

[amber labs]

Amber Labs

Secure Transformation, Without Compromise

AN INTRODUCTION

INTRODUCTION TO AMBER LABS

SME Digital Transformation Consultancy - Amber Labs are a specialist consultancy helping Public Sector deliver technology change at a pace

Robust and Transparent Delivery & Governance - our processes align to the Service Manual and Technology Code of Practice

Rapid Consultant Deployment Framework - our deployment framework ensures we provide value in weeks rather than months

Diverse Presence & Capability - we have 100+ Consultants deployed across a range of Government departments, with over 80% of our staff living outside of London

CLIENTS



TECHNOLOGY



GOVERNMENT ALIGNMENT



Our work follows
Government Service
Standards



Cyber Essentials Plus
Certified



100% of staff are BPSS
& majority Security
Cleared

OUR CAPABILITIES

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DATA ENGINEERING	AI & ANALYTICS	CLOUD ENGINEERING	DIGITAL TRANSFORMATION	DELIVERY
Data Quality	Business Intelligence	DevOps	Front End Development	Testing
Data Architecture	Generative AI	Cloud Provisioning	Back End Development	Business Analysis
Data Governance	Data Mining	Cloud Security	Full Stack Development	PMO
Data Integration	RPA	Deployment Automation	Enterprise Architecture	Resource and Budget Management
MDM	Predictive Analytics	Cloud Monitoring	UI/UX Design	Agile/Scrum Delivery
Data Lake & Warehouse	Machine Learning	Cloud Architecture	Solution Architecture	
	Data Science		Business Architecture	
			Software Engineering	

MANAGED CLOUD OPERATIONS

SERVICE DEFINITION

MANAGED CLOUD OPERATIONS SERVICES

We help public sector organisations operate cloud services reliably, so they can maintain service continuity and respond quickly to incidents and change. We provide ongoing run support with structured service management, reporting and continuous improvement.

SERVICE FEATURES

- Transition-in and transition-out.
- Incident, problem and change management.
- Monitoring and alerting.
- Runbooks and procedures.
- Service reporting and MI.
- Monthly service reviews.
- Continuous improvement backlog.
- Patching and upgrades.
- Multi-supplier coordination.
- Tiered support options.

SERVICE BENEFITS

- Improved service continuity.
- Faster incident response.
- Clear accountability.
- Reduced operational risk.
- Improved reliability.
- Reduced dependency on individuals.
- Better auditability.
- Improved supplier coordination.
- Predictable support costs.
- Increased resilience confidence.

SUMMARY

- We provide ongoing operational support for public sector cloud services, helping teams maintain service continuity and respond quickly to incidents and change.
- Delivery starts with a structured transition-in to agree service acceptance, access, runbooks and monitoring, followed by a Run service with agreed support tiers.
- The service is designed to integrate with existing service management and multi-supplier operating models.

APPROACH

- Transition-in (2–6 weeks) to establish access, runbooks, monitoring and reporting
- Agree support tier (8x5, 12x5 or 24x7) based on service criticality
- Operate incident, problem and change processes with clear escalation routes
- Provide MI reporting and service review cadence for stakeholders
- Maintain a prioritised continuous improvement backlog
- Transition-out (2–6 weeks) with documentation, knowledge transfer and exit plan

GOVERNANCE

- Runbooks and operational readiness pack agreed during transition-in
- Monitoring and alerting dashboards and agreed thresholds
- SLIs/SLOs where service performance measures are required
- Service reporting pack including incidents, trends and improvement actions
- Change records and release readiness evidence where needed
- Run model governance including monthly service reviews (or agreed cadence) and backlog prioritisation
- Multi-supplier coordination and on-call arrangements where required

Get in touch



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