



G-CLOUD 15

Service Definition Document

**Cloud Migration, Setup &
Strategy for AWS, Azure & GCP**

Service Description

Expert, security-first migration and setup services for AWS, Azure, and GCP environments. Our ITIL-aligned 6-R methodology ensures zero-downtime transitions for legacy workloads and complex databases. Delivered by SC-cleared specialists, we provide end-to-end support from discovery and landing zone design to post-migration hypercare and internal staff knowledge transfer

We specialise in government and public sector clients. Currently Logistream Ltd is a Crown Commercial Services (CCS) G-Cloud 14 & Digital Outcomes and Specialists 7 (DOS 7) supplier

Our Specialities

- End-to-end 6-R migration strategy mapping for legacy app transitions
- SC/DV cleared consultants for secure migrations up to OFFICIAL SENSITIVE
- Automated discovery and dependency mapping for accurate estate audits
- Landing Zone design following NCSC 14 Cloud Security Principles
- Post-migration hypercare with 24/7 incident response and tuning
- Proven cutover methodologies to ensure continuous availability of critical services
- Formal hands-on training, workshops to upskill in-house teams for operations
- 24/7 technical support and performance tuning immediately following the transition
- Initial setup of cloud billing alerts, tagging, and cost-optimization dashboards
- Secure, encrypted migration of structured (SQL) and unstructured data

Key Benefits

- Proven rollback and cutover procedures minimize disruption to critical public services
- Identifies redundant legacy licenses and right-sizes cloud spend to save public budget
- Automated tooling and expert methodology speed up migration timelines and ROI
- Workloads migrated to meet HMG security standards and NCSC Cloud Security Principles
- Open-standard architecture and clear exit plans ensure long-term commercial flexibility
- Enables services to handle peak citizen demand through cloud-native elasticity
- Upskills civil servants through embedded knowledge transfer and hands-on workshops
- High-availability design ensures 99.9% uptime for essential citizen-facing apps
- Clear SFIA-aligned pricing ensures predictable project costs with no hidden fees
- Supports Carbon Reduction Plans by moving workloads to energy-efficient data centres
- Expertise across multi-cloud (AWS, Azure, GCP) as well as cloud technologies i.e. Kubernetes, Terraform, Ansible etc. to prevent vendor lock-in
- Aligns with GreenOps to lower environmental impact compared to on-premise

Service Levels

Our Consultants will work with you to ensure that embedded within any project deliverables are agreements on how Quality & Assurance, and Performance will be tested and results will be measured.

We evaluate our Services against an agreed set of Deliverables, which we will report and agree with you at regular service management Meetings to suit your requirements. We also have our internal assessments which follow best practice and baseline measurements from other services which we have delivered. Most importantly we ensure that we meet the needs

and objectives of our clients. We will do our utmost to ensure we deliver and perform, and always aim to exceed, all expectations of our Service. If we do not meet expectations in any way then we would urge our clients to work with us, in the first instance, to remedy any issues. We assign account managers for escalations. We would be happy to remedy any issues or concerns raised

Service Offerings

We also specialise in the evolving multi-cloud world and have close working relationships with Google, Microsoft, Amazon, and VMware

We also hold expert skills with the following vendors and products.



Service Hours

Consultation, Advice and Guidance: 08:00-17:00, Monday to Friday, excluding bank holidays and other national holiday closure periods.

Support and Ticketing Requests: 24 hours a day, seven days a week.

Support and Ticketing Responses: 08:00-17:00, Monday to Friday, excluding bank holidays and other national holiday closure periods. This can be extend upon customer request and does not affect Priority 1 incident support needs

Priority 1 : 1 - 4 hours
Priority 2 : 1 - 8 hours
Priority 3 : 1 - 24 hours
Priority 4 : 2 days

Levels of Service

Target for successful SLA: 99.99%. (based on Support and Ticket Response period)

All requests relating to service support will be reported on and provided back in monthly and quarterly reviews. These will be performed outside of program and project meetings.

Support and Documentation

All support contacts can be made via : support@logistream.co.uk

All documentation requests for service can be made via service@logistream.co.uk

Support and Service Item Costs

Please refer to the SFIA Rate Card and pricing documents for pricing and information. We can also provide pricing on a Time and Materials basis upon request. All Prices are in Sterling and exclusive of VAT

Our Services can be ordered in line with the G-Cloud 14 framework call off-terms. Resource rate is in line with our SFIA rate card and invoices are raised one month in arrears for the resource days worked, inclusive of VAT, and any agreed expenses where applicable

Support and Service Manager

Should you require any information not listed here, or in our Terms and Conditions or pricing documents then do let us know.

Please direct all initial enquiries to our Account Manager Sai Yada using one of the following methods: Email: sai.yada@logistream.co.uk or Mobile: 07849 760935

Upon contact, Sai will answer or direct you to one of our Team who will engage with you to fully understand your requirements and consult with you on how we can assist you with your enquiry. We would love to hear from you.