

Servita: Multi Cloud Managed Service

Service Overview
January 2026



Dedicated to Service Excellence

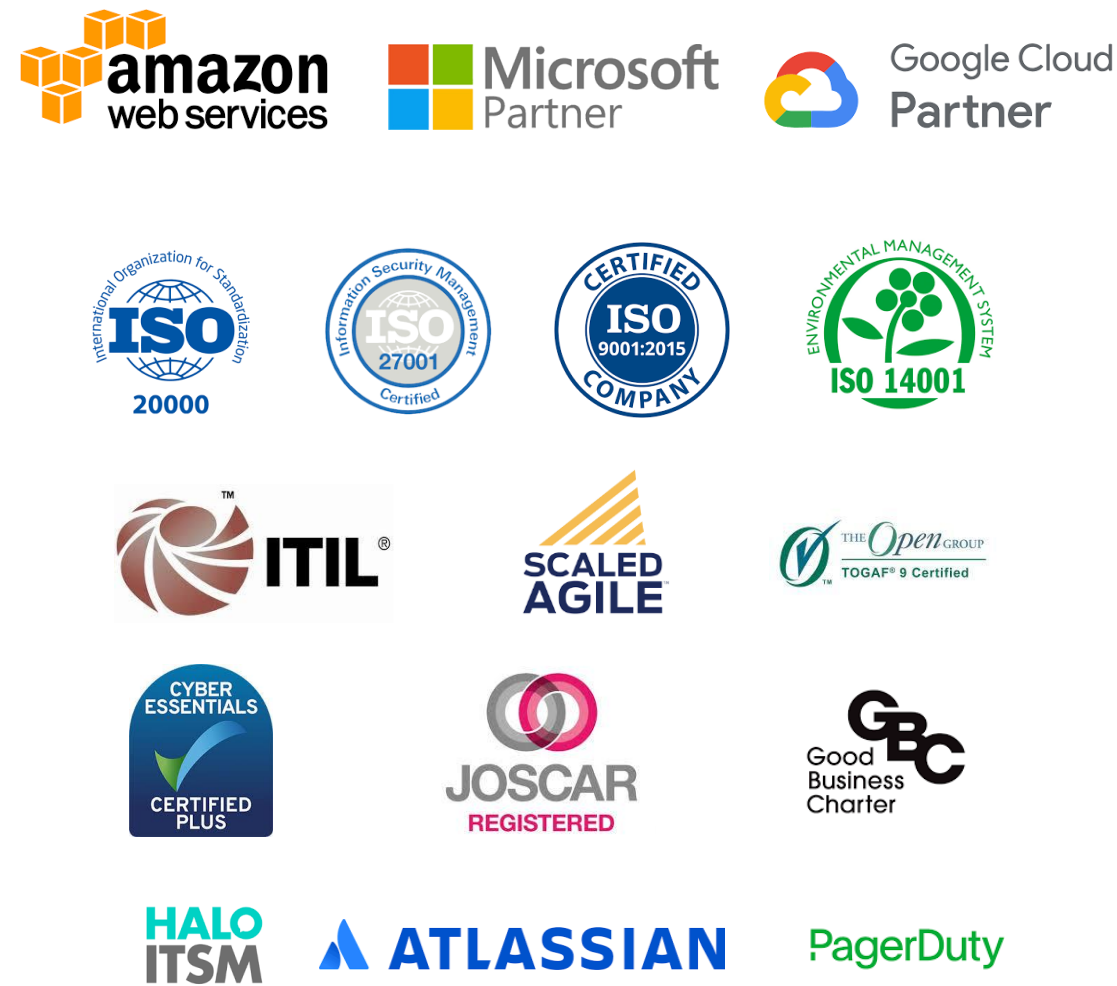
We currently manage over 17 mission critical cloud-hosted services, 4 on behalf of major government with one deemed Critical National Infrastructure.

We are a member of ADS Group, the UK Trade association for Aerospace, Defence and Space. We take cyber security and data protection extremely seriously and are privileged to be able to put our staff through SC National Security Vetting through our working relationship with ADS Group. SC Clearance is, therefore, a part of our standard onboarding process; all our engineers carry SC clearance as a minimum.

We hold GDPR compliant, ISO20000, ISO27001, ISO9001, ISO14001, Cyber Essential Plus and DSP Toolkit certifications..

Servita are a Microsoft and Select Tier AWS Partner, we run Cloud-Guru training courses and have a best-in-class ITILv4 Managed Service capability with ‘service desk-of-the-future’ set-up including Omni Channel Cloud Contact Centre with smart routing of calls, real time ambient analytics and agent assist with next best action.

This capability currently supports 8 citizen facing products distributed across 2 national platforms (AWS, GCP and Azure).



Aligning ITSM to your Business Needs

Omnichannel

Users can raise support requests via multiple channels with ease according to your requirements

Track

Incoming requests can be organised by severity and need, and tracked against SLAs

Store and Search

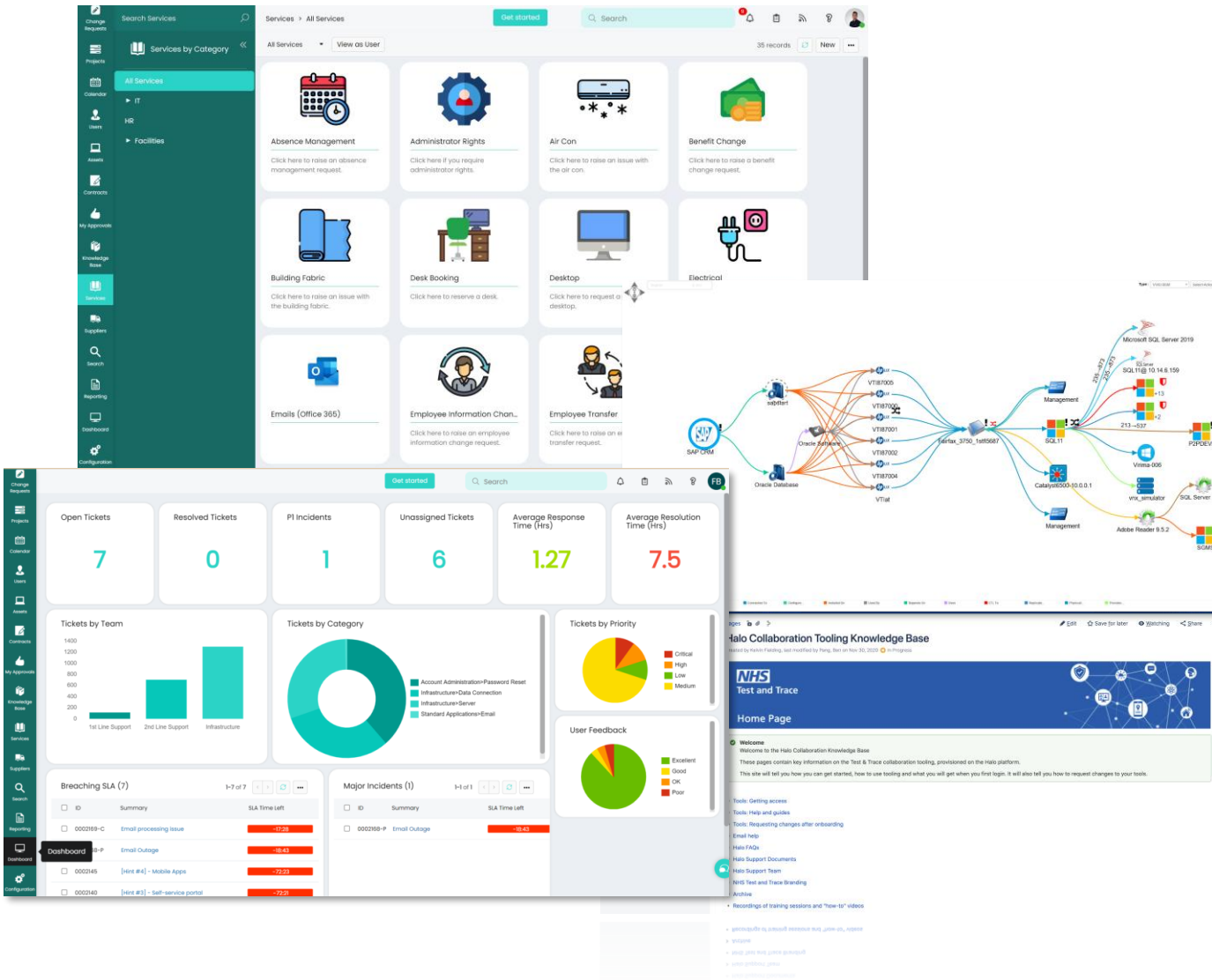
Embed key files and documents into pages to allow users to get the information they need with powerful share functions to enable you to find information quickly.

FAQs

Knowledge base allows your team to store known answers to regular questions and return to customers quickly

Release Management and Service Catalogue

Control, plan and document all releases with auto-notifications to your service owners for changes and version updates. We maintain an ITIL-compliant service catalogue of all actions carried out on the system



Self Service

- Service-request account vends
- Same-day response within business hours

Standards and Governance

- Common standards, compliance and governance
- Technically enforced where possible
- Based on best practice and experience

Security and Compliance

- Enforced security guard rails and governance
- Centralised prevention, identification and treatment of security risks

Cost Optimisation

- Unified cost reporting and control
- Multi-tenancies under a single root accounts
- Track costs at tenancy-level for accurate tracking/management
- Continuous optimisation and improvement initiatives

Data Provenance

- Repatriation of data assets into authority managed accounts and control

Network Connectivity

- Centralised external network provisioning for egress and ingress control

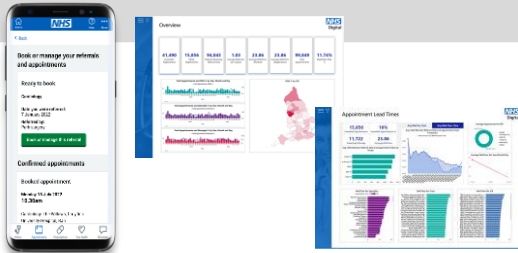
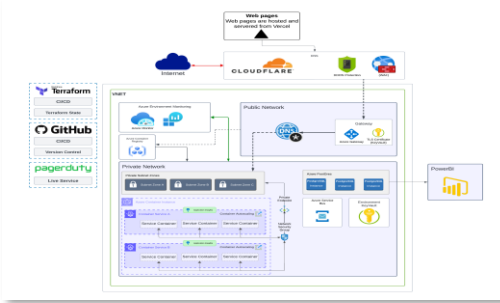
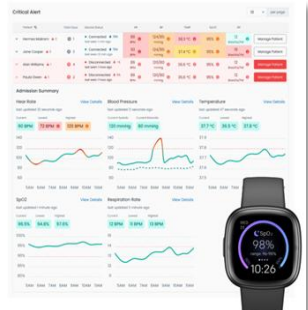
Enterprise Multi-Tenanted Platform

- Best practice design for cloud enterprise account structures
- Ability to onboard new tenants quickly
- Platform designed for high availability and to scale to demands



Don't take our word for it...

We provide IT Managed Services to broad range of customers with a diverse set of business needs. For example:

Example	Support Level	
1. The National Patient Care Aggregator for NHSE – a high performance, high availability data information exchange enabling over 42M citizens in England to interact with the NHS App	Platinum 24x7x365 support model	
2. Bespoke Project and Performance Management solution for the Foreign Commonwealth and Development office, to track high security assets, international projects of national security interest and accurate financial reporting to the Director of National Security	Silver support model. Impenetrable security and public key infrastructure service. Business hours human support with 24x7x365 system monitoring	
3. Edo – a performance and wellbeing monitoring solution with AI companion for multiple customers including Liverpool Football Club, Northampton Saints Rugby Club and UA92 Sport Science Academy	Bronze support model. Business hours human support with 24x7x365 system monitoring	

| Get in Touch

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