

Magma Cloud Limited G-Cloud 15 Lot 3: Cloud Support Service Definition Document

Service Name: Bespoke Independent Azure Consultancy

Version: 1.0 **Date:** 02 January 2026

1. Service Overview

Magma Cloud Limited provides flexible, on-demand access to independent Azure consultancy experts on a day-rate “body shop” basis.

Ideal for public sector organisations needing targeted, short-term support on Azure IaaS/PaaS environments, including Microsoft Fabric, AI services, troubleshooting, architecture reviews, and strategic advice. We deliver vendor-neutral expertise with full knowledge transfer – empowering internal teams without margins, kickbacks, or lock-in.

Engagements are fully flexible with no minimum duration or commitment.

2. Key Features and Benefits

Feature	Benefit to Buyer
Flexible on-demand expertise	Rapid access to senior specialists when needed
Deep Azure and Fabric skills	Resolves complex technical challenges quickly
AI integration guidance	Accelerates adoption of modern capabilities
Independent troubleshooting support	Delivers unbiased, practical resolutions
Architecture and design reviews	Enhances solution quality and compliance
Ad-hoc strategic advice	Supports informed, confident decision-making
Hands-on knowledge transfer	Strengthens internal team capability
No minimum commitment	Low-risk, pay-for-what-you-use model

3. Service Scope

Included in the service:

- Day-rate access to experienced Azure consultants (SFIA-rated)
- Support for bespoke tasks: troubleshooting, design workshops, reviews, AI advisory, proof-of-concepts, short training sessions
- Knowledge transfer throughout and at completion
- Clear daily summaries and handover notes

Excluded from the service:

- Ongoing managed or retained services
- Long-term staff secondment

- Infrastructure provisioning or operational changes
- Third-party licensing

Constraints and assumptions:

- Consultancy-only delivery
- Primarily Azure-focused (multi-cloud advice available)
- Buyer defines tasks and provides necessary access

4. On-boarding and Off-boarding

On-boarding process:

1. Initial scoping discussion (phone/email)
2. NDA and access arrangements if required
3. Rapid start – often within days

Typical on-boarding: 1-3 days.

Off-boarding process:

1. Delivery of summary notes and recommendations
2. Knowledge transfer discussion
3. Immediate cessation – no ongoing obligations

Zero lock-in or dependency.

5. Support and Service Levels

During engagement: direct email/phone access to assigned consultant (business hours), response within 4-8 hours, escalation within 24 hours.

6. Standards and Compliance

- Staff: BPSS standard; SC-cleared consultants available
- Aligned with public sector standards and NCSC principles
- UK GDPR compliant

7. Supplier Details

Magma Cloud Limited Website: www.magmacloud.co.uk Contact: magma@magmacloud.co.uk

Direct provision only.