties are given by Stadia. Any changes or modifications to the support services shall be agreed in writing between the parties.

3.1 Telephone Support

The client will be provided with telephone contact details as part of the defined service. These telephone numbers may be used to log support cases with Stadia for which the client will be provided individual reference numbers for tracking and reporting purposes. Other methods of logging cases are described in the following sections of this document.

3.2 Email Support

Email contact details for all key contacts for the Support Services are set out in section 1 of this document. Support cases may be logged via email by sending to the provided support address. Generic support contact email addresses will be detailed as part of the defined service.

3.3 Hours of Service

All methods of requesting support or development work mentioned in this document will be available during the standard working week (Mon-Fri 09:00-17:00 UK time exc. Bank Holidays). Stadia recommends that incidents requiring immediate attention be raised via telephone to enable the appropriate response to the situation.

3.4 Incident Management

All support cases will be managed in accordance with the prioritisation levels and response times described in the tables found below.

3.4.1 Incident Prioritisation Levels

Priority	Description
1	Widespread incident requiring immediate attention, affecting all end users. All end users are unable to work due to complete loss of service, no viable workaround to the problem.

2	Localised incident affecting multiple end users, unable to work to full capacity due to partial loss of a critical service.
3	Partial loss of the service, non-critical. Reduced functionality causing some disruption to the completion of business non-critical tasks
4	No impact to service, general questions around product features and product functionality.

3.4.2 Incident Response Times

Priority Code	Description	Target Response time
P1	Critical	Within 60 minutes
P2	High	Within 2 hours
P3	Medium	Within 24 hours
P4	Low	Within 5 Business Days

3.5 Defect Management

Defects are defined as the unknown underlying cause of one or more incidents that may be product related. Stadia shall provide the support services with the aim to diagnose such defects, including the analysis of the possible root cause of such defects in order to prevent the frequency and impact of recurring incidents going forward. However, it is recognised that such defects may occur in the provision of the support services and as such require escalation to the vendor in accordance with 3.6 below.

3.6 Vendor Escalation

Any incidents that require vendor escalation will be undertaken by a member of the incident response team. These incidents will be tracked and worked on collaboratively with the vendor to resolution but resolution or response times for such incidents will fall outside of the scope of the service levels described herein.