

Service Definition Document for Service 3

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

Service Name: Independent Azure-Focused Cloud Optimisation Consultancy

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1. Service Overview

Magma Cloud Limited delivers independent consultancy to optimise cost, performance, and efficiency of cloud IaaS and PaaS environments for public sector organisations.

Primary expertise covers Azure, including Microsoft Fabric for streamlined data platforms and analytics workloads. We emphasise vendor-neutral reviews, AI-driven insights, resource tuning, process improvements, and knowledge transfer – enabling buyers to achieve sustained savings and build internal optimisation capability without dependency.

Engagements are consultancy-led and time-bound (typically 4-12 weeks).

2. Key Features and Benefits

Feature	Benefit to Buyer
Independent optimisation advice	Delivers maximum savings and unbiased recommendations
Azure and Fabric expertise	Optimises modern, scalable workloads
AI-powered cost and performance analytics	Provides actionable, data-driven insights
Resource rightsizing recommendations	Significantly reduces cloud expenditure
Process and governance reviews	Drives sustainable operational efficiency
Staff optimisation training	Develops long-term in-house skills
Detailed efficiency roadmaps	Offers clear, prioritised implementation plans
Full knowledge transfer	Enables independent future optimisation

3. Service Scope

Included in the service:

- Current-state cost and performance assessments
- AI-enhanced analytics and forecasting
- Resource and architecture optimisation reviews
- Rightsizing, reservation, and tagging recommendations
- Process maturity and governance workshops
- Optimisation roadmap development

- Staff training sessions
- Handover documentation and templates
- Limited post-engagement clarification

Excluded from the service:

- Ongoing FinOps or managed optimisation
- Third-party tool licensing
- Continuous monitoring services

Constraints and assumptions:

- Consultancy-only, time-bound engagements
- Primarily Azure-focused (multi-cloud advice available)
- Buyer provides access to billing, usage data, and environments

4. On-boarding and Off-boarding

On-boarding process:

1. Scoping call and NDA if needed
2. Secure access to cost/usage data and environments
3. Kick-off workshop
4. Phased delivery with reviews

Typical on-boarding: 1-2 weeks.

Off-boarding process:

1. Delivery of reports, roadmaps, and materials
2. Knowledge transfer and handover workshop
3. Sign-off
4. Secure data return/destruction

Ensures easy transition and no lock-in.

5. Support and Service Levels

During engagement: email/phone (business hours), response within 4-8 hours, escalation within 24 hours. Post-engagement: clarification of deliverables only.

6. Standards and Compliance

- Staff: BPSS standard; SC available
- Aligned with NCSC principles and Well-Architected Framework
- UK GDPR compliant data handling

7. Supplier Details

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

Direct provision only.