

Service Definition Document

DevOps Consulting and Implementation

Supplier	Francioni Limited
Service ID	FRAN-DO-011
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Transform software delivery with modern DevOps practices. We help organisations implement continuous integration, continuous deployment, and infrastructure as code to achieve faster, more reliable releases.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- CI/CD pipeline design with GitHub Actions, GitLab CI, Jenkins
- Infrastructure as Code using Terraform, CDK, CloudFormation
- Container orchestration with Kubernetes (EKS, AKS) and ECS
- GitOps automated deployments from version control
- Monitoring with CloudWatch, Prometheus, Grafana
- Security integration with automated scanning
- Blue-green, canary, and feature flag deployments

4. Service Benefits

- Deployment frequency increased to multiple times per day
- 50% lower change failure rate through automation
- Minutes instead of hours for incident recovery
- Improved developer productivity
- Complete audit trail of all changes
- Consistent, repeatable infrastructure

5. Technologies

GitHub Actions, GitLab CI, Jenkins, Terraform, AWS CDK, Kubernetes, Docker, Prometheus, Grafana

6. Delivery Model

Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

7. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

8. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

9. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

10. Contact

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