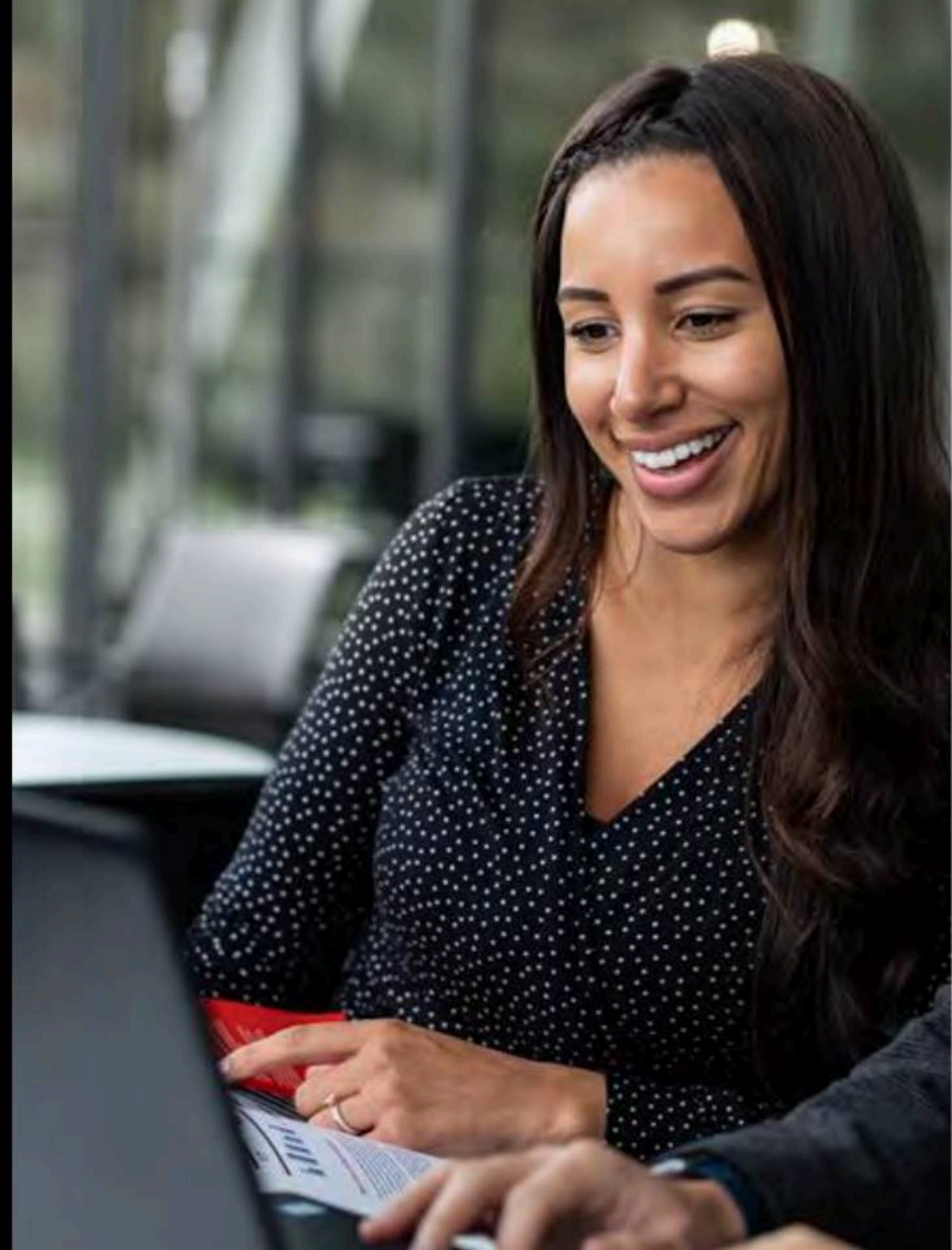


ROCK

AWS Cloud

Advise, Design, Deployment
and Managed Services

AWS



About ROCK

ROCK is a technology services group delivering cloud, cybersecurity and managed IT services to public sector, healthcare, education, housing and regulated organisations.

Headquartered in the UK, the ROCK Group supports clients globally across and beyond Europe and North America.

The group is structured for scale and resilience, combining disciplined delivery with deep regulatory understanding. This enables ROCK to operate as a trusted partner in complex, high-assurance environments where reliability and security are critical.

The group operates through two focused service disciplines:

- As a Managed Service Provider (MSP), ROCK runs and optimises cloud platforms, infrastructure and modern workplace environments.
- As a Managed Security Service Provider (MSSP), ROCK delivers continuous cyber defence, risk management and compliance-led security operations.

These services can be consumed independently or combined into a unified operating model.

Clients partner with ROCK for clarity and confidence. From a client standpoint, every partnership is shaped by three principles.

Commitment – Through clear ownership and long-term partnership.

Proof – Through measurable outcomes, service metrics and transparent reporting.

Certainty – Through predictable delivery, resilient design and controlled change.

ROCK supports organisations to modernise securely and operate more effectively. We pair technical depth with practical guidance to support informed decisions and keep technology aligned to business priorities.

The group operates within a mature governance framework aligned to ISO 27001:2022, ISO 9001:2015 and Cyber Essentials Plus.

Engineering and service practices are consistent, repeatable and auditable, enabling scale while managing risk.

Ongoing investment in people, platforms and innovation strengthens capability and keeps services responsive to evolving needs. As a strategic partner, ROCK helps clients improve today while building the foundations for long-term change.

Responsible & Sustainable Delivery

ROCK is committed to delivering Social Value alongside high-quality technology services. Our approach is aligned to the UK Government Social Value Model and focuses on creating good jobs, developing skills, supporting inclusive employment, strengthening supply chains, protecting the environment, and promoting workforce wellbeing.

Social Value is embedded into how we operate as an organisation and how we deliver services, including through fair working practices, skills development and training, responsible supply chain management, environmental sustainability, and community engagement.

For each contract, commitments are tailored to customer needs and local context, and agreed during mobilisation and contract governance.



Our Services

ROCK's AWS Cloud Advise, Design, Deployment and Managed Services support public sector organisations to design, migrate to and operate secure, resilient and well governed Amazon Web Services (AWS) environments.

The service enables organisations to adopt and operate cloud technology with confidence while maintaining control over cost, security, risk and operational performance.

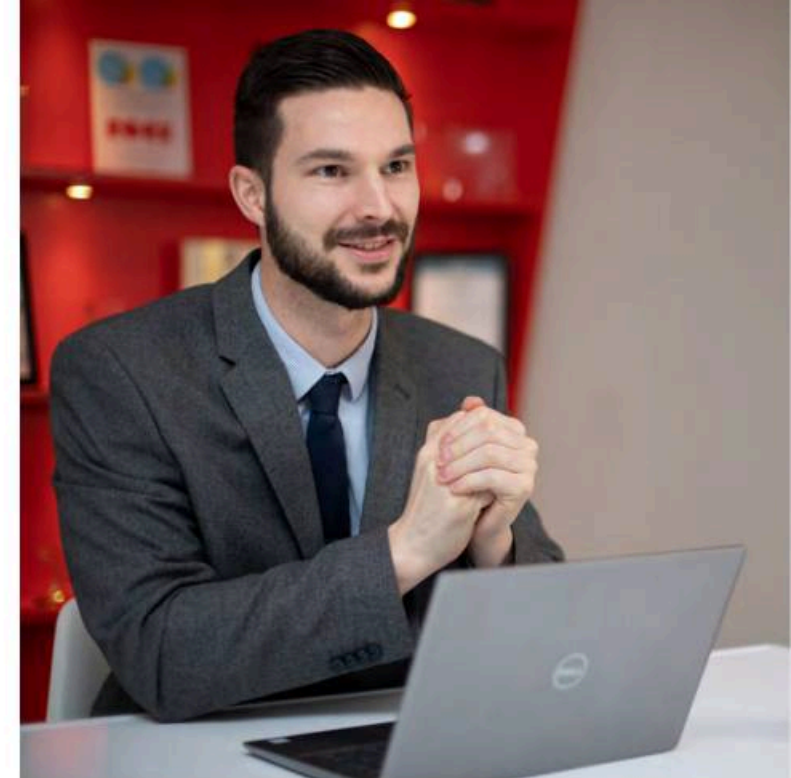
We provide end to end support across the AWS lifecycle, including discovery, architecture design, migration, modernisation, optimisation and ongoing operational management.

AWS environments are designed correctly from the outset, aligned to organisational objectives and public sector assurance requirements, and capable of supporting long term service delivery and transformation.

The service can be delivered as:

- A discrete cloud migration or modernisation programme.
- A fully managed AWS operating model.
- A fully managed or co-managed service that augments internal capability.

This flexible delivery model enables buyers to align cloud adoption with internal capacity, risk appetite and organisational readiness, ensuring progress at a controlled and sustainable pace.



“A secure and well-governed AWS foundation that accelerates delivery while keeping cost and risk under control.”

Warren Walker, CTO at ROCK

Our Approach

Our approach begins with a clear understanding of the organisation's business strategy, service objectives and desired outcomes.

This discovery phase typically takes between 1 and 4 weeks, depending on estate size and complexity, and ensures AWS migration and modernisation decisions are driven by business need rather than technology adoption alone.

This enables buyers to build a clear case for cloud migration and prioritise investment where it delivers the greatest operational and financial value.

During discovery, we assess applications, data and workloads to determine their suitability for AWS. This includes consideration of performance, security, resilience, cost, compliance and operational complexity.

Assessments are delivered using a structured methodology and may cover individual workloads, application portfolios or larger multi-account estates.

The outcome is an evidence-based view of which workloads should be migrated, modernised, re-architected or retained, reducing the risk of unnecessary cost or disruption.

Where clear opportunities exist, we take a pragmatic approach to modernisation. Activities such as re-platforming, adopting managed AWS services or refactoring selected components are prioritised based on risk, complexity and business benefit.

Modernisation is delivered iteratively and aligned to agreed service roadmaps, enabling incremental improvement without large-scale, high-risk transformation.

Throughout delivery, we consider people, process and technology together. Operating model alignment, skills transfer and service management integration are addressed alongside technical delivery to ensure organisations are operationally ready at go-live.

This reduces reliance on external support and enables internal teams to operate and evolve AWS environments with confidence.

Once live, AWS environments are operated through a structured governance and service management model. Proactive monitoring is provided, with defined incident response and escalation pathways.

Formal service reviews are held regularly, supported by periodic roadmap and optimisation reviews, ensuring performance, security and cost remain controlled as demand scales and organisational needs evolve.

Key Features

Each feature of our AWS Cloud service is designed to reduce delivery risk, improve operational stability and ensure long term value from cloud investment, aligned to public sector governance and assurance expectations.

AWS architecture design

Aligned to the AWS Well-Architected Framework, ensuring security, reliability, performance efficiency, cost optimisation and operational excellence are addressed from the outset, reducing technical debt and supporting audit readiness.

Secure AWS landing zones

Built using AWS Control Tower and standardised identity, networking and guardrails, providing a controlled foundation for cloud adoption and reducing misconfiguration risk.

Workload assessment & migration planning

Structured workload assessment and migration planning, ensuring only suitable workloads are migrated, enabling informed decisions on migration, modernisation or retention.

Migration & Modernisation delivery

Including rehosting, replatforming and selective refactoring, enabling incremental service improvement without introducing avoidable risk.

Continuous monitoring

Availability, performance and configuration, enabling early detection of issues and proactive remediation.

Managed AWS Operations

Across compute, storage, networking and platform services, delivering predictable day to day performance and reducing internal operational burden.

Backup resilience & recovery

Oversight, aligned to agreed recovery time objectives (RTO) and recovery point objectives (RPO), supporting service continuity requirements.

Cost management

Cost visibility, optimisation and forecasting, using AWS native tooling and FinOps practices to provide predictable spend, budgetary control and reduced waste.

ITIL aligned Incident, request & change management

Delivered through ROCK's service desk to ensure services remain auditable and controlled.

AWS Vendor coordination & escalation

Reducing administrative overhead for buyers and supporting timely resolution of platform level issues.

Key Benefits

Our AWS Cloud services are underpinned by a business case driven approach that ensures robust due diligence before migration decisions are made.

We assess service value, cost drivers and forecast spend alongside operational efficiency, resilience, risk reduction and organisational readiness.

This supports value for money obligations and avoids premature or unsuitable migration.

Improved service reliability

Improved service reliability and resilience through well architected AWS environments and proactive operations.

Reduced operational burden

Reduced operational burden on internal teams, enabling focus on service delivery rather than platform management. .

Transparent cost

Transparent cost attribution aligned to services and outcomes, improving financial accountability.

Financial predictability

Greater financial predictability through continuous visibility, optimisation and FinOps practices.

Compliance & Governance

Proportionate governance guardrails that support compliance without constraining delivery velocity.

Reduced security risk

Reduced security and configuration risk through consistent identity, policy enforcement and monitoring.

Lower risk

Lower risk cloud adoption through controlled migration and disciplined change management.

Accountability

Clear accountability and transparency through defined ownership, reporting and service reviews.

Audit & assurance

Improved audit and assurance readiness aligned to public sector expectations.

Flexibility to scale

Flexibility to scale services up or down in response to changing demand.

Aligned to business strategy

Sustained alignment with organisational strategy over time.

Management & Governance

Our service management and governance model ensures AWS services are reliable, secure, cost controlled and continuously improving, while supporting the pace expected from modern cloud platforms.

We combine IT service management with cloud native and Site Reliability Engineering (SRE) principles.

Cloud Service Management Model

AWS services are operated using a cloud optimised service management model that adapts ITIL processes for automation, self service and continuous optimisation. Governance enables delivery rather than introducing unnecessary overhead.

Service Desk & Operational Support

A single point of contact is provided through ROCK's ITIL aligned service desk, supported by AWS engineers and cloud operations specialists. For platform critical services, SRE practices are applied including service level objectives, error budgets and proactive reliability management.

Monitoring, Observability & Automation

AWS environments are monitored continuously using AWS native tooling with a focus on observability. Performance, availability, security and cost signals are correlated to provide actionable insight, with automated remediation implemented where appropriate.

Incident, Problem & Change Management

Incidents prioritise rapid service restoration and clear communication. Problem management addresses root causes to prevent recurrence. Change management is risk based, with low risk changes automated and higher risk changes subject to appropriate governance.

Service Reviews & Continuous Improvement

Monthly service reviews and quarterly strategic reviews focus on outcomes, covering performance, cost trends, security posture and improvement priorities.

Governance, Cost Management & FinOps

Governance is implemented through policy as code, tagging standards and role based access controls. FinOps practices ensure cloud spend is visible, attributable and actively managed alongside service performance.

Vendor & Supplier Management

Where required, ROCK manages coordination and escalation with AWS and third-party suppliers, reducing administrative effort for buyers.

Where authorised, ROCK raises and manages AWS support requests on behalf of the customer. Support escalation and response times are governed by the customer's AWS Support Plan. ROCK retains responsibility for service coordination, communication and resolution activities within those constraints.

Reporting, Assurance and Transparency

Regular reporting provides clear insight into service health, cost, risk and improvement activity, supporting audit and senior stakeholder oversight.

Security & Data Protection

Security is embedded throughout our AWS Cloud services using cloud native controls and disciplined operational processes.

Security Framework & Best Practice Alignment

Security framework alignment with AWS shared responsibility model and best practice guidance.

Data Handling & Privacy

Data handling and privacy, with only operational data processed and customer data remaining within AWS. ROCK processes only the operational information needed to deliver the service, such as ticket metadata and configuration logs.

All handling complies with UK GDPR and Cyber Essentials Plus.

Identity & Access Controls

Identity and access management, using least privilege permissions and multi factor authentication.

Monitoring & Threat Visibility

Threat detection and monitoring, using AWS native security services.

Backup, Continuity & Recovery

Backup and recovery oversight, aligned to organisational requirements.

Incident Response & Escalation

Incident response and escalation, using documented ISO 27035 aligned processes. Critical risks are escalated immediately to client contacts, with guidance on containment and remediation.

Data Retention & Secure Disposal

Data retention and secure disposal, aligned to ISO-aligned sanitisation practices at contract end.



Values & Outcomes

Our AWS Cloud services deliver value across operational, financial, security and strategic dimensions, enabling public sector organisations to adopt and sustain cloud services that are resilient, cost effective and aligned to long term objectives.

Value is realised not only at the point of migration, but continuously throughout the service lifecycle.

Operational Value

Reduced operational overhead, with ROCK assuming responsibility for day to day AWS operations, monitoring and optimisation, enabling internal teams to focus on service delivery rather than platform management.

Improved service stability and resilience, achieved through well architected environments, proactive monitoring, automation and modern cloud service management practices, reducing unplanned disruption.

Faster issue resolution and recovery, supported by observability, automation and SRE aligned practices that prioritise prevention and rapid restoration of service.

Clear operational ownership and accountability, provided through defined service roles, governance structures and regular service reviews.

Commercial Value

Robust value for money assurance, enabled through cloud business case driven decision making, accurate cost forecasting and continuous validation of cloud spend against service outcomes.

Predictable and controlled cloud expenditure, supported by consistent tagging, cost attribution and FinOps practices that align spend to services, teams and outcomes.

Reduced waste and improved efficiency, achieved through ongoing optimisation of AWS resources, rightsizing and consumption management as demand evolves.

Avoided capital expenditure, with scalable cloud services enabling organisations to pay only for what is required.

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Security & Compliance Value

Stronger and more consistent security posture, delivered through embedded governance, identity controls, monitoring and policy enforcement across AWS environments.

Improved audit and assurance readiness, supported by logging, reporting and evidence aligned to public sector and regulatory expectations.

Reduced risk of misconfiguration or unmanaged exposure, through standardised patterns, continuous oversight and controlled change processes.

Strategic & Organisational Value

Cloud adoption aligned to organisational strategy, ensuring platforms support service priorities, transformation goals and long term planning rather than becoming technical constraints.

Improved leadership insight and decision support, with clear visibility of performance, cost, risk and improvement opportunities.

Greater organisational readiness for change, achieved by aligning people, process and technology, enabling teams to operate and evolve cloud services with confidence.

A scalable and adaptable cloud foundation, capable of supporting future digital initiatives, service modernisation and policy change.

Accreditations & Certifications

ROCK maintains a proven, independently assessed way of working that underpins every service, helping us provide the best IT solutions to our clients. Our certifications and partnerships show that we take security, governance and quality seriously, strengthening our credibility through best-practice services, recognised standards, and ongoing accreditation.

Security Clearances

BS7858:2019 Screening

All staff undergo background screening aligned to BS7858:2019 for roles with access to client systems or sensitive information.

Security Check

Staff can hold UK Government Security Check clearance where required by the service scope, buyer requirements or contractual obligations.

Enhanced DBS Checks

Enhanced DBS checks are performed for staff supporting regulated or sensitive environments where required by client contracts or service scope.

Strategic Partnerships

ROCK works with a range of leading cloud and technology providers to deliver secure, resilient and well-governed services.



Microsoft Partner

Cloud, identity, security and productivity services across Azure, Microsoft 365, Microsoft Entra ID and Microsoft Defender.



AWS Partner

Infrastructure and platform services including compute, storage, networking and security.



Cisco and Meraki

Cloud-managed networking, SD-WAN and secure connectivity solutions.



Cloud Security & SASE

Secure access, firewalling, SD-WAN and ZTNA capabilities, including cloud security.



Backup & Recovery | N-Able & Cove

Cloud-based backup, replication and disaster recovery solutions supporting cloud, hybrid and endpoint environments.



Endpoint & Device Management

Endpoint security, configuration, monitoring and lifecycle management tooling across user devices and servers.



SonicWall

Network security, firewalling, secure remote access and SD-WAN capabilities for on-premise and cloud-connected environments.

Certifications & Compliance



ISO 27001:2022

Certified information security management system demonstrating effective controls for data protection, access management and operational security.



ISO 9001:2015

Certified quality management system supporting consistent service delivery, continuous improvement and effective governance.



Cyber Essentials Plus

Independently verified assurance of strong baseline cybersecurity controls across all operational systems.



ICO registration

Fully registered with the Information Commissioner's Office for data processing compliance.

How To Buy

This service can be procured quickly and compliantly through the Crown Commercial Service (CCS) G-Cloud 15 Framework under the Cloud Support lot.

This provides a streamlined route for public-sector organisations to access high-quality managed support without needing to run a full tender.

What Buyers Can Expect

- Fast mobilisation, with service commencement scheduled quickly after award.
- No contract negotiation, as all terms follow the standard G-Cloud framework.
- Transparent pricing, published and fixed in accordance with the G-Cloud catalogue.
- Clear onboarding processes, including asset discovery, documentation intake and communication setup.

Purchasing Steps

1. Search for ROCK on the Digital Marketplace under: Managed IT Services - Cloud Support
2. Review the Service Definition, pricing document and terms.
3. Shortlist ROCK based on your technical, operational and commercial criteria.
4. Evaluate shortlisted suppliers following CCS guidance.
5. Award a Call-Off Contract directly to ROCK through G-Cloud 15.
6. Agree service scope and onboarding timelines with our mobilisation team.

Support with Procurement

ROCK can support buyers with:

- Responding to clarification questions
- Helping shape scope within the boundaries of G-Cloud
- Providing guidance on service levels, onboarding and shared responsibilities
- Supporting internal approvals or business case preparation

We remain fully compliant with CCS rules - no pre-award customisation of terms.





Your Cloud and AI provider to
accelerate business transformation.

rock.co.uk