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

Service Name: Independent Cloud Migration and Exit Consultancy
Version: 1.1 **Date:** 03 November 2026

1. Service Overview

Magma Cloud Limited provides independent consultancy for secure migrations to and from public and private cloud platforms (including Azure, AWS, GCP and OVH/OpenStack).

We deliver assessments, migration and exit strategies, roadmaps, execution guidance and knowledge transfer so buyers can move with confidence and no lock-in.

Engagements are time-bound (typically 4–12 weeks) and aligned with NCSC and public sector standards.

2. Key Features and Benefits

Feature	Benefit to Buyer
Independent, unbiased advice	Unbiased advice prioritising value for money
Multi-cloud and private-cloud expertise (Azure, AWS, GCP, OVH/OpenStack)	Migrations to or exits from multiple platforms
AI-powered discovery, dependency mapping and risk analysis	Faster planning with AI-assisted discovery
Private-cloud exit and wave-based migration planning	Controlled, low-disruption private-cloud exits
Architecture reviews and proof-of-concepts	Clear roadmaps and predictable timelines
People and process workshops (change management)	Full knowledge transfer for independent operation
Detailed roadmaps and execution guidance	Compliance-aligned with NCSC standards
Full knowledge transfer and handover documentation	Flexible models that fit scope and budget

3. Service Scope

Included in the service:

- Initial discovery workshops and workload inventory (public and private cloud)
- AI-enhanced dependency mapping and risk forecasting
- Migration strategy and roadmap development
- Private cloud / OVH / OpenStack discovery, assessment and exit planning
- Multi-cloud and hybrid migration design
- Architecture reviews and proof-of-concept builds
- Execution guidance and oversight (including wave-based private-cloud exits)
- 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:

- Azure expertise with multi-cloud and private-cloud (including OVH/OpenStack) capability
- 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 Limited
Website: www.magmacloud.co.uk
Contact: magma@magmacloud.co.uk

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