

panContext

GCloud 15

Enterprise Architecture Cloud Services Service Definition

January 2026

Service Description

Enterprise Architecture Cloud service is a consulting offering from Pancontext, which enables our clients' digital transformation of their Information Systems (IS) estate into a cloud hosted and managed digital products and services. The effective exploitation of cloud is a critical component of architecture and strategy for all modern organisations, which success hinges on effective incorporation of cloud services, component technology and products.

Service Standards

Pancontext provides skilled and experienced consultants, with extensive experience in both public and private sectors, who understand modern digital technology and commodity cloud. Our consultants can provide the service remotely from our corporate offices or on-premise at the client's offices. With a redundancy built into our corporate model, we are able to offer our services even in the event when office space is not available, or technology providers have outages.

Our service hours are covered in our Terms & Conditions.

Onboarding and Offboarding

There will be no additional onboarding and offboarding for this service to the Call-Off Agreement and the contract provided, as well as what is covered in the Terms & Conditions.

Service Pricing

Please refer to the separate Pricing Document for details of this service pricing.

Commercials

All of the costs for this service are invoiced at an agreed frequency, which must be less than or equal to a calendar month. Pancontext is a VAT registered and each invoice will include the VAT amount at the prevailing rate. All invoices are to be paid within 30 days from the invoice date.

Service Termination

Cancellation or termination of this service will be agreed in the Call-Off Agreement between the buyer and Pancontext Ltd.