

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

Service Name: Independent AI Enablement and Readiness Consultancy

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

1. Service Overview

Magma Cloud Limited provides independent consultancy to enable public sector organisations to adopt and maximise AI, leveraging Azure cloud as a foundational enabler.

We focus on vendor-neutral assessments of data, people, and process readiness; identifying real-world business use cases (e.g., AI for security threat detection or cloud optimisation); and delivering strategies to unlock AI opportunities. Engagements empower internal teams with roadmaps and knowledge transfer for sustainable, lock-in-free growth.

Time-bound (typically 6-12 weeks), consultancy-led service.

2. Key Features and Benefits

Feature	Benefit to Buyer
Independent AI readiness assessments	Provides unbiased insights into maturity levels
Azure-enabled AI use case discovery	Uncovers practical business opportunities
Data readiness and governance focus	Establishes secure, scalable AI foundations
People skills and training programmes	Develops confident, capable internal teams
Process optimisation for AI	Streamlines workflows for efficient adoption
Security-enhanced AI strategies	Proactively mitigates risks in AI deployments
AI-driven optimisation guidance	Maximises cloud efficiency and value
Full roadmaps and handover	Enables self-sustained AI growth and innovation

3. Service Scope

Included in the service:

- AI readiness assessments (data quality/governance, people skills, process maturity)
- Real-world use case workshops and prioritisation
- Azure/Fabric integration planning for AI workloads
- Security and optimisation strategy development
- Implementation roadmaps and best-practice guides
- Training sessions for key stakeholders
- Handover templates, tools, and documentation
- Limited post-engagement clarification

Excluded from the service:

- AI model development or deployment
- Ongoing AI management or monitoring
- Data migration/engineering execution
- Tool procurement/licensing

Constraints and assumptions:

- Consultancy-only, time-bound engagements
- Primarily Azure-focused (adaptable to other clouds)
- Buyer provides access to data, teams, and business context

4. On-boarding and Off-boarding**On-boarding process:**

1. Scoping call to align objectives
2. NDA and secure access if required
3. Kick-off workshop with stakeholders
4. Phased delivery with check-ins

Typical on-boarding: 1-2 weeks.

Off-boarding process:

1. Delivery of assessments, roadmaps, and materials
2. Knowledge transfer and training sessions
3. Buyer sign-off
4. Secure return/destruction of accessed data

Ensures full empowerment and no ongoing dependency.

5. Support and Service Levels

During engagement: email/ticketing and 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-cleared consultants available
- Aligned with NCSC AI/security principles and UK GDPR
- Focus on ethical AI and public sector best practice

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.