



G-CLOUD 15

Service Definition Document

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

Service Description

Proactive 24/7 managed support for cloud environments, focusing on stability, security, and cost-efficiency. Our ITIL-aligned service includes incident management, proactive monitoring, patch management, and continuous FinOps optimisation. Delivered by SC-cleared engineers, we provide technical governance and SRE-led improvements to ensure 99.9% availability for critical public sector workloads

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

- Round-the-clock technical support for rapid resolution of critical cloud service issues
- 24/7 real-time infrastructure health monitoring with automated alerting and triage
- Regular, automated security patching and OS updates to ensure ongoing platform compliance
- Monthly FinOps reviews to identify savings and right-size resource utilisation
- Managed backup schedules and regular DR testing to ensure data integrity and resilience
- Site Reliability Engineering to improve platform speed, stability, and efficiency
- Continuous auditing against NCSC Cloud Security Principles and Cyber Essentials standards
- Dedicated lead for service reviews, roadmap planning, and architectural guidance
- ITIL-aligned processes for safe, governed deployments and platform configuration changes
- Real-time visibility into service performance, SLAs, and cloud spend metrics

Key Benefits

- Ensures 99.9% availability for critical, citizen-facing digital public services
- Monthly FinOps reviews reduce cloud wastage and optimize public sector budgets
- Continuous monitoring and patching ensure alignment with NCSC security standards
- Proactive problem management reduces service downtime and incident volume
- Immediate access to SC-cleared cloud engineers without high recruitment costs
- Transparent SFIA-aligned pricing allows for accurate long-term budget planning
- Frees up internal teams to focus on innovation and digital transformation projects
- Upskills in-house staff through regular technical workshops and mentoring sessions
- 24/7 rapid response minimizes the impact of technical issues on users
- GreenOps optimization supports your organization's Carbon Reduction Plan

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.