



G-CLOUD 15

Service Definition Document

**Cloud Migration Strategy &
Readiness Planning for Local
Government**

Service Description

A comprehensive migration service using the 6-R methodology (Rehost, Re-platform, Refactor, etc.) to develop a robust business case, technical roadmap with automated discovery, dependency mapping, TCO analysis for AWS, Azure, GCP. Our SC-cleared architects ensure alignment with NCSC Cloud Security Principles for a low-risk transition to reduce public sector spend

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

- Real-time scanning of on-premise infrastructure to identify workloads and dependencies
- Detailed assessment categorising applications for Rehost, Re-platform, or Refactor
- Evaluation of organisational, technical, and security readiness for cloud adoption
- Detailed financial modelling comparing legacy on-premise costs to cloud consumption
- Creating secure Landing Zone blueprints aligned with NCSC security standards
- A phased project plan with clear timelines, milestones, and risk mitigation
- Visualisation of complex application and data interdependencies to prevent downtime
- Ensuring planning aligns with GDPR, Cyber Essentials, and HMG policy
- Strategic documentation to secure stakeholder buy-in and internal funding
- Identifying internal training requirements for Day 1 and Day 2 operations

Key Benefits

- Identification of potential blockers early to ensure a predictable migration.
- Prevents over-provisioning and "bill shock" through precise cloud right-sizing.
- Streamlined planning phase reduces the overall project lifecycle by weeks.
- Security-first planning ensures workloads are "secure by design" before move.
- Strategy focuses on interoperability and clear exit planning from the outset.
- Provides data-backed insights to justify cloud investment to the Board.
- Phased roadmaps ensure critical public services remain operational.
- Matches workloads to the most efficient cloud instance types and regions
- Upskills in-house staff through regular technical workshops and mentoring sessions
- Transparent SFIA-aligned pricing allows for accurate long-term budget planning

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.