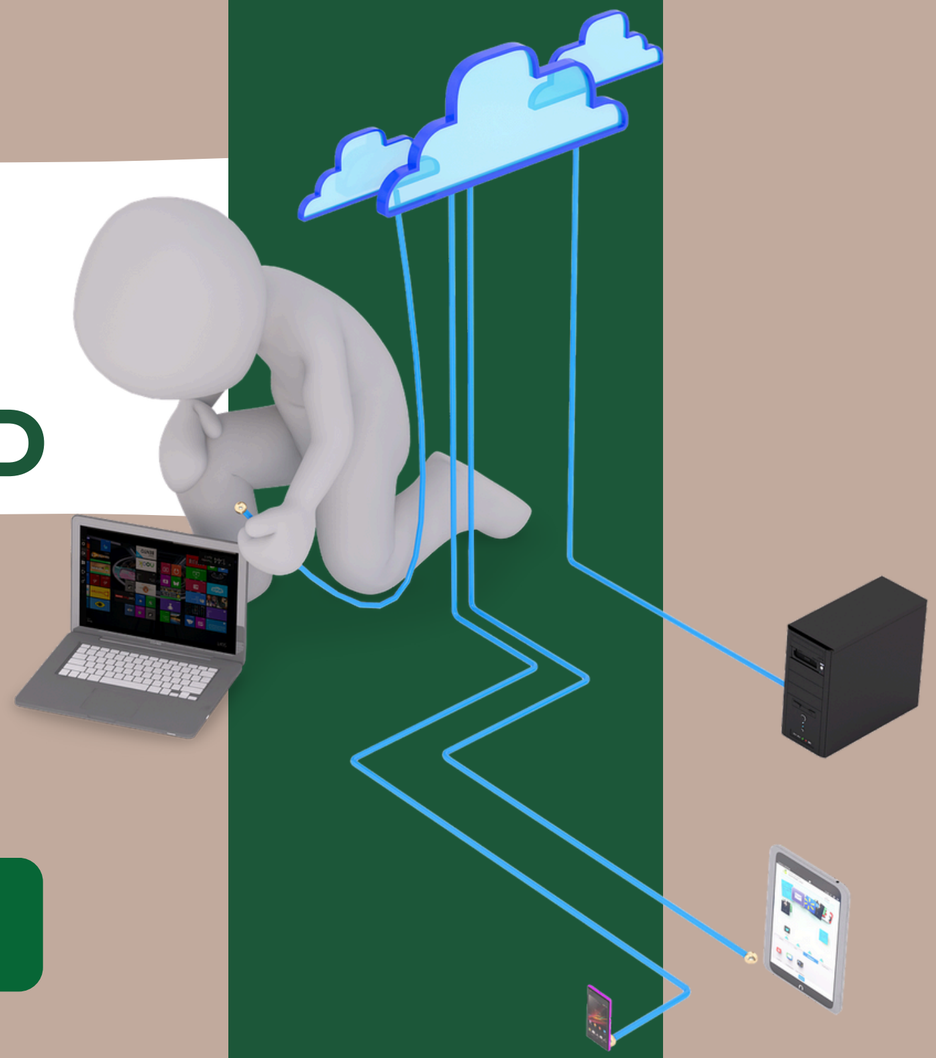
CLUSTER GREENS LIMITED

Innovation in every step

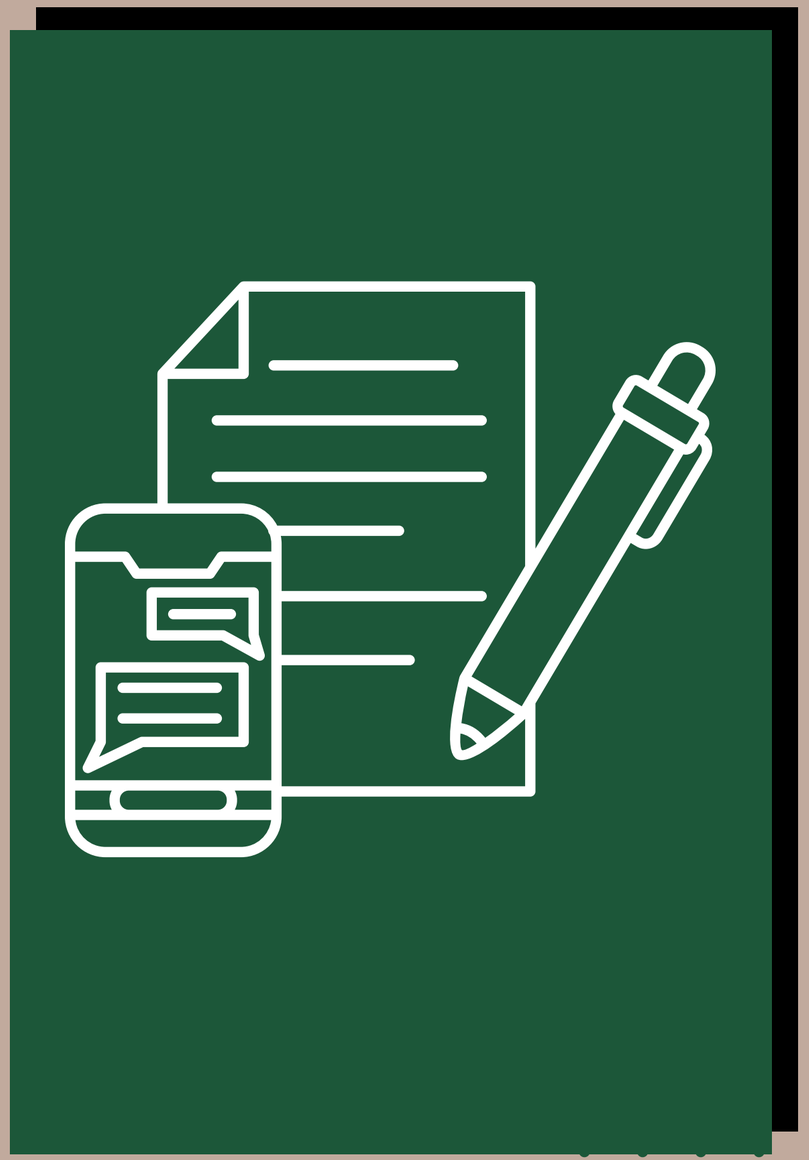
CLUSTER GREENS LIMITED



G-Cloud 15 - Service Definition

Table of Contents

Introduction:
Company Overview:
Timely Support: Opening Hours and Service Availability.
Our Cloud Consultation Services:
Data Backup and Restore, and Disaster Recovery:
Onboarding and Offboarding Support:
Pricing:
Efficient Service Management Solutions:
Service Constraints:
Service Levels:
Financial recompense model for not meeting service levels:
Training:
Ordering and invoicing:
Prioritised Activities for Seamless Cloud Transition:
Termination:
Technical Requirements
Contact details



Overview

Cluster Greens Limited is a dynamic IT consultancy services provider head office in London, with our workplace registered at Regus, Porter Building, Slough. Specialising in Cloud solutions, web development, emerging technology, and Cybersecurity. We pride ourselves on delivering cutting-edge solutions that empower businesses to thrive in a rapidly evolving digital landscape.

At Cluster Greens Limited, we excel in the art of creating visually stunning and highly functional websites that not only align with the brand identity but also elevate the overall user experience. We have successfully developed websites for companies including BTG-British Travel Group, Merry Parking and Giggless'.

We have registered with the Crown Commercial Services e-Sourcing tools an online platform used by the UK government to facilitate and streamline the procurement process, making it easier for government departments to manage and conduct electronic sourcing activities when acquiring goods and services. Also, we are providing services to 'Global Tech Coverage'. Over the years, continued success with our clients has enabled us to grow and scope.

Facilitating Government Procurement and Global Expansion

Our Commitment to Government Collaboration:
Cluster Greens Limited is dedicated to facilitating efficient procurement processes for UK government departments, exemplified by our registration with the Crown Commercial Services e-Sourcing tools.

Additionally, we have obtained a tier 2 sponsor license with an A grade, further solidifying our capability to engage with international talent and enhance our service offerings. Through these initiatives, we demonstrate our unwavering dedication to supporting public sector initiatives while leveraging our international presence to drive innovation, foster growth, and create sustainable value for clients globally.

Our values and Journey to Success:

01

Innovative thinking:
While we are at the forefront and specialise in design-build, we are very familiar with several delivery methods and are confident we can find the process that will best help your goals.

02

Customer satisfaction:
We help our clients discover the complexity and exploit our unique, dynamic, and complex systems.

03

Reaching your potential:
We embark on our journey with others, enabling our community, clients, and colleagues to bring in their full potential towards success.

Our Mission :

We incorporate innovation into every step of the process to provide businesses and their customers with the most compelling greener and eco-friendly technology solutions.

Our Vision :

Our vision is to lead the way in revolutionising technology solutions by seamlessly integrating innovation into every aspect of our process. Committed to environmental stewardship, we aspire to provide businesses and their customers with cutting-edge, greener, and eco-friendly technology solutions that not only meet but exceed expectations. Through relentless dedication to innovation and sustainability, we envision a future where our transformative technologies contribute to a healthier planet, creating lasting value for both our clients and the global community."

Timely Support: Opening Hours and Service Availability

Business Hours:

Our business hours are from 9:00 AM to 5:00 PM, UK time.

Help Desk Support:
Our Help Desk Support service is a cornerstone of our comprehensive managed service offerings, providing clients with timely assistance and resolution for system-related issues during our standard operating hours of 9:00 am to 5:00 pm (UK time), Monday to Friday.

Help desk support typically operates across several levels, each addressing different types of issues and providing varying levels of assistance:

- Level 1: Basic Support - Addresses simple, routine issues with predefined solutions.
- Level 2: Intermediate Support - Handles more complex technical issues.
- Level 3: Advanced Support - Deals with highly technical problems.

We offer out-of-office hours support upon request, prioritised by issue severity.

Our Cloud Consultation Services:

Cloud Strategy Planning

Description: Cluster Greens Limited offers concise and tailored cloud strategy planning services, enabling businesses to harness the power of cloud computing effectively. Our expert team collaborates closely with clients to assess needs, define objectives, and design scalable cloud architectures aligned with business goals. Leveraging industry best practices and cutting-edge technologies, we ensure seamless integration, enhanced security, and cost efficiency. With Cluster Greens Limited, businesses can unlock the full potential of the cloud to drive innovation and growth.

Features of Cloud Strategy Planning:

- Comprehensive Assessment: We conduct a thorough evaluation of your existing IT infrastructure, business processes, and goals. This assessment helps identify gaps and opportunities for cloud adoption, ensuring a strategic approach.
- Tailored Cloud Roadmap: Our experts create a customised cloud strategy aligned with your organisation's unique needs. We prioritise workloads for migration, considering factors such as cost, security, and scalability.
- Vendor-Neutral Guidance: We provide unbiased advice on selecting the right cloud providers (e.g., AWS, Azure, Google Cloud). By evaluating the pros and cons, we empower you to make informed decisions.
- Security and Compliance: Addressing security concerns is crucial. We design robust cloud security frameworks and ensure compliance with industry standards and regulations.
- Cost Optimisation: We optimise cloud spending by efficiently allocating resources. Our goal is to implement cost-saving measures without compromising performance.

Benefits of Cloud Strategy Planning:

- Strategic Alignment: Our cloud strategies align with your overall business goals. By enhancing agility, scalability, and innovation, we help you stay competitive in a dynamic market.
- Risk Mitigation: Minimising risks associated with cloud migration is essential. We implement best practices for data protection and disaster recovery, ensuring a smooth transition.
- Cost Efficiency: Leveraging cloud resources reduces infrastructure costs. Pay-as-you-go models allow flexibility, avoiding upfront capital expenses.
- Competitive Edge: Adopting cutting-edge cloud technologies keeps you ahead of competitors. Faster time-to-market for new products and services becomes achievable.

Key Deliverables:

- Cloud adoption roadmap
- Platform selection guidance
- Workload migration planning

Application Development Services:

Description: At Cluster Greens Limited, we specialise in offering top-tier application development services tailored to meet the diverse needs of modern businesses. Our seasoned team of developers, designers, and engineers work tirelessly to deliver customised solutions that propel your business forward in the digital landscape.

Features of Application Development Services:

- Customised Solutions: Tailored development of cloud-native applications to meet the unique requirements and objectives of each client.
- Collaborative Design: Engaging clients throughout the design process to ensure alignment with their vision and business goals.
- Optimised Architecture: Utilisation of cloud infrastructure and services to create scalable, resilient, and cost-effective application architectures.
- Modern Technologies: Implementation of cutting-edge programming languages, frameworks, and tools to develop robust and innovative cloud applications.
- Integration Capabilities: Seamless integration of cloud applications with existing systems, databases, and third-party services for enhanced functionality.
- Responsive Design: Development of applications with responsive design principles to ensure optimal performance and user experience across various devices and screen sizes.
- Security Measures: Incorporation of robust security features and best practices to safeguard data and mitigate cybersecurity threats.
- Scalability and Flexibility: Designing applications with scalability in mind, allowing for easy expansion and adaptation to changing business needs.

- Continuous Deployment: Implementation of continuous integration/continuous deployment (CI/CD) pipelines to automate testing, deployment, and updates for faster delivery cycles.
- Monitoring and Analytics: Integration of monitoring tools and analytics capabilities to track application performance, identify issues, and optimise resource utilisation.
- User Feedback Mechanisms: Incorporating mechanisms for collecting user feedback and analytics to drive iterative improvements and enhancements.
- Documentation and Support: Providing comprehensive documentation and ongoing support to ensure smooth deployment, operation, and maintenance of the developed applications.

Benefits of Application Development Services:

- Enhanced Customer Engagement: Apps offer direct communication channels like push notifications, fostering loyalty and satisfaction.
- Reinforced Brand Identity: A dedicated app ensures consistent user experiences, setting your brand apart.
- Improved Efficiency: Apps streamline workflows and automate tasks, saving time and resources.
- Enhanced Data Insights: Collect valuable user data for informed decision-making and continuous improvement.

Key Deliverable:

- Functional Requirements
- User Interface (UI) Design
- Backend and Frontend Development
- Testing and Quality Assurance
- Deployment and Hosting
- Maintenance and Support

Cloud Migration Consulting Services:

Description: Unlock the power of the cloud with confidence and ease, guided by Cluster Greens' expert Cloud Migration Consulting services. We specialise in facilitating seamless transitions to the cloud, ensuring efficiency, security, and minimal disruptions throughout the process.

Features of our Cloud Migration Consulting services:

- Assessment and Planning: We begin by assessing your existing infrastructure, applications, and workloads. Create a detailed migration plan, considering factors like dependencies, risks, and downtime.
- Cloud Environment Setup: Set up the target cloud environment (e.g., AWS, Azure, Google Cloud) based on your requirements. Configure networking, security, and access controls.
- Data Migration: Migrate data seamlessly from on-premises servers or other cloud providers.
- Ensure data integrity, consistency, and minimal disruption.
- Application Migration: Lift and shift existing applications to the cloud. Optimise for cloud-native features and scalability.
- Testing and Validation: Rigorous testing of migrated workloads.
- Validate performance, security, and functionality.

Benefits of Cloud Migration Consulting:

- Cost Savings: Reduce infrastructure costs by leveraging cloud resources. Pay only for what you use, avoiding upfront capital expenses.
- Scalability and Flexibility: Scale resources up or down based on demand.
- Handle peak loads efficiently without over-provisioning.
- Improved Performance: Cloud environments offer better performance and reliability. Benefit from high-speed storage and global availability.
- Enhanced Security: Implement robust security measures provided by cloud providers. Regular security updates and compliance features.
- Business Continuity: Minimise downtime during migration. Ensure seamless operations for your critical applications.

Key Deliverables:

- Migration assessment
- Execution plan
- Post-migration support

Cloud Architecture Design

Description: Our architects design scalable, resilient, and cost-effective cloud architectures. We consider high availability, disaster recovery, and compliance requirements.

Features of our Cloud Architecture Design:

- Cloud Architecture: Design considerations include application structure, component interactions, and deployment in the cloud environment.
- Scalability: Ensure seamless scaling based on demand using auto-scaling features and dynamic resource allocation.
- Efficient Infrastructure: Optimise resource utilisation for cost-effectiveness and performance of virtual machines, storage, and databases.
- Security: Implement access controls, encryption, and compliance measures to protect data and adhere to regulations.
- Data Management: Efficient storage, retrieval, and processing are essential. Consider data storage solutions, pipelines, and backups.
- Integration: Design for seamless communication between cloud services to ensure interoperability.
- Cost Optimisation: Minimise costs by selecting appropriate service tiers, optimising resource usage, and leveraging cost-effective solutions.

Benefits of Cloud Architecture Design

- Simplified Management: Cloud architecture streamlines system management for easier maintenance.
- Efficient Data Processing: Optimises handling of large data volumes for improved processing.
- Robust Security: Incorporates strong security measures to protect data and applications.
- Modular Design: Promotes independent development and deployment for scalability.
- Disaster Recovery: Facilitates effective recovery strategies for business continuity.
- Seamless Access: Enables easy access to services from any device or location.
- Cost Savings: Reduces IT costs through resource optimisation and pay-as-you-go models.
- Enhanced Reliability: Minimises downtime and ensures consistent performance.

Key Deliverables:

- Architecture blueprints
- Infrastructure recommendations

Cloud Security Consulting

Description: We focus on securing cloud environments, addressing risks, and ensuring compliance. Our services cover identity management, encryption, network security, and data protection.

F**eatures of our Cloud Architecture Design**

- Risk Assessment and Vulnerability Management:
- Consultants assess the cloud environment to identify vulnerabilities and risks.
- They analyse security protocols, best practices, and industry standards to create a robust security strategy1.
- Implementation of Robust Security Measures:
- Cloud security experts guide organisations in implementing effective security controls.
- This includes setting up firewalls, encryption tools, identity management solutions, and more.
- Continuous Monitoring and Threat Intelligence:
- Consultants provide ongoing monitoring to detect and respond to security incidents promptly.
- They stay informed about emerging threats and adapt security measures accordingly.
- Incident Response and Recovery:
- In case of security breaches, cloud security consultants help organisations respond swiftly and recover effectively.
- Having a well-defined incident response plan is crucial for minimising damage and restoring service

Benefits of Cloud Security Consulting

- Specialised Expertise: Consultants bring expertise in best practices, regulations, and emerging threats, implementing measures like encryption and access controls.
- Cost-Effectiveness: Proactive security measures can prevent costly breaches and downtime.
- Scalability: Consultants design scalable security solutions that adapt to changing needs.
- Fast Deployment: Native accelerators allow for rapid deployment of security controls.
- Integration: Consultants seamlessly integrate security into existing solutions and operations.

Key Deliverables:

- Security assessments
- Policy implementationTop of Form
- Bottom of Form

Cloud Cost Optimisation:

Description: Our team analyses cloud spending patterns and provides cost-saving strategies. We optimise resource utilisation, recommend reserved instances, and monitor ongoing costs.

Features of Cloud Cost Optimisation:

- Efficient Cost Management: Our Cloud Cost Optimisation service is designed to help you effectively manage and reduce overall cloud spending.
- Pay-Per-Use Pricing Model: As businesses transition to cloud services, they encounter a pay-per-use pricing model, where costs are incurred based on usage (storage, data transfer, computing power). We ensure that you navigate this model seamlessly.
- Proactive Cost Control: Empower your FinOps teams with proactive tools and strategies to identify and eliminate wasteful spending before it escalates.
- Automation of Cost Control Policies: We automate cost control policies to streamline processes and optimise cloud budgets, saving you time and resources.

-

Benefits of Cloud Cost Optimisation:

- Set clear spending limits to avoid any unexpected expenses.
- Utilise automated tools to monitor and adjust your cloud resources in real-time.
- Gain insight into your cloud expenses to make informed decisions.
- Scale your cloud resources efficiently to minimise unused capacity.
- Use forecasting tools to predict future costs and allocate budgets effectively.

Key Deliverables:

- Cost optimisation plan
- Monitoring guidelines

Cloud Infrastructure Management

Description: Cloud Infrastructure Management is the backbone of your cloud environment, and at Cluster Greens Limited, we specialise in providing robust processes and practices to oversee and control every component effectively. Acting as your command centre, we ensure optimal utilisation of resources and seamless operation of your cloud infrastructure.

Features of our Cloud Infrastructure Management:

- Capacity Management and Resource Forecasting:
- Efficient Resource Allocation: Proactively allocate resources by forecasting future needs, ensuring optimal performance and preventing resource shortages.
- Trend Analysis and Dashboards:
- Data-Driven Insights: Utilise data from various sources within hybrid cloud environments for trend analysis.
- Visual Performance Insights: Dashboards provide visual insights into system performance, usage patterns, and potential bottlenecks, enabling informed decision-making.
- Storage Management:
- Backup and Recovery: Implement robust backup strategies to safeguard critical data, ensuring data integrity and business continuity.
- Capacity Planning: Monitor storage usage and plan for future growth, optimising resource utilisation and cost efficiency.
- Storage Performance Monitoring: Keep track of storage system performance to identify inefficiencies and optimise storage resources for enhanced efficiency.
- System Management:
- Installing Updates: Regularly apply software updates to maintain system security and functionality, safeguarding against vulnerabilities and ensuring compliance.
- Performance Monitoring: Continuously monitor system health, promptly identifying and resolving issues to maintain optimal performance and reliability.

Benefits of Cloud Infrastructure Management:

- Efficiency: Cloud infrastructure management optimises resource allocation, ensuring efficient utilisation and cost savings.
- Scalability: Easily scale resources up or down based on demand, supporting business growth and flexibility.
- Reliability: Cloud management enhances system reliability through automated monitoring and maintenance.
- Security: Implement robust security measures to protect data and applications from threats.
- Accessibility: Access services and data from anywhere, facilitating remote work and collaboration.
- Innovation: Cloud management fosters innovation by providing access to cutting-edge technologies and services.
- Disaster Recovery: Implement effective disaster recovery strategies to ensure business continuity in case of emergencies.
- Simplification: Streamline operations and reduce complexity with centralised management of cloud resources.

Key Deliverables:

- Comprehensive Cloud Infrastructure Assessment Report
- Implementation Plan
- Security Strategy Document
- Training Materials
- Regular Progress Reports
- Post-Implementation Support

Multi-Cloud and Hybrid Cloud Strategy:

Description: Multi-Cloud Strategy involves leveraging cloud computing services from multiple public cloud vendors for various workloads. This approach enables organisations to capitalise on the strengths of different cloud providers, whether public or private, to effectively meet diverse business needs. At Cluster Greens Limited, we specialise in crafting robust Multi-Cloud and Hybrid Cloud Strategies customised to optimise performance, flexibility, and cost-effectiveness for your organisation.

Features of our multi-cloud and hybrid Cloud:

Multi-Cloud:

- Flexibility: Embrace the freedom of selecting services from multiple public cloud providers, empowering organisations to tailor solutions to their specific needs with unmatched flexibility.
- Avoid Vendor Lock-In: Cluster Greens enables businesses to mitigate the risk of vendor lock-in by seamlessly integrating various clouds of the same type. Say goodbye to reliance on a single vendor and embrace the freedom of choice.
- Apples and Oranges: Just as each type of apple brings its unique flavour to the table, Cluster Greens combines different cloud services, allowing organisations to leverage diverse capabilities while staying within the same cloud ecosystem.

Hybrid Cloud:

- Combination of Environments: Cluster Greens seamlessly integrates public cloud computing with private cloud or on-premise infrastructure, providing a holistic approach to IT management tailored to your organisation's needs.
- Data and Process Sharing: Our hybrid cloud solutions facilitate seamless collaboration between different interconnected public and private clouds, enabling efficient data and process sharing for common tasks.
- Balance Control and Scalability: With Cluster Greens, businesses can strike the perfect balance between maintaining control over sensitive data and leveraging the scalability of public clouds. Enjoy the best of both worlds with our hybrid cloud solutions.

Benefits of multi-cloud and hybrid Cloud:

- Flexibility and Scalability: Multi-cloud allows organisations to use services from multiple cloud providers simultaneously. Instead of relying on a single cloud stack, you can choose the best capabilities for specific tasks, ensuring optimal performance and scalability.
- Risk Mitigation: By spreading resources across different cloud environments, multi-cloud and hybrid cloud strategies help mitigate risks associated with outages, data loss, or security breaches. If one provider faces issues, your applications can continue running elsewhere.
- Optimised Performance: Multi-cloud lets you select the most suitable platforms for different workloads. For instance, you might use one cloud for compute-intensive tasks and another for data storage. This flexibility optimises overall performance1.
- Cost Efficiency: Organisations can optimise costs by utilising public clouds for less sensitive tasks while reserving private clouds for critical operations. This approach balances cost-effectiveness with security and compliance.
- Compliance and Data Sovereignty: Multi-cloud and hybrid cloud allow you to meet regulatory compliance requirements by storing data in specific geographic locations when necessary. This ensures data sovereignty and adherence to legal standards.

Key Deliverable:

- Strategy Roadmap
- Cloud Provider Evaluation
- Architecture Design
- Workload Distribution Plan

Disaster Recovery and Business Continuity:

Description: At Cluster Greens Limited, we recognise the paramount importance of disaster recovery and business continuity in maintaining operational resilience. Our team is committed to crafting and deploying tailored solutions that safeguard your organisation's assets, ensuring swift recovery and uninterrupted business operations in the face of unforeseen disasters, cyber threats, or hardware failures.

Features of our Disaster recovery and business continuity

- Comprehensive Risk Assessment: Our team conducts thorough risk assessments to identify potential threats and vulnerabilities to your organisation's IT systems and business operations. We analyse risks associated with natural disasters, cyber-attacks, hardware failures, and other disruptive events to develop tailored solutions.
- Robust Backup and Recovery Solutions: Cluster Greens implements reliable backup and recovery solutions to safeguard critical data and ensure its timely restoration in the event of data loss or corruption. This includes regular backups, off-site storage, and automated recovery processes to minimise downtime and data loss.
- Business Continuity Planning: We develop detailed business continuity plans outlining procedures and strategies for maintaining essential business functions during and after a disaster. This includes identifying key personnel, establishing communication protocols, and outlining alternative work arrangements to ensure continuity of operations.
- Testing and Validation: Regular testing and validation of disaster recovery and business continuity plans are integral to our approach. We conduct simulated exercises, tabletop drills, and scenario-based testing to identify weaknesses and improve response capabilities, ensuring readiness to respond to real-world scenarios.
- Cloud-Based Solutions: Leveraging cloud-based technologies, we provide scalable, flexible, and cost-effective disaster recovery and business continuity solutions. Our cloud-based approach offers the ability to replicate data and applications across multiple geographic regions, ensuring redundancy and resilience in the face of disasters.

Benefits of Disaster recovery and business continuity

- Minimised Downtime: Effective disaster recovery and business continuity plans help minimise downtime by ensuring swift recovery of critical systems and data. This reduces the impact of disruptions on business operations and maintains productivity levels, even in the face of unforeseen events.
- Data Protection and Integrity: By implementing robust backup and recovery solutions, organisations can safeguard their data against loss, corruption, or unauthorised access. This ensures data integrity and protects sensitive information, maintaining trust with customers and stakeholders.
- Regulatory Compliance: Compliance with regulatory requirements is critical for many organisations, particularly those in highly regulated industries such as finance, healthcare, and government. Implementing disaster recovery and business continuity measures helps ensure compliance with industry standards and regulatory mandates, avoiding potential fines or penalties.
- Enhanced Reputation and Customer Trust: Maintaining continuity of operations during times of crisis demonstrates resilience and reliability to customers, partners, and stakeholders. This enhances the organisation's reputation and builds trust, as customers feel confident in the company's ability to deliver uninterrupted services and support, even in challenging circumstances.
- Cost Savings: While investing in disaster recovery and business continuity measures incurs initial costs, the potential savings from avoiding prolonged downtime and mitigating the financial impact of disasters far outweigh these expenses. By minimising disruptions and accelerating recovery times, organisations can reduce revenue loss, operational expenses, and reputational damage associated with downtime.

Key deliverable:

- Comprehensive Disaster Recovery Plan
- Backup and Recovery Solution
- Business Continuity Plan
- Testing and Validation Procedures
- Documentation and Reporting

Cloud Training and Skill Development:

Description: Cloud training and skill development are essential components for individuals and organisations looking to harness the full potential of cloud technologies. At Cluster Greens Limited, we offer tailored programs designed to equip individuals with the knowledge and certifications needed to excel in cloud architecture, deployment, security, and beyond. Our comprehensive training initiatives empower organisations to optimise their cloud investments and drive innovation effectively.

Features of Cloud Training and Skill Development:

- Comprehensive Curriculum: Our tailored training programs cover a wide array of cloud computing topics, including architecture, deployment, security, and optimisation. We ensure participants receive a well-rounded education that prepares them for success in the ever-evolving cloud landscape.
- Hands-On Labs: Experience hands-on learning with practical exercises and real-world scenarios on cloud platforms. Participants gain valuable experience applying theoretical knowledge in practical situations, reinforcing their understanding and skills.
- Certification Preparation: Prepare for industry-recognised cloud certifications with our guidance and resources. We provide comprehensive support to help participants successfully navigate certification exams, validating their proficiency and enhancing their career prospects in the cloud industry.
- Expert Instruction: Learn from seasoned cloud professionals who bring extensive experience and insights to the training sessions. Our instructors share industry best practices, practical tips, and real-world examples to enrich the learning experience and empower participants for successful cloud implementation.
- Continuous Learning: At Cluster Greens, learning doesn't stop after the training program. We offer opportunities for ongoing skill development and updates to ensure participants stay abreast of evolving cloud technologies and industry trends. Our commitment to continuous learning enables professionals to remain competitive and innovative in the dynamic cloud environment.

Benefits of Cloud Training and Skill Development:

- Enhanced Competence: Improved proficiency in cloud technologies empowers individuals to effectively design, deploy, and manage cloud-based solutions, contributing to organisational success.
- Increased Efficiency: Skilled cloud professionals can optimise resource utilisation, automate processes, and implement best practices, leading to greater operational efficiency and cost savings.
- Career Advancement: Acquiring cloud certifications and expertise opens up new career opportunities and enhances earning potential in the rapidly growing cloud computing industry.
- Innovation Enablement: Well-trained teams are better equipped to leverage advanced cloud services and technologies, driving innovation and enabling organisations to stay ahead of the competition.
- Business Agility: Cloud-trained personnel can quickly adapt to changing business needs, scale resources dynamically, and respond to market demands more efficiently, fostering agility and resilience.

Key Deliverables:

- Project Plan
- Requirements Document
- Curriculum Outline
- Skills Assessment

Cloud Governance and Compliance:

Description: Cloud governance and compliance are integral components of responsible cloud utilisation. At Cluster Greens Limited, we specialise in establishing robust policies and procedures to ensure the proper use of cloud resources, adherence to regulatory requirements, and mitigation of risks associated with data security and privacy.

Features of Cloud Governance and Compliance:

- Policy Framework: We establish comprehensive policies governing cloud usage, data handling, access controls, and regulatory compliance, ensuring adherence to industry standards for secure cloud utilisation.
- Compliance Monitoring: Through regular assessments, we monitor adherence to regulations like GDPR, HIPAA, and PCI DSS, mitigating compliance risks effectively and ensuring continuous adherence to industry standards.
- Risk Management: We identify, evaluate, and mitigate risks related to data security, privacy breaches, and unauthorised access in cloud environments, preserving operational integrity and protecting sensitive data.
- Access Control: Implementing robust authentication and authorisation mechanisms, we manage user access to cloud resources, preventing unauthorised access and maintaining data confidentiality and integrity.
- Auditing and Reporting: Our regular audits, comprehensive reports, and documentation ensure transparency and accountability, demonstrating compliance with regulations and standards, and instilling confidence in our cloud governance and compliance efforts.

Benefits of Cloud Governance and Compliance:

- Enhanced Security: Implementing robust policies and controls to protect sensitive data and mitigate security risks associated with cloud usage.
- Regulatory Compliance: Ensuring adherence to industry regulations and standards, reducing the risk of penalties or legal issues.
- Improved Data Management: Establishing clear guidelines for data handling, storage, and access, leading to better organisation and governance.
- Risk Mitigation: Identifying and addressing potential risks proactively, minimising the impact of security breaches or compliance violations.
- Stakeholder Confidence: Demonstrating a commitment to security and compliance, enhancing trust among customers, partners, and stakeholders.

Key deliverables:

- Policy Framework
- Compliance Assessments
- Risk Management Plan
- Access Control Mechanisms
- Compliance Documentation

DevOps and Continuous Integration/Continuous Deployment (CI/CD):

Description: DevOps and Continuous Integration/Continuous Deployment (CI/CD) is more than just a methodology; it's a culture that fosters collaboration, automation, and continuous improvement. At Cluster Greens Limited, we specialise in empowering organisations with DevOps and CI/CD practices, enabling them to streamline their software delivery processes, enhance collaboration between development and operations teams, and achieve faster and more reliable deployments.

Features of DevOps and Continuous Integration/Continuous Deployment (CI/CD): Automation:

- Automation: Streamline software delivery with automated testing, build, and deployment processes, enhancing efficiency and reducing manual errors.
- Collaboration: Foster close collaboration between development, operations, and stakeholders, promoting effective communication and teamwork throughout the software delivery lifecycle.
- Rapid Feedback: Benefit from immediate feedback on code changes through continuous integration, enabling quick identification and resolution of issues for faster delivery.
- Scalability: Our CI/CD pipelines are scalable, easily accommodating changes in project scope and size to support your evolving business needs.
- Reliability: Ensure the reliability and stability of software releases with consistent, repeatable processes, minimising disruptions and enhancing customer satisfaction.

Benefits of DevOps and Continuous Integration/Continuous Deployment (CI/CD):

- Faster Time to Market: Automation of software delivery processes reduces deployment time, enabling faster releases and quicker time-to-market for new features and updates.
- Improved Quality: Continuous integration and automated testing help identify and address bugs and issues early in the development cycle, resulting in higher-quality software.
- Enhanced Collaboration: DevOps practices foster collaboration between development, operations, and other teams, promoting transparency, communication, and shared responsibility.
- Increased Efficiency: Automation of repetitive tasks and streamlined workflows improves productivity and resource utilisation, allowing teams to focus on innovation and value-added activities.
- Greater Agility: CI/CD pipelines enable rapid and frequent releases, facilitating faster response to changing market demands and customer feedback, and supporting agile development methodologies.

Key Deliverables:

- CI/CD Pipeline Setup
- Automated Testing Framework
- Deployment Automation
- Monitoring and Logging Configuration
- Documentation and Training Materials

Serverless Architecture Consulting:

Description: We specialise in advising on the design and implementation of serverless computing models like AWS Lambda or Azure Functions. Our focus is on creating event-driven, scalable, and cost-efficient applications without the hassle of managing underlying infrastructure. Choose Cluster Greens Limited for expert guidance on leveraging serverless architectures to optimise your applications for scalability, efficiency, and cost-effectiveness.

Features of Server-less Architecture Consulting:

- Cost Optimisation: Advice on cost-effective use of serverless resources to minimise expenses.
- Event-Driven Model: Implement efficient event-driven architectures for streamlined request processing.
- Scalability and Flexibility: Ensure automatic scalability to handle fluctuating workloads seamlessly.
- Integration with Cloud Services: Seamlessly integrate serverless functions with other cloud services for enhanced functionality.

Benefits of Features of Serverless Architecture Consulting:

- Cost Efficiency: Optimising resource usage and paying only for actual usage, reducing infrastructure costs.
- Scalability: Leveraging auto-scaling capabilities to handle spikes in demand without manual intervention.
- Simplified Management: Eliminating the need for infrastructure management, allowing focus on application development.
- Faster Time to Market: Rapid development and deployment cycles enable quicker delivery of features and updates.
- Enhanced Resilience: Built-in fault tolerance and redundancy features ensure high availability and reliability of applications.

Key Deliverables:

- Architecture Design
- Scalability Strategy
- Cost Optimisation Plan
- Implementation Guidance
- Performance Monitoring

Big Data and Analytics Solutions:

Description: We specialise in leveraging advanced technologies and methodologies to process, analyse, and derive insights from large and complex datasets. Our solutions assist organisations in unlocking the value of their data to make informed decisions and gain a competitive edge in their respective industries.

Features of Big Data and Analytics Solutions:

- Data Integration: Seamlessly integrate diverse data sources, structured and unstructured, to create a unified dataset for comprehensive analysis.
- Advanced Analytics: Harness machine learning, artificial intelligence, and statistical techniques to uncover valuable patterns, trends, and correlations within your data.
- Real-time Processing: Implement systems capable of processing and analysing data in real-time, enabling timely decision-making and action.
- Scalability: Design scalable solutions capable of handling large volumes of data with ease, ensuring consistent performance and reliability as your data grows.
- Data Visualisation: Create intuitive and interactive visualisations to effectively communicate insights to stakeholders, empowering informed decision-making.

Benefits of Big Data and Analytics Solutions:

- Informed Decision-Making: Big data and analytics solutions provide valuable insights into customer behaviour, market trends, and business performance, enabling organisations to make data-driven decisions.
- Improved Operational Efficiency: By analysing large datasets, organisations can identify inefficiencies, streamline processes, and optimise resource allocation, leading to increased operational efficiency.
- Enhanced Customer Experience: Understanding customer preferences and behaviour through data analysis allows organisations to personalise products, services, and marketing efforts, resulting in improved customer satisfaction and loyalty.
- Competitive Advantage: Leveraging big data and analytics gives organisations a competitive edge by enabling them to identify new opportunities, mitigate risks, and stay ahead of market trends.
- Innovation and Growth: Insights derived from big data analytics can drive innovation, helping organisations develop new products, services, and business models that meet evolving customer needs and market demands.

Key Deliverable

- Data Warehousing
- Data Analytics
- Visualisation and Reporting
- Real-Time Data Processing

IoT (Internet of Things) Integration:

Description: We specialise in connecting IoT devices to cloud platforms, enabling seamless communication and data exchange between devices and cloud-based applications. Our integration facilitates real-time monitoring, data collection, and remote control of IoT devices, enhancing operational efficiency and enabling innovative IoT solutions across various industries.

Features of our IoT (Internet of Things) Integration:

- Device Connectivity: Seamlessly connect diverse IoT devices, sensors, and actuators to cloud platforms for uninterrupted data transmission and communication.
- Data Management: Efficiently manage large volumes of IoT-generated data, including storage, processing, and analysis within the cloud environment.
- Real-time Monitoring: Monitor connected devices in real-time, gaining instant insights into device status, performance, and operational metrics.
- Remote Control and Automation: Enable remote control and automation of IoT devices, facilitating actions like device configuration, firmware updates, and automated workflows.
- Scalability and Flexibility: Our IoT integration solutions are scalable and flexible, adapting to the growing number of connected devices and changing business needs effortlessly.

Benefits of IoT (Internet of Things) Integration:

- Enhanced Operational Efficiency: IoT integration optimises processes and workflows by providing real-time insights into device performance, enabling proactive maintenance, resource optimisation, and streamlined operations.
- Improved Decision-Making: Access to real-time data from IoT devices allows for data-driven decision-making, empowering organisations to make informed choices, identify trends, and respond swiftly to changing conditions.
- Increased Productivity: Automation of routine tasks and processes through IoT integration frees up human resources, allowing employees to focus on higher-value activities, innovation, and strategic initiatives.
- Enhanced Customer Experience: IoT integration enables the delivery of personalised and context-aware experiences to customers, improving satisfaction, loyalty, and retention through tailored products and services.
- Cost Savings: By optimising resource usage, minimising downtime, and reducing manual intervention, IoT integration helps organisations achieve cost savings in areas such as maintenance, energy consumption, and operational expenses.

Key Deliverable

- Seamless connectivity between IoT devices and cloud platforms
- Real-time data collection and analysis
- Actionable insights for informed decision-making
- Process optimisation through IoT data integration.

Containerisation and Kubernetes Consulting:

Description: Containerisation and Kubernetes Consulting provides guidance to organisations on leveraging containerisation technologies such as Docker and orchestrating them with Kubernetes. This service optimises application deployment, scalability, and management in cloud-native environments.

Features of Containerisation and Kubernetes Consulting:

-Tailored Containerisation Strategy: We develop customised containerisation strategies to meet the specific needs and objectives of your organisation, ensuring optimal deployment outcomes.

-Expert Docker Implementation: Our team assists in the seamless adoption and implementation of Docker containers, simplifying application packaging and deployment processes for enhanced efficiency.

-Efficient Kubernetes Orchestration: We design and configure Kubernetes clusters proficiently, enabling efficient management of containerised applications and ensuring scalability and resource optimisation.

-Scalable and Flexible Infrastructure: Leveraging Kubernetes, we create infrastructure solutions that are scalable and flexible, allowing your systems to adapt effortlessly to varying workloads and demands.

-Automation and Management Solutions: Our expertise extends to implementing automation tools and practices for streamlined management of containerised environments, enhancing operational efficiency and reducing overhead.

Benefits of Containerisation and Kubernetes Consulting:

- Enhanced Portability: Containerisation allows applications to run consistently across different environments, enabling seamless portability between development, testing, and production environments.
- Improved Resource Utilisation: Kubernetes automates container orchestration, optimising resource allocation and utilisation, leading to cost savings and improved performance.
- Scalability and Elasticity: Kubernetes enables automatic scaling of containerised applications based on demand, ensuring optimal performance during peak times and cost efficiency during low-demand periods.
- Simplified Deployment and Management: Containerisation streamlines the deployment process, while Kubernetes simplifies management tasks such as scaling, load balancing, and rolling updates, reducing operational overhead.

-Enhanced Reliability and Fault Tolerance: Kubernetes provides built-in features for high availability and fault tolerance, ensuring that applications remain operational even in the event of failures or disruptions.

Key Deliverables:

- Containerisation Strategy
- Kubernetes Deployment Plan
- Containerisation Best Practices
- Kubernetes Configuration Guidelines
- Training and Knowledge transfer

Big Data Strategy, Analytics and Platform, Edge to Cloud Data Platforms

Description: Cluster Greens Limited's Big Data Strategy, Analytics, and Platform service encompass end-to-end solutions for leveraging big data effectively. From edge to cloud data platforms, we enable organisations to capture, process, analyse, and derive actionable insights from large volumes of data, driving informed decision-making and business success.

Features of Big Data Strategy, Analytics and Platform, Edge to Cloud Data Platforms

- Comprehensive Data Analytics Solutions Offered
- Seamless Integration from Edge to Cloud
- Planning, discovery and assessment services, architecture blueprint for cloud readiness
- Exploratory workshops and running Proof of Concept (PoC)
- Voice-to-text and Natural Language Processing solutions (NLP)
- Internet of Things data solutions and strategies to monetise data
- Real-time Data Insights and Visualisation
- Robust Security and Data Privacy Measures

Benefits of Big Data Strategy, Analytics and Platform, Edge to Cloud Data Platforms

- Enhanced Data-driven Decision Making
- Improved Operational Efficiency and Productivity
- Unlock the value of data using Proven AI and ML methodologies
- Big data strategy, data science strategy and IoT strategy
- Streamlined Data Management and Analysis
- Reduce risk and failure of AI adoption and BigData projects
- High-performance workload optimisation and cloud workload delivery
- Scalability to Handle Growing Data Volumes

Key Deliverables:

- -Detailed analysis report outlining current data environment and challenges.
- -Prioritised list of AI, data, and analytics use cases.
- -High-level data strategy and implementation plan.
- -Assessment of data needs and identification of gaps.
- -Architecture design and initial implementation plan for a minimum viable solution (MVP).
- -Scalable cloud reference architecture for production solutions.
- -Education and training sessions for workforce empowerment in modern data platform engineering and tools.

Cloud-Native Application Development and Integration

Description: Consulting and delivery for developing and integrating custom cloud applications. We create new cloud services or modernise legacy systems into cloud-native apps. Using Agile and Scaled Agile methods, our team collaborates closely with clients to deliver innovative solutions.

Features of Cloud-Native Application Development and Integration:

- Cloud-native application development expertise
- Agile and Scaled Agile delivery.
- Customised solutions tailored to client needs.
- Exploratory workshops and running Proof of Concept (PoC)
- Micro-services-based architectures.
- Seamless integration with existing systems
- Continuous collaboration with clients' teams
- API-led integration
- DevSecOps development pipelines
- Cloud-native, containerised solutions

Benefits of Cloud-Native Application Development and Integration

- Enhanced scalability and flexibility for applications
- Improved speed of development and deployment
- Collaborative, multi-functional agile teams
- GDS Service Standard compliant delivery approach
- Increased agility to respond to market demands.
- Modular, flexible, cloud-native solutions with a lower cost of change
- Security controls and processes embedded within the delivery approach.
- Cost savings through efficient resource utilisation

Key Deliverables:

- Cloud-native application development and integration.
- Agile and Scaled Agile delivery methods.
- Collaboration with clients in joint teams.

ETL - Extraction, Transformation and Load and Data Migration Services

Description: Cluster Greens Limited Offers Extract, Transform, and Load (ETL), data quality, cleansing, migration, architecture, design, implementation, and support services. Our agile approach emphasizes performance, scalability, data cleansing, quality, and security for cloud-based solutions like Talend, AWS Glue, Microsoft SSIS, Informatica, and more.

Features of ETL - Extraction, Transformation and Load and Data Migration Services

- Comprehensive ETL and data migration.
- Agile architecture design and implementation.
- Extract, Transform and Load data into your data environment
- Support for cloud-based solutions like Talend, AWS Glue, and more.
- Data Science support
- Seamless integration with existing systems

Benefits of ETL - Extraction, Transformation and Load and Data Migration Services

- Enhanced data integrity and accuracy.
- Streamlined data migration processes.
- Rapid Pattern based set-up and configuration
- Lower Total Cost of Ownership
- Solutions designed & defined with data growth built in
- Reduced operational costs through efficiency gains.
- Accelerated time-to-market for applications.
- Enhanced security and compliance measures.

Key Deliverables:

- Data Assessment
- Migration Strategy
- ETL Pipeline Development
- Data Mapping and Transformation
- Data Validation and Testing
- Documentation

Cloud Artificial Intelligence (AI) and Machine Learning (ML) Services

Description: Cluster Greens Limited enables the building, training, and deployment of machine learning models at any scale. Leveraging cutting-edge cloud technology, In order to uncover important data insights, we use data science skills to perform machine learning on client datasets using supervised, unsupervised, and reinforcement learning models.

Features of our Machine Learning and AI in the Cloud:

- Identify AI and ML opportunities.
- Deliver Minimum Viable Algorithms (MVA)
- Analysis underpins discovery and Agile delivery.
- Implement MLOps with CI/CD pipelines.
- Azure ML: Cognitive, AutoML, ML Studio, Sentiment Analysis, Anomaly Detector
- GCP: Vertex AI, AUtoML, Diaglogflow, Translation AI, Vision AI, TensorFlow
- Provide Machine Learning Strategy workshops.

.

Benefits of Machine Learning and AI in the Cloud

- Automate repetitive ML and Data tasks.
- Empower decisions with ML capability.
- Improve UX with predictive techniques.
- Reduce ML operational burden with the cloud.
- Cost-effective with open source, cloud
- Accelerate data-driven discovery with PoC.

Key Deliverables:

- Custom AI Models
- Data Analysis and Insights
- AI Application Development
- Model Training and Optimisation

Data Science, Machine Learning & Artificial Intelligence Services

Description: Cluster Greens Limited's Data Science, Machine Learning & Artificial Intelligence Services empower businesses to leverage advanced technologies for data analysis, predictive modelling, and automation. We offer tailored solutions to extract insights, enhance decision-making, and drive innovation across various industries.

Features of our Data Science, Machine Learning & Artificial Intelligence Services

- Python, Matlab, R, Java expertise.
- Predictive analytics, statistical analysis, forecasting.
- Data Engineering, ETL, Legacy Migration.
- Data Analytics, Visualisation, and Reporting solutions.
- Optical Character Recognition (OCR) capabilities.
- Cloud machine learning service integration.
- Azure Cognitive Services, AWS ML integration.
- Data Strategy Consultancy and Advice.

Benefits of Data Science, Machine Learning & Artificial Intelligence Services

- Streamline data science deployment for efficiency.
- Implement cutting-edge data science tech seamlessly.
- Enhance technical and delivery capabilities internally.
- Uncover previously inaccessible insights through analysis.
- Cut external support costs with in-house expertise.

Key Deliverables:

- Comprehensive data science deployment strategy.
- Actionable insights from advanced analytics.
- Seamless integration of cutting-edge technology.
- Enhanced internal technical proficiency and capability.
- Reduced reliance on external support services.

Blockchain and Distributed Ledger Consulting:

Description: Cluster Greens Limited offers expert Blockchain and Distributed Ledger Consulting services, guiding organisations through the complexities of blockchain technology adoption and implementation. Our experienced team provides tailored strategies and solutions to leverage blockchain and distributed ledger technologies for enhancing transparency, security, and efficiency across various industries. From conceptualisation to implementation, trust Cluster Greens Limited to drive innovation and unlock the full potential of blockchain in your organisation.

Features of our Blockchain and Distributed Ledger Consulting

- Tailored Strategies: We provide customised strategies tailored to your organisation's needs, ensuring the effective adoption and implementation of blockchain and distributed ledger technologies.
- Expert Guidance: Our experienced consultants offer expert guidance throughout the consulting process, leveraging their deep knowledge and industry insights to navigate the complexities of blockchain technology.
- Implementation Support: We offer comprehensive support during the implementation phase, assisting with the integration of blockchain solutions into your existing systems and processes.
- Security and Compliance: Our consulting services prioritise security and compliance, ensuring that blockchain implementations adhere to industry standards and regulatory requirements.
- Continuous Improvement: We emphasise continuous improvement, providing ongoing support and guidance to help your organisation adapt to evolving trends and maximise the benefits of blockchain technology.

Benefits of Blockchain and Distributed Ledger Consulting

- Tailored Strategies: Customised plans aligned with business objectives for effective adoption and implementation of blockchain technology.
- Expert Guidance: Experienced consultants provide informed recommendations and navigate complexities of blockchain technology.
- Implementation Support: Comprehensive assistance during integration ensures a smooth transition and seamless adoption of blockchain solutions.
- Security and Compliance: Prioritised security measures and compliance ensure adherence to industry standards and regulatory requirements, safeguarding data integrity.
- Innovation and Competitive Advantage: Leveraging blockchain's potential for innovation and competitive edge through streamlined processes and enhanced transparency.

Key Deliverables:

- Strategic Roadmap:
- Technology Assessment:
- Implementation Guidance
- Security and Compliance Framework
- Training and Education

Workday Cloud Management, Testing, Implementation and Optimisation Services.

Description: Cluster Greens Limited provides end-to-end workday services covering HCM, Financial Management, Payroll, Adaptive Planning, Sourcing, HR and finance processes, enabling organisations to achieve operational excellence and strategic goals with Workday platforms.

Features of our Workday Cloud Management, Testing, Implementation and Optimisation Services.

- Comprehensive Workday service suite coverage
- Expertise in HCM and Financial Management
- Payroll and Adaptive Planning capabilities
- Extend and Sourcing module proficiency.
- End-to-end implementation, testing, and optimisation

Benefits of Workday Cloud Management, Testing, Implementation and Optimisation Services.

- Streamlined HR and finance operations.
- Enhanced payroll accuracy and efficiency.
- Enhance technical and delivery capabilities internally.
- Improved workforce planning and management.
- Increased adaptability and scalability.

Key Deliverables:

- Detailed implementation plan
- Data migration to Workday cloud
- Quality assurance testing
- Seamless deployment of solutions
- Ongoing optimisation efforts
- End-user training and support

Cloud Monitoring and Performance Optimisation:

Description: Cluster Greens Limited specialises in Cloud Monitoring and Performance Optimisation, ensuring reliability, scalability, and efficiency. Our expert team uses advanced tools to monitor and optimise resource utilisation, minimising downtime and maximising cost-effectiveness for business success. Trust us to enhance your cloud infrastructure's performance and efficiency.

Features of our Cloud Monitoring and Performance Optimisation:

-Continuous Monitoring: Utilising advanced tools for real-time monitoring of cloud environments to identify and address performance issues promptly.
-Resource Optimisation: Optimising resource utilisation to ensure efficient operation and cost-effectiveness of cloud infrastructure.
-Performance Enhancement: Implementing strategies to enhance system performance, minimise downtime, and maximise reliability.
-Scalability: Ensuring cloud infrastructure can scale seamlessly to accommodate growing demands and fluctuations in workload.
-Cost Efficiency: Maximising cost-effectiveness by optimising resource usage and minimising unnecessary expenses.

Benefits of Cloud Monitoring and Performance Optimisation:

- Reliability: Ensure continuous availability and reliability of cloud services through proactive monitoring and optimisation.
- Scalability: Scale your cloud resources efficiently to meet changing demands and accommodate business growth.
- Cost Savings: Optimise resource utilisation and minimise unnecessary expenses, leading to cost savings over time.
- Performance: Enhance system performance, minimise downtime, and maximise productivity for improved business operations.
- Efficiency: Streamline operations and improve efficiency by identifying and addressing performance bottlenecks in real time.

Key deliverables:

- Performance Assessment Report
- Resource Utilisation Analysis
- Performance Optimisation Plan
- Monitoring Dashboard Setup
- Ongoing Support

Cloud Training and Skill Development:

Description: Cluster Greens Limited provides comprehensive Cloud Training and Skill Development services, covering various topics such as architecture, deployment, security, and optimisation. With hands-on labs and expert instruction, participants gain practical experience and insights into best practices for successful cloud implementation. Trust us to advance your cloud skills and drive innovation in your organisation.

Features of our Cloud Training and Skill Development:

- Comprehensive Curriculum: Covers a wide range of topics including architecture, deployment, security, and optimisation.
- Hands-on Labs: Provides practical experience through interactive lab sessions.
- Expert Instruction: Guidance from experienced cloud professionals offering insights and best practices.
- Customised Programs: Tailored training programs to meet the specific needs of individuals and organisations.
- Continuous Learning: Opportunities for ongoing skill development and staying updated with the latest cloud technologies.

Benefits of Cloud Training and Skill Development:

- Enhanced Expertise: Gain in-depth knowledge and expertise in cloud technologies, empowering individuals and organisations to leverage them effectively.
- Improved Efficiency: Equip teams with the skills needed to streamline processes, optimise resources, and improve productivity in cloud environments.
- Competitive Advantage: Stay ahead of the curve by acquiring cutting-edge skills that enable innovation and drive business success in the cloud.
- Scalability: Develop skills that scale with evolving technology trends, ensuring long-term relevance and adaptability.
- Increased Confidence: Build confidence in managing cloud environments, leading to better decision-making and problem-solving capabilities.

Key Deliverables:

- Customised Training Programs
- Training Materials
- Hands-on Labs
- Certification Preparation

Cloud API Design, Development & Management Service

Description: Cluster Greens Limited offers Serverless API Gateway Design services tailored to streamline and optimise your API architecture. Our expert team designs and implements scalable and efficient API gateways using serverless technologies, ensuring seamless communication between your applications and services. With a focus on reliability, performance, and cost-effectiveness, we empower organisations to leverage serverless architectures for their API needs. Trust Cluster Greens Limited to be your partner in designing robust and efficient serverless API gateways for your business.

Features of our Serverless API Gateway Design:

- Scalability: Designing API gateways that can handle varying workloads and scale automatically to meet demand.
- Cost-effectiveness: Optimising resource usage and minimising costs by leveraging serverless technologies.
- Security: Implementing robust security measures to protect APIs and prevent unauthorised access.
- Performance: Ensuring high performance and low latency for API requests through efficient design and implementation.
- Integration: Seamlessly integrating API gateways with other cloud services and applications for enhanced functionality.

Benefits of Cloud API Design, Development & Management Service

- Scalability: Easily handle fluctuations in traffic volume without manual intervention, ensuring consistent performance during peak times.
- Cost-efficiency: Pay only for the resources consumed, as serverless architectures eliminate the need for provisioning and managing servers, leading to potential cost savings.
- Simplified Management: Reduce operational overhead by leveraging managed services, allowing teams to focus on developing and improving APIs rather than managing infrastructure.
- Enhanced Security: Benefit from built-in security features provided by serverless platforms, ensuring robust protection against common security threats.
- Rapid Deployment: Accelerate time-to-market with quick deployment and automatic scaling, enabling faster delivery of new features and updates to your APIs.

Key Deliverables:

- API Gateway Architecture
- Implementation Plan
- Scalability Strategy
- Security Measures
- Performance Optimisation

Analytics and Data Science Service

Description: Cluster Greens Limited's Analytics and Data Science Service empowers organisations to harness the power of data for actionable insights. We offer comprehensive solutions spanning data analysis, predictive modelling, and machine learning, enabling informed decision-making and driving business success.

Features of our Analytics and Data Science Service:

- Advanced Data Analytics: Utilise cutting-edge analytical techniques.
- Data pipeline development with Azure Data Factory and AWS Glue.
- Cloud Portfolio optimisation and use of PAAS services
- Azure Cloud Compute services
- In-depth experience in strategy and Big Data Analytics
- Data engineering with NoSQL data stores.
- Full DataOps service with CI/CD pipelines and orchestration.
- Customised Solutions: Tailored to specific business needs.

Benefits of Cloud API Design, Development & Management Service

- Continuous optimisation of Cloud cost
- Process optimisation leading to enhanced efficiency.
- Optimise spending through spend remodelling and reservations.
- Strategic Roadmap: Cloud cost assessment and optimisation plan.
- Delivered by an Azure Expert MSP accredited Microsoft partner
- Delivers quick insight through Agile techniques and DataOps services
- Employing an agile (Scrum) and user centric approach

Key deliverables:

- Continuous Cloud Cost Optimisation
- Process Optimisation for Enhanced Efficiency
- Strategic Roadmap for Cost Assessment and Optimisation
- Quick Insight Delivery through Agile and DataOps

Agile Delivery Management for Cloud Services

Description: Cluster Greens Limited's Agile Delivery Management service for Cloud Services encompasses team-level, program-level, and portfolio-level delivery management. We employ a blend of agile methodologies tailored for both software and non-software teams, facilitated by experienced practitioners equipped with relevant agile certifications.

Features of our Agile Delivery Management for Cloud Services

- Agile and Lean Practices Implementation
- Continuous Improvement through Iterative Development
- Proactive Obstacle Resolution for Smooth Delivery
- Guiding Teams to Enhance Agile Methodologies
- Adherence to Government Digital Service Standards
- Collaboration for Skill Enhancement Opportunities

Benefits of Agile Delivery Management for Cloud Services

- Clear policy outcomes, vision, and goals.
- Enhances chance for successful delivery.
- Sustainable pace via flexible, iterative approach.
- Effective risk, issue, and dependency management.
- Enhanced collaboration within and across teams.
- Efficiency, and cost reductions via agile methods.
- Knowledge transfer from agile experts.

Key delivery:

- Clear policy outcomes, vision, and goals
- Enhanced chance for successful delivery
- Sustainable pace via a flexible, iterative approach
- Effective risk, issue, and dependency management
- Enhanced collaboration within and across teams

Agile Business Analysis

Description: Cluster Greens Limited provides Agile Business Analysis solutions covering requirements gathering, user-story capture, business process modelling, and change impact assessments. Our approach ensures a thorough grasp of changes, enhancing delivery efficiency and fostering internal capacity building with small, proficient analyst teams.

Features of our Agile Business Analysis:

- Trained analysts with extensive experience
- Detailed user research and user stories
- Focus on business problems and solutions.
- Expert requirements elicitation via multiple methods
- Compatible with: Agile (Scrum, Kanban, SAFe); Prince2, PMBOK, MSP; Lean-Six-Sigma

Benefits of Agile Business Analysis:

- Certainty in project outcomes, and benefits realised.
- Optimal solution selection through strategic analysis.
- Effective delivery regardless of methodology.
- Effective risk, issue, and dependency management.
- Enhanced requirements traceability via best practices.
- Clear business cases for targeted changes.
- Reduced external dependency via seamless handover.

Key delivery:

- Certainty in project outcomes achieved.
- Enhanced user requirement understanding attained.
- Optimal solution selection facilitated.
- Rapid onboarding and expertise utilisation.
- Effective delivery across methodologies ensured

Business Intelligence and Analytics Service

Description: Cluster Greens Limited offers design, implementation, and support services for Cloud-based Business Intelligence (BI), Data Analytics, and Reporting. Leveraging familiar tools like Microsoft Power BI, Tableau, QlikView, Cognos, Excel, and more, we empower organisations to harness the power of data for informed decision-making and business success.

Features of our Business Intelligence and Analytics Service

- Empower users to identify actionable insights
- Enable self-service business intelligence solutions
- Conduct data analysis, cleansing, and migration
- Configure dashboards, reports, and KPIs
- Provide enterprise-wide BI and analytics
- Expertise in QlikView, QlikSense, Tableau, Microsoft BI, Cognos, and more
- Provide enterprise-wide BI and analytics

Benefits of Business Intelligence and Analytics Service

- Accelerate data utilisation for informed decisions
- Enhance operational efficiency with data-driven insights
- Enable robust BI reporting and fraud detection
- Streamline data management, reducing administrative burden
- Foster BI and data analytics skill development
- Flexible delivery options for agile services

Key delivery:

- Cloud migration strategy and roadmap
- Comprehensive quality assurance and testing plan
- Tailored training programs for staff
- Robust setup and configuration of cloud services
- Performance optimisation recommendations

Data Backup and Restore, and Disaster Recovery

Data Backup and Restore:

- Comprehensive Backup Solutions: We offer comprehensive backup solutions to safeguard critical data against loss or corruption. This includes regular backups of essential data, applications, and configurations.
- Automated Backup Processes: Our automated backup processes ensure that data is backed up consistently and reliably according to predefined schedules, reducing the risk of human error.
- Off-site Storage: We implement off-site storage mechanisms to store backup copies in secure, geographically diverse locations. This provides an additional layer of protection against localised disasters.
- We encourage a cloud-based approach to back up and restore data in future.

Disaster Recovery:

- Swift Recovery Procedures: In the event of a disaster or disruption, our disaster recovery plans outline swift and efficient procedures to recover critical systems and data. This includes predefined steps for restoring backups and bringing systems back online.
- Business Continuity Planning: Our disaster recovery plans are part of a broader business continuity strategy. We work closely with organisations to identify critical systems and processes and prioritise their recovery to minimise downtime and operational disruptions.
- Regular Testing and Validation: To ensure the effectiveness of our disaster recovery plans, we conduct regular testing and validation exercises. This involves simulating disaster scenarios and assessing the readiness of our recovery procedures to identify and address any weaknesses.
- As we expand the business, we will be moving to cloud recovery services such as automatic backup and recovery, failover capabilities and continuous availability that will ensure business continuity with minimal distruption.

Onboarding and Offboarding Support

On-boarding, Off-Boarding and Service Migration,
Cluster Greens Limited organises a comprehensive series of meetings, workshops, webinars, and collaborative discussions to engage stakeholders, system owners, and relevant teams to define the project scope in detail. This inclusive process includes technical consultations with architecture teams and functional dialogues with business representatives. Before commencing the project, mutual consensus is reached between Cluster Greens Limited and the customer on an exit plan to ensure seamless service continuity. Subsequently, a dedicated project manager is appointed to oversee the execution of the project.

The company adeptly manages both onboarding and offboarding activities as stipulated in the Order Form, aligning seamlessly with the terms of the Call-Off Contract. Charges for these services are transparently determined following the pricing structure outlined for this purpose.

Pricing

Please refer to the SFIA Rate Card for Pricing and information. We can also provide Pricing on a Time and Materials basis upon request.

Efficient Service Management Solutions:

At Cluster Greens Limited, we deliver comprehensive managed service solutions to ensure the seamless operation and optimal performance of your systems. Our approach is rooted in robust service management practices, beginning with a thorough assessment of your system's needs and the adoption of tailored policies and procedures from our compliant process library. Upon onboarding, your organisation will benefit from a dedicated customer support representative who oversees service management, providing proactive support and adherence to best practices.

Our Managed Service Offerings Include:

Helpdesk Support:
Our helpdesk team is available to manage incident reporting, resolution, and escalation, ensuring prompt and effective resolution of any issues that arise. Availability from 9:00 am to 5:00 pm (UK time), Monday to Friday, ensuring timely assistance and resolution for system-related issues.

Managed Backup and Recovery Service:
Safeguard critical data and ensure business continuity with our managed backup and recovery services, protecting against data loss or system failure.

Managed Disaster Recovery Service:
Minimise downtime and data loss through proactive measures and rapid response protocols with our disaster recovery service.

Quarterly Patching:
Benefit from quarterly patching of operating systems and applications to address vulnerabilities, ensuring system security and stability.

Named Account Manager:
Each client is assigned a dedicated account manager, serving as a single point of contact for communication, addressing concerns, and ensuring customer satisfaction.

Audit and Compliance Support:
Receive assistance with audit preparations and compliance assessments, ensuring adherence to regulatory requirements and industry standards.

Annual System Optimisation Review:
-Conduct an annual review of system performance and optimisation opportunities, identifying areas for improvement and implementing enhancements to optimise system efficiency and effectiveness.

Service Constraints

Our standard service hours are from 09:00 to 17:00, Monday to Friday, excluding UK bank holidays. However, we can arrange additional support outside of these hours upon request. While our support is primarily offered remotely, we also provide dedicated on-site support under special arrangements as needed. This ensures that our clients receive the assistance they require, whether it's during regular business hours or outside of them, and whether it's through remote channels or on-site presence, tailored to their specific needs and preferences.

Service Levels

- **Performance:** Maintain system responsiveness and throughput within acceptable parameters during business hours to ensure efficient operations.
- **Availability:** Commit to uptime exceeding 99% during standard hours to minimise disruptions and maximise productivity.
- **Support Hours:** Help Desk assistance is available from 9:00 am to 5:00 pm (UK time), Monday to Friday, ensuring timely support and guidance for clients.
- **Severity Definitions:** Issues are categorised by impact and urgency, from critical to low priority, to prioritise resolution efforts effectively.
- **Response and Resolution Times:** Swift response times and efficient resolution processes based on the severity level of reported issues to minimise downtime.
- **Escalation Procedures:** Defined escalation paths ensure prompt attention and resolution of critical issues beyond the initial support level.

Financial recompense model for not meeting service levels:

Financial recompense model for not meeting service levels:
We offer the flexibility to tailor a financial recompense model according to the specific needs and preferences of our customers, ensuring fair and suitable compensation for any instances where service levels are not met.

Training:

Our Training Services Include:

- Customised Training Programs: We design training programs tailored to your organisation's specific needs, considering factors such as existing skill levels, project requirements, and desired outcomes.
- Hands-On Workshops: Our hands-on workshops offer practical experience in working with cloud platforms and tools. Participants will have the opportunity to apply theoretical knowledge in real-world scenarios under the guidance of our experienced trainers.
- Formal Instruction: We provide formal instruction sessions covering essential topics such as cloud computing fundamentals, architecture design, security best practices, and performance optimisation. These sessions are designed to build a strong foundation of cloud expertise among your team members.
- Shadowing and Mentorship: During the implementation phase, our experts will shadow your team members, providing guidance, support, and mentorship as they navigate through the cloud transition process. This hands-on approach allows for practical learning and knowledge transfer in real time.
- Continuous Learning Resources: We offer access to a variety of learning resources, including online tutorials, documentation, and knowledge bases, to support ongoing learning and skill development beyond formal training sessions.
- Certification Preparation: Our training programs include preparation for industry-recognised certifications in cloud computing, enabling your team members to validate their skills and expertise.
- Post-Training Support: Following the completion of training programs, we provide ongoing support to address any questions, challenges, or further learning needs that may arise during the cloud transition journey.
- At Cluster Greens Limited, we are committed to empowering your team with the necessary skills and confidence to embrace the cloud with competence and success.

Ordering and invoicing

Ordering and invoicing:
The ordering procedure will follow the framework arrangements and include requirements negotiation, contract completion and agreement, and purchase order filing. We would then set up a mutually acceptable start date and commence work. Unless approved otherwise as part of the Work Order, Invoicing would be based on the submission of monthly timesheets and any expenses for the consultants delivering the Cloud support service, as detailed in the Call Off contract, along with our invoicing. Terms of payment are thirty days.

Service Migration

Cluster Greens Limited ensures seamless service migration through the following structured approach:

Step 1: Strategy Development
We collaborate closely with clients to develop strategic cloud utilisation plans, encompassing conceptual architecture, cloud principles, and data regulation planning. This involves on-site and off-site consultancy delivered at a competitive day rate.

Step 2: Discovery
Our team thoroughly examines the existing IT landscape to identify opportunities for leveraging cloud technologies. We compile a comprehensive systems catalogue, estimate cloud costs, and quantify anticipated benefits through a combination of on-site and off-site consultancy.

Step 3: Design
We meticulously craft blueprints for cloud systems and detailed migration plans, covering systems architecture, migration plans, as well as detailed cost and benefit analyses. Our consultancy services for this phase are available on-site and off-site at a competitive day rate.

Step 4: Solutions
Cluster Greens Limited leverages industry-leading products and solutions to facilitate seamless migration and management of systems in the cloud. This includes utilising HTS cloud control and Backup as a Service, with transparent pricing based on product licenses and day rates.

Step 5: Implementation
Our expert team oversees the building of solutions using cloud components, ensuring a smooth transition and rigorous testing. Services include AWS IaaS build and configuration, testing strategy execution, and defect tracking and resolution, available both on-site and off-site.

Step 6: Management
We operate cloud solutions in alignment with agreed service levels and operating scope. Our comprehensive managed services encompass planned service management, unplanned incident resolution, helpdesk support, and troubleshooting, all accessible via telephone, portal, or off-site support.

Step 7: Warranty
Cluster Greens Limited provides a three-day warranty post-go-live, offering free-of-charge troubleshooting for any issues encountered during this period. Our support extends across on-site and off-site channels, including phone support, ensuring uninterrupted service delivery.

Prioritised Activities for Seamless Cloud Transition:

Activities we prioritise to ensure a seamless transition to cloud environment:

Thorough Workload Analysis:

Our first step is conducting a comprehensive workload analysis. By scrutinising factors such as workload dependencies, resource utilisation patterns, and performance requirements, we pinpoint the most suitable candidate workloads for cloud migration. This enables us to tailor our onboarding approach to meet the unique needs of each workload, setting the stage for a successful migration journey.

A**pplication Optimisation for Cloud Readiness:**

We specialise in preparing applications to thrive in cloud architectures. Through meticulous optimisation efforts, we ensure that applications are fully equipped to leverage the scalability, resilience, and agility offered by cloud environments. Whether it's refactoring code, implementing containerisation strategies, or adopting microservices architecture, we optimise applications to perform seamlessly in the target cloud environment.

Strategic Cloud Provider Selection:

Choosing the right cloud provider is paramount to the success of the onboarding process. Our team leverages its expertise and industry insights to assist clients in selecting the most suitable cloud provider based on their unique requirements and strategic objectives. We carefully evaluate factors such as performance, reliability, compliance, and cost-effectiveness to ensure the chosen cloud environment aligns seamlessly with our clients' needs.

Thorough Planning and Preparation:

We believe that meticulous planning is the cornerstone of successful application onboarding. Our team conducts thorough assessments, develops detailed migration plans, and collaborates closely with stakeholders to ensure alignment with business objectives. By addressing potential challenges and mitigating risks proactively, we pave the way for a smooth and efficient onboarding process.

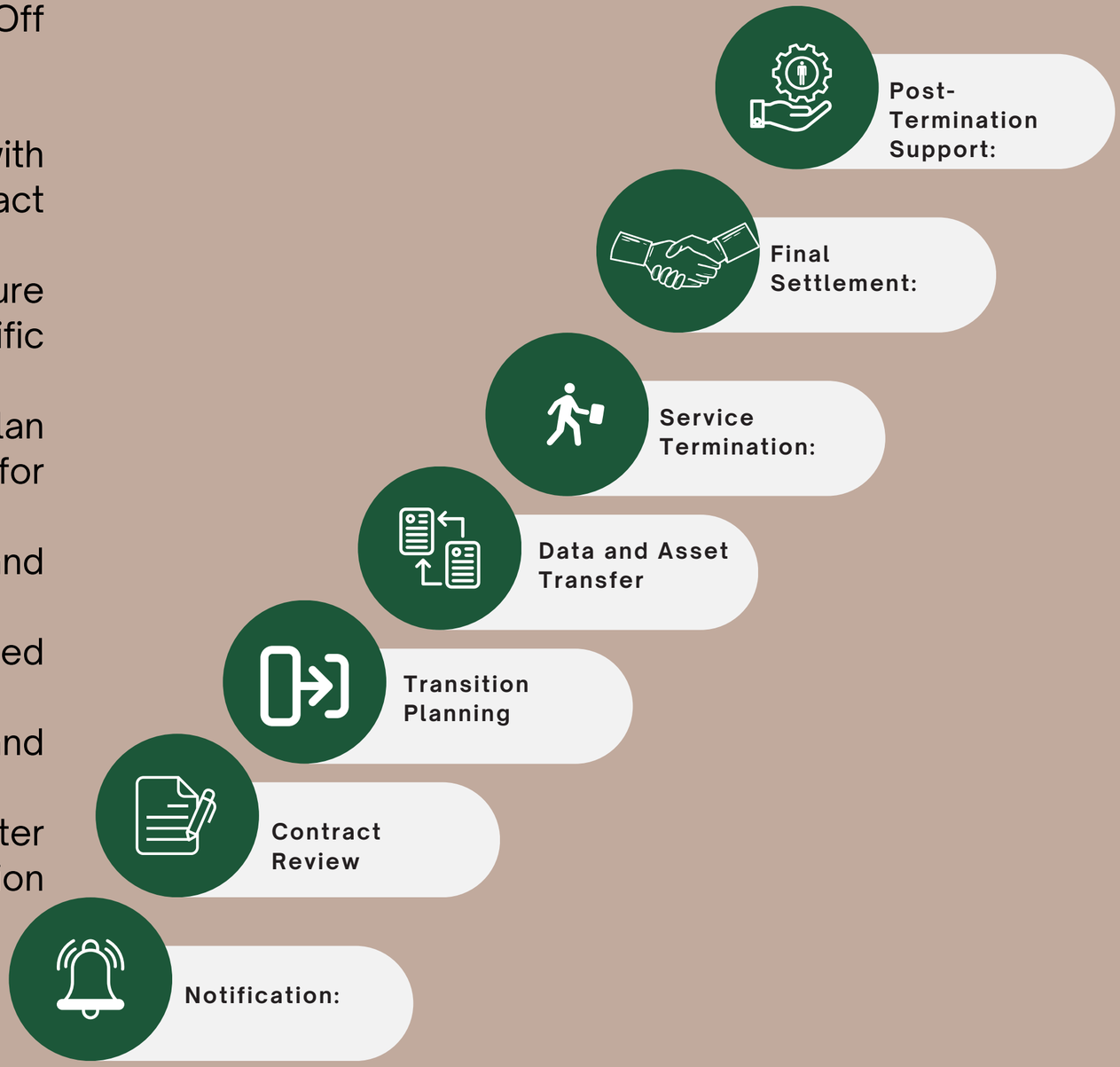
Continuous Monitoring and Support:

Our commitment to client success extends beyond the initial onboarding phase. We provide ongoing monitoring and support to ensure that applications continue to perform optimally in the cloud environment. By proactively addressing issues and optimising performance, we enable our clients to realise the full potential of their cloud investments.

Termination

Termination Process with One Month's Notice and Call-Off Contracts:

- **Notification:** Buyer provides written notice of termination with one month's notice, in accordance with the call-off contract terms.
- **Contract Review:** We review the call-off contract to ensure compliance with the termination clause and any specific requirements for call-off contracts.
- **Transition Planning:** Develop a detailed transition plan considering the call-off contract terms and requirements for winding down services and data transfer.
- **Data and Asset Transfer:** Facilitate the transfer of data and assets to the buyer as outlined in the call-off contract.
- **Service Termination:** Cease provision of services on the agreed termination date specified in the call-off contract.
- **Final Settlement:** Issue a final invoice for outstanding fees and settle any balances according to the call-off contract terms.
- **Post-Termination Support:** Offer assistance as needed after termination, ensuring compliance with any post-termination obligations specified in the call-off contract.



Technical Requirements

Technical Requirements:

Our services may have dependencies such as client-side requirements and detailed technical interfaces. These could include bandwidth and latency requirements to ensure optimal performance and compatibility with existing systems. We work closely with clients to understand their technical specifications and ensure seamless integration and operation.

Trial Service Availability:

At Cluster Greens Limited, we understand the importance of allowing clients to evaluate our services before committing. Therefore, trial services are available upon request, allowing interested parties to experience our offerings first-hand and assess their suitability for their needs.

CLUSTER GREENS LIMITED

Innovation in every step

THANK YOU

Jazeena Jazeem

+44 7412433129

info@clustergreens.com

www.clustergreens.com

Chartax suite 103B, 18-36
Wellington Street, London
England, SE18 6PF