AMICIS GROUP

Together, we'll build cyber resilience.

Amicis Group Delivery
G-Cloud 15
Service Description –
Platform Management
January 2026

hello@Amicisgroup.co.uk

www.Amicisgroup.co.uk

hello@Amicisgroup.co.uk
www.Amicisgroup.co.uk

Platform Management

Service description
Platform Management provides operational management of customer platforms, including cloud and hosting environments, to support availability, performance, and security.

Typical service inclusions

- Platform monitoring and health checks
- Configuration management for in-scope components
- Backup and recovery support (where applicable)
- Patch coordination and routine operational tasks
- Support for platform-related incidents

Deliverables

- Platform health and availability reports
- Incident and maintenance records
- Configuration and change documentation

Service characteristics

- Applies to platforms explicitly included in scope
- Scalable across environments and workloads
- Dependent on underlying cloud or hosting provider services
- Does not include application-level support unless agreed