

Service definition

San Digital Cloud Professional Services

Service overview

Service name	San Digital Cloud Professional Services
Service type	Cloud Support Services, Cloud Migration Planning, Enterprise Architecture, Architecture Options Analysis, Delivery Road-mapping
Supplier	San Digital Limited

Service description

San Digital delivers expert cloud support services to help public sector organisations adopt, integrate, manage and optimise cloud and AI-enabled solutions. We provide cloud consulting, migration support, ongoing management, performance insight and operational efficiency improvements, reducing risk and enabling secure, scalable, measurable outcomes for cloud environments under G-Cloud 15.

Service features

- Fixed price scope commitment
- Cloud migration assessment support
- Managed cloud environment operations
- Performance insight and optimisation guidance
- AI-enabled analytics and data support
- Architecture review and strategy planning
- Delivery road-mapping and integration support
- Incident logging and monitoring support
- Reporting and proactive results analysis
- Product support and lifecycle management

Service benefits

- Faster cloud adoption and integration
- Proven AI-enabled value and automation
- Reduced cloud operational risk
- Scalable, resilient cloud environments
- Insight-driven decision-making
- Lower total cost of ownership
- Enhanced cloud performance reliability
- Continuous improvement opportunities
- Improved operational efficiency
- Stronger governance and compliance support

Service scope

San Digital Cloud Professional Services delivers cloud support across the service lifecycle — from planning, capability analysis, migration support and architecture guidance, through to ongoing management, optimisation, performance insight and reporting. We support public sector buyers with secure, scalable cloud adoption, helping integrate data/AI capabilities, reduce risk and improve operational efficiency. Services may include consulting, technical support, monitoring support and performance improvement activities, excluding infrastructure provisioning and bespoke software development.

Service delivery

Delivery approach

Services are delivered through a combination of remote consulting, technical guidance, and ongoing support. Work is scoped and delivered on a fixed-price or time-and-materials basis as agreed with the buyer. Service delivery follows structured methodologies for cloud adoption, architecture planning, migration execution and ongoing optimisation.

Engagement model

Engagements typically include initial assessment, scope definition, delivery planning, execution support, and knowledge transfer. Ongoing management services provide continuous monitoring, performance insight, and operational improvement recommendations.

Staff and expertise

Security clearance	Staff screening is performed. Government security clearance up to Security Clearance (SC) level is available.
Expertise	Support provided by experienced cloud and software engineers with expertise in cloud architecture, migration, AI-enabled analytics, and operational management.

Support

Support channels	Email and online ticketing support during UK business hours. Phone support available 9am to 5pm (UK time), Monday to Friday.
Response times	Standard support: responses within one business day during UK business hours. Enhanced support: agreed response times and priority handling with optional extended hours.
Accessibility	WCAG 2.2 AA compliant online ticketing and support documentation.
Support levels	Standard support is included with email and ticketing support during UK business hours. Enhanced support is available at additional cost with agreed response times, priority handling and optional extended support hours.

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This document is provided for G-Cloud 15 procurement purposes.
Additional assurance evidence is available on request.