

# G-Cloud 15 Service Description Cloud Transformation



## Why IT Naturally

IT Naturally is a certified B Corporation, recognised for putting people and the planet at the heart of everything we do. Headquartered in Peterborough, we deliver trusted, security-first and sustainability-focused IT infrastructure services and have been registered on UK government procurement frameworks since 2021, including G-Cloud and Technology Services 3 and 4. Our largest customer exceeds 5000 users.

## Accreditations

- ✓ ISO 9001 - Quality Management
- ✓ ISO 14001 - Environmental Management
- ✓ ISO 20000 - IT Service Management
- ✓ ISO 27001 - Information Security Management
- ✓ Cyber Essentials / Plus

## Awards

- Winner 2023: Growing Business Awards Employer of the Year
- Winner 2024: Growing Business Awards Employer of the Year
- Winner 2025: Medium Business of the Year - Peterborough Excellence Awards

## Security Clearance

- All employees BPSS cleared
- Ready to obtain SC clearance with sponsored support

## Supporting Our World

### Environment

- Sustainable IT practices
- Carbon Neutral
- Net-zero plan for 2030

### Staff Wellbeing

- Staff wellbeing
- Living Wage
- Unlimited training

### Community Support

- Volunteering
- Charities
- Schools
- Work experience

### Supply Chain Selection

- Environmental standards promoted



# Cloud Transformation Overview

## Service Summary

IT Naturally's cloud transformation / migration service provides a secure, low-risk and fully managed pathway for organisations moving from legacy or on-premise environments into modern platforms like AWS and Azure. Our structured approach led by project managers follows the principles of PRINCE2 and ensure minimal disruption, swift delivery, optimised costs and seamless transition into ongoing managed service.

## Project Management

- PRINCE2 Aligned
- Robust governance
- Quality assured delivery
- Project plans shared online

## Service Features

1. Complete project management from customer onboarding to finished migration
2. Migrations to/from Azure, AWS and IBM Cloud
3. Discovery and assessment, including dependency mapping and transformation approach
4. Design and implementation of secure landing zones
5. Design and execution of structure file migrations
6. Design and implementation of hardened access patterns
7. Security and compliance built into every step, adhering to CE+ and ISO27001
8. Workload migration - lift-and-shift and re-platform
9. Service introduction, operational readiness handover and hypercare
10. Security-first architecture

## Service Benefits

1. Experienced team with 300+ migrations under its belt
2. Fast time to value
3. Strengthened security posture
4. Predictable well-governed change
5. Improved cost control and transparency
6. Seamless transition into long-term managed service
7. Future-proofed technology



# Cloud Transformation

## A Closer Look

### Initiate

- Welcome
- Confirm objectives, scope and success criteria
- Establish governance, roles and responsibilities
- Define communications plan
- Validate initial high-level project plan and RAID log

### Discovery

- Perform estate assessment (infrastructure, applications, databases and system dependencies)
- Capture inventory of servers, workloads, integrations and data flows
- Identify business-critical systems, risks and migration constraints
- Gather security, identity, compliance and networking requirements
- Validate assumptions on performance, licensing, storage and end-of-life systems
- Identify potential post-migration run costs

### Define

- Create target architecture
- Map workloads to appropriate migration pattern
- Create migration approach and detailed migration runbooks
- Create and confirm test plans, acceptance criteria and rollback procedures

### Build & Test

- Build cloud landing zone, accounts, subscriptions, security and connectivity
- Deploy required cloud services
- Replicate servers and start synchronisation
- Validate performance, resilience, access controls and application performance
- Address defects, optimise configurations, and prepare for cutover

### Cutover

- Execute final delta synch
- Complete go-live validation and business acceptance checks
- Implement DNS, routing, firewall and connectivity updates
- Monitor services closely with hypercare / Early Life Support
- Decommission legacy workloads (retire, archive, decommission)

### Close

- Complete project closure, handover to BAU documentation packs
- Review outcomes against success criteria and obtain business sign-off
- Conduct lessons learned
- Confirm closure with all parties.

# Project Delivery

## Robust Governance and Oversight

Strong project governance underpins our delivery. For every engagement, we form a Steering Committee that typically includes the customer's executive sponsor and key stakeholders alongside IT Naturally's project/programme management leads and QA. Governance roles and meeting cadences are defined in the Project Initiation Document (PID) and agreed upfront. This Steering Committee provides oversight and timely decision-making, ensuring the right people are involved in guiding the project. Risks and issues are reviewed regularly at governance forums, and any significant decisions or escalations are raised to the committee. This robust oversight framework gives stakeholders full visibility of progress and issues and keeps the project aligned with the customer's strategic goals.

## Comprehensive Planning and Documentation

At initiation, we produce a Project Initiation Document (PID) that serves as the project blueprint. The PID captures the project's scope, objectives, approach, key deliverables, schedule, resources, and governance arrangements in detail. It also includes the project organisation structure with clearly defined roles (client and supplier) to avoid ambiguity in accountability. Throughout delivery, we maintain rigorous project artefacts and logs. This includes developing high-level and detailed project plans, and managing a full RAID log, tracking Risks, Assumptions, Issues, and Dependencies to monitor all aspects of the project's health. These documented controls provide a single source of truth for the project and a baseline against which we track progress, quality, and budget. Regular status reports (typically weekly) are derived from these plans and logs, enabling transparent measurement of delivery against the PID baseline.

## Customer Engagement and Transparency

Our methodology is highly customer-focused, ensuring the customer is engaged and informed at every step. In the early stages, we conduct thorough discovery meetings and "playback" sessions with customer stakeholders to gather requirements and confirm our understanding of their needs. We document what we've learned about the customer's objectives and our proposed delivery approach, and we seek formal approval of these initial findings (e.g. sign-off on the PID or a playback document) before full execution begins. Throughout the project, communication remains open and transparent. Where beneficial, we provide the customer with secure access to our SharePoint project workspace, enabling collaborative working on project documents and plans in real time. We also agree on a tailored reporting cadence with each client and checkpoint meetings to keep them apprised of status, deliverables, risks, issues, and budget. These regular reports are aligned to the customer's oversight needs and ensure maximum visibility of progress, helping guarantee there are no surprises.

## PRINCE2 - Aligned Delivery Framework

IT Naturally delivers projects using a structured methodology aligned with PRINCE2 best practices. Projects are broken into defined stages with clear entry and exit criteria, ensuring control at each phase. We establish a detailed project organisation chart that delineates roles and responsibilities between IT Naturally, the customer, and any third parties from the outset. Each project is led by an experienced PRINCE2-certified project manager, so governance and processes adhere to industry standards throughout the lifecycle.



# Dependencies & Constraints

## Information, Access & Environment

- The customer must provide complete and accurate environment information, including user lists, device inventories, configurations, policies, and access requirements.
- The customer must ensure IT Naturally has appropriate access to systems, networks, and documentation required for incident diagnosis and request fulfilment
- Customers must maintain up-to-date contact information for users, approvers, SMEs, and escalation points.

## Security & Compliance

- Where minimum security requirements are not met, customers must complete (or permit IT Naturally to complete) remediation work prior to onboarding.
- Customer devices must meet agreed minimum technical and security standards.
- Customers must enforce internal security requirements such as MFA, password policies, and appropriate data-handling practices.

## Engagement & Availability

- Customers must actively participate in testing, end-to-end validation, and confirmation of readiness for go-live.
- Timely approvals must be provided for changes, prioritisation decisions, and service-affecting actions.

## Tooling & Connectivity

- The customer must permit the use of IT Naturally's remote support tooling to enable efficient diagnosis and resolution.
- Stable connectivity (e.g., internet, VPN, internal network) must be maintained to support secure remote access, monitoring, and service operations.
- Customers must maintain valid licensing for Microsoft 365, OS platforms, security tools, and any supported applications.

## Operational Processes

- Customers must follow agreed support processes and log all incidents and requests via the designated channels (portal, phone, live chat).
- Customers must own and maintain internal documentation, business policies, and any relevant process flows for service delivery.
- Customers must own and maintain the CSI register, including priorities and approvals for improvement actions..

## Legacy or Unsupported Technology

- Where customers operate end-of-life, bespoke, or unsupported systems, service levels may be limited; remediation or project work may be required and agreed separately



# Roles & Responsibilities

| Activity                                      | IT Naturally                                                                                                                         | Customer                                                                                                                                                            |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provide legacy details, policies and standars |                                                                                                                                      | Provide functional and non-function requirements, policies and standards that will inform the design                                                                |
| Management of Transformation                  | Day-to-day management of all tasks                                                                                                   | Support day to tasks and make resources available as required                                                                                                       |
| Design                                        | Create service design and technical design                                                                                           | Approve designs                                                                                                                                                     |
| Prepare hardware                              | Configure, test, ship and install hardware as required                                                                               | Receive and enable installation of hardware                                                                                                                         |
| Test                                          | Test all aspects of the network                                                                                                      | Coordinate and support activities to test on-site and ensure all applications function as expected.                                                                 |
| Cutover plans                                 | Plan and create cutover runbooks                                                                                                     | Approve entry/exit criteria                                                                                                                                         |
| Early Life Support                            | Provide hypercare until customer is satisfied                                                                                        | Attend hypercare meetings, report defects and test when required                                                                                                    |
| Service Onboarding                            | Conduct discovery, assess configuration and security, design and configure the service, and lead testing, transition and hyper care. | Provide complete environment information and inventories, validate design decisions and approvals, and participate in testing and confirming readiness for go-live. |

# Security-First

## Security-First by Design

IT Naturally builds security into every part of service delivery as a core principle, not an add-on. All employees are BPSS screened and complete mandatory annual security training aligned to ISO 27001 and Cyber Essentials Plus, covering threats such as phishing, social engineering, and credential compromise. Our environment is protected by strong password policies, MFA, advanced endpoint protection, proactive patching, and strict data handling standards, underpinned by a clear Information Security Policy with defined responsibilities, risk management, and continuous compliance monitoring. This security-first approach gives every customer enterprise-grade controls from day one.

## Secure Infrastructure & Hardened Platforms

We protect customer environments with strict configuration standards across cloud and on-prem infrastructure, including firewall controls, secure M365 tenant settings, encryption, and zero-trust aligned access. Our audits and transformation projects follow proven governance frameworks, so changes are tested, documented, and aligned to best practice, helping customers modernise safely and reduce legacy risk. Through ongoing reviews of vulnerabilities, patching, and secure baselines, we keep platforms hardened against evolving threats, backed by ISO certified service management for consistency and auditability.

## People & Culture: Our 1st Line of Defence

Cybersecurity is as much about people and process as technology. Our teams complete regular training, phishing simulations, and security briefings to reduce human risk, backed by approved device use, secure storage, and strict access controls to protect customer data. Role-based access, change management, incident readiness, and clear escalation routes ensure issues are contained fast, creating a security-aware culture that strengthens each customer's defence.

## Policy-Led Governance

IT Naturally's security is built on a mature governance framework, with annually reviewed policies that define how we protect information, manage risk, and meet ISO 27001, Cyber Essentials Plus, and GDPR requirements. These policies cover secure operations end to end, including access control, data classification, encryption, incident response, and risk management, and all employees are required to follow them. This policy-led approach enforces consistent standards across customer environments, reduces risk, and maintains a strong baseline against evolving threats.



# Cloud Transformation Pricing

Pricing will be agreed collaboratively during the initial engagement to ensure it reflects the scope, complexity, and level of certainty required.

IT Naturally offers both time-and-materials and fixed-price commercial models, enabling clients to choose the approach that best suits their risk profile and delivery needs.

We can also phase commercial agreements to match project maturity, for example, early discovery and design delivered on a time-and-materials basis, followed by a fixed-price implementation once requirements and designs are fully defined and approved.

This flexible approach ensures customers only commit when clarity and confidence are established.

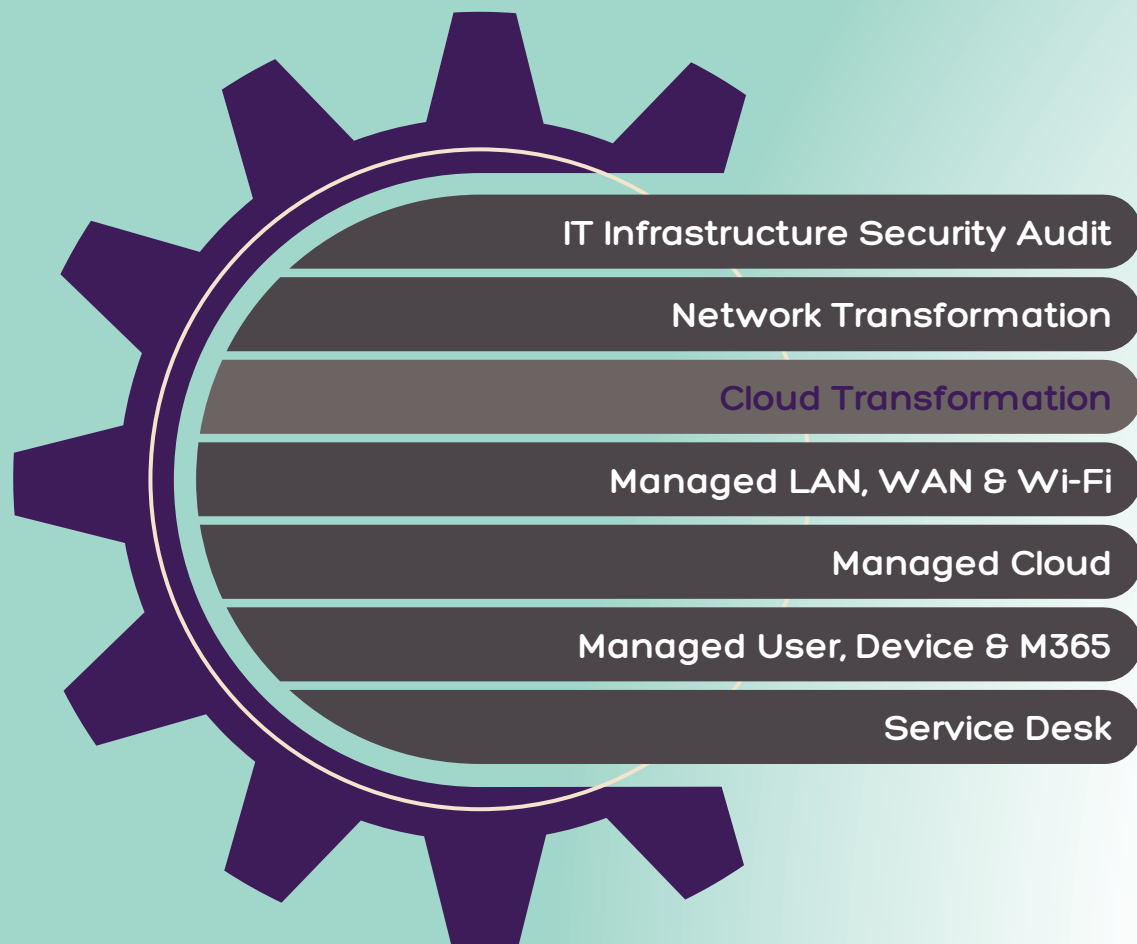
## Payment Terms

Monthly in arrears.

## Excluded from Price and Charged Separately

- Hardware
- Licenses
- Shipping costs

# Complementary Services



## Customer Success Stories & Experience

### Proven delivery on complex change

IT Naturally has extensive experience delivering cloud and infrastructure migrations with minimal disruption, even in complex environments where downtime is not an option.

### Supporting growth and modernisation

We partner with growing organisations to modernise IT platforms, helping them become more agile, scalable and cloud-ready while maintaining day-to-day stability.

### Improving productivity where it matters

By simplifying infrastructure and collaboration tools, we help customers remove friction from daily work, freeing teams to focus on what really matters.

### Support customers rely on

Our Service Desk delivers consistently high satisfaction through responsive, knowledgeable support that customers trust to keep their business running.

### Depth through strong partnerships

Strategic technology partnerships allow us to offer broader, well-integrated solutions without compromising accountability or service quality.

### Purpose-led, responsible delivery

As a certified B Corp, IT Naturally combines technical expertise with a genuine commitment to people, sustainability and long-term customer success.