

Framework Reference: RM1557.15
Lot 3 – Cloud Support
Jan 2026

GCLOUD 15

Service Definition Document

Improvement & Transformation Services



AmberWolf – Service Definition: Improvement & Transformation Services

Service Description

AmberWolf combines improvement and transformation services with practical, expert guidance to guide clients, strengthen their defences, reduce risk, and embed security into technology, processes, and culture - enabling safe growth and confident digital innovation. We employ automated and manual techniques to uncover vulnerabilities, identify innovative solutions and increase organisation-wide cybersecurity.

Services include (but are not limited to):

- Architecture transformation
- Strategic analysis
- Security remediation
- AI testing
- Software Development

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Features	Benefits
▪ Strategic analysis: top-down ownership of cloud service/system improvement and transformation. ▪ Security transformation: modernising cybersecurity, strengthening defences and building lasting resilience. ▪ Security remediation: developing solutions for system, application and process vulnerabilities. ▪ Security architecture transformation: technical assessments, roadmap development and project management. ▪ Software development, embedding security across SDLC and CI/CD pipeline. ▪ Transformation leadership: enabling behavioural change to align decision-making with objectives. ▪ AI testing: safeguarding transformed systems and teams from emerging threats. ▪ Deep-dive risk and mitigations support from experienced cybersecurity strategy consultants. ▪ Accredited advice from experts, combining strategic foresight and comprehensive expertise.	▪ Expert security transformation guidance and advice with hands-on implementation support. ▪ UK Cyber Security Council–Chartered Cyber Security Professionals, NCSC-aligned. ▪ Tailored improvement strategy designed/implemented to drive transformation delivery efficiency. ▪ Defined cybersecurity strategy, translated into organisation-wide objectives, outcomes and KPIs. ▪ Secure-by-design solutions to transformation objectives, aligned to regulatory / industry standards. ▪ Hands-on tactical support, tailored to each organisation’s requirements and priorities. ▪ Artificial Intelligence (AI) solutions leveraged to future-proof outputs and security. ▪ Organisational resilience via risk assessment, resource planning and workforce training. ▪ Long term cybersecurity support alongside on-the-ground support for immediate issues. ▪ Bespoke, flexible support and expertise, embedding cybersecurity without unnecessary overhead.

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Service Scope

- Client System Availability: Certain services and tests require systems to be available for assessment, with access to the environments and associated accounts and credentials.
- Client Authorisation: We require a signed authorisation form in line with computer misuse act.
- Remote Consultants: All staff operate and provide support remotely.

User Support

Email/Online Ticketing Support

- Monday to Friday 9am to 5pm: Responses within one working day
- Out-of-hours: Responses the next working day
- Alternative response times to be discussed during mobilisation.

Phone Support

- Monday to Friday 9am to 5pm

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Support Levels

Support enquiries are handled by our dedicated consulting team, ensuring each request receives the right level of expertise. We will assess the complexity/requirements of your request and escalate to an appropriately experienced member of staff (In escalating order: Consultant, Team Leader, Director) to ensure your issue can be resolved quickly/effectively. This gives you direct access to experienced cybersecurity professionals, minimising risks and maintaining operational continuity. Planning, pre-requisites, prep calls, initiation, updates, comms during project, post project read out and wash-up/clean-up is part of standard service and does not incur additional costs. Remediation and continued advisory post project will cost additional.

Staff Security

Staff screening performed which conforms to BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

We do not provide discounts for educational organisations.

