



G-CLOUD 15
Service Definition Document
Cloud Strategy & Migration

Service Description

Technical Architecture is one of the cornerstones of successful project / service delivery. Logistream Ltd. offers a range of services including Solution Architecture, Data Architecture, Infrastructure Architecture and Operational Architecture against an agreed delivery plan

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

- Comprehensive audit of legacy infrastructure, technical debt, and cloud-readiness scoring
- 6-R Strategy mapping with a detailed disposition analysis (Rehost, Re-platform, Refactor, etc.) for every application
- Use of tools (e.g., Azure Migrate, AWS Application Discovery) for dependency mapping
- Creation of secure, scalable, and governed environments (AWS Control Tower, Azure Landing Zones)
- Repeatable, automated processes for large-scale data and database transfer
- Implementation of IAM, encryption at rest/transit, and SOC integration
- Formal hands-on training and workshops for in-house IT teams
- Sprints-based migration with clear milestones and gateway reviews
- 24/7 early-life support and performance tuning immediately after cutover
- Initial FinOps setup to monitor and control post-migration costs

Key Benefits

- Proven rollback procedures and rigorous testing minimize service downtime
- Automated tooling reduces manual effort and speeds up the migration timeline
- Identifies redundant legacy licenses and right-sizes cloud instances to save budget
- Ensures all migrated workloads meet HMG Security Standards and GDPR
- Modernizes legacy applications to improve long-term stability and performance
- Expertise across multi-cloud (AWS, Azure, GCP) as well as cloud technologies i.e. Kubernetes, Terraform, Ansible etc. to prevent vendor lock-in
- Upskills civil servants through embedded knowledge transfer during delivery
- Enables public services to handle peak demand through cloud-native elasticity
- Aligns with GreenOps to lower environmental impact compared to on-premise
- Fixed-price discovery or SFIA-aligned rates ensure predictable project costs

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.