

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

Service Name: Independent Azure-Focused Cloud Migration Consultancy

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1. Service Overview

Magma Cloud delivers independent, vendor-neutral consultancy to support public sector organisations in planning and executing secure migrations to cloud Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) environments.

Our primary expertise lies in Azure, including Microsoft Fabric for unified data platforms, analytics, and AI-enabled workloads. We focus on empowering buyers' internal teams through structured assessments, strategic planning, execution guidance, and comprehensive knowledge transfer – ensuring long-term independence and no supplier lock-in.

Engagements are consultancy-led, time-bound (typically 4-12 weeks), and outcome-focused, aligning with NCSC guidelines and public sector compliance needs.

2. Key Features and Benefits

Feature	Benefit to Buyer
Independent, unbiased advice	Decisions prioritise value for money and organisational needs, free from margins or kickbacks
Deep Azure IaaS/PaaS and Microsoft Fabric expertise	Enables modern, scalable, future-proof data and analytics platforms
AI-powered tools for discovery and risk analysis	Accelerates planning, reduces migration risks, and improves accuracy
People and process-focused workshops	Minimises disruption, aligns change management, and builds internal capability
Detailed roadmaps and proof-of-concepts	Provides predictable outcomes, timelines, and optimised resource allocation
Full knowledge transfer and documentation	Empowers teams to operate independently post-engagement
Compliance-aligned migration approaches	Supports secure transitions meeting government standards (e.g., NCSC, GDPR)
Flexible, phased engagement models	Adapts to buyer maturity, scope, and budget constraints

3. Service Scope

Included in the service:

- Initial discovery workshops and workload inventory
- AI-enhanced dependency mapping and risk forecasting

- Migration strategy and roadmap development
- Architecture reviews and proof-of-concept builds
- Execution guidance and oversight
- Change management and staff training sessions
- Comprehensive handover documentation and templates
- Post-engagement Q&A support (limited to clarification of deliverables)

Excluded from the service:

- Ongoing managed operations or support
- Direct infrastructure provisioning or hosting
- Bespoke software development
- Third-party tool licensing or procurement
- Data centre decommissioning or physical hardware moves

Constraints and assumptions:

- Focused primarily on Azure-centric environments (multi-cloud advice available on request)
- Engagements are consultancy-only and time-bound
- Buyer provides timely access to existing systems, documentation, and key stakeholders

4. On-boarding and Off-boarding

On-boarding process:

1. Initial scoping call to confirm requirements and agree NDA if needed
2. Secure access provision to relevant environments/documentation
3. Kick-off workshop to align objectives and timelines
4. Phased delivery with regular progress reviews

Typical on-boarding time: 1-2 weeks.

Off-boarding process:

1. Final delivery of all artefacts (roadmaps, documentation, training materials)
2. Knowledge transfer sessions and handover workshop
3. Confirmation of buyer acceptance
4. Secure return/destruction of any buyer data accessed

Off-boarding ensures easy transition to internal teams or alternative providers – no lock-in or ongoing dependencies.

5. Support and Service Levels

Support during engagement:

- Email/ticketing and phone support (UK business hours)
- Initial response within 4 hours; substantive response within 8 hours
- Escalation to senior consultant within 24 hours

Post-engagement: Limited to clarification of delivered materials (no ongoing support).

6. Standards and Compliance

- Staff hold Baseline Personnel Security Standard (BPSS); SC-cleared consultants available
- Services delivered in line with NCSC Cloud Security Principles
- Data handled in compliance with UK GDPR

7. Supplier Details

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

This service is provided directly by Magma Cloud with no reselling of third-party services.