Frontier

Operate predictably. Innovate safely.

Elastic Observability solution

G-Cloud 15 Lot 3 (Cloud Support)



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Service Overview

- We provide Elastic Observability implementation and support services to help organisations design, deploy, and operate observability platforms at scale.

- The service covers the automated deployment, configuration, and optimisation of Elastic Observability capabilities to collect, store, and visualise metrics, logs, traces, and user experience data from across cloud and application environments. Delivered by Elastic Certified Engineers, we support the integration of observability data sources and operational workflows aligned to vendor best practices, alongside hands-on engineering support and knowledge transfer to improve visibility and speed up issue resolution.

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Key Features & Benefits

Key features

- One solution. Limitless observability. Smarter insights.
- Context-aware insights from petabytes of logs.
- Full visibility into user interaction and performance.
- Designed, deployed, and configured following vendor best practices.
- End-to-end automation and re-use as standard.

Key benefits

- Delivered by an accredited team of UK-based experts.
- Built secure by default, cost-effective and ready to scale.
- Automated following best practices to be predictable, repeatable, and maintainable.
- Provisioned and documented to enable you to operate successfully.
- Supported by a team when and where you need them.

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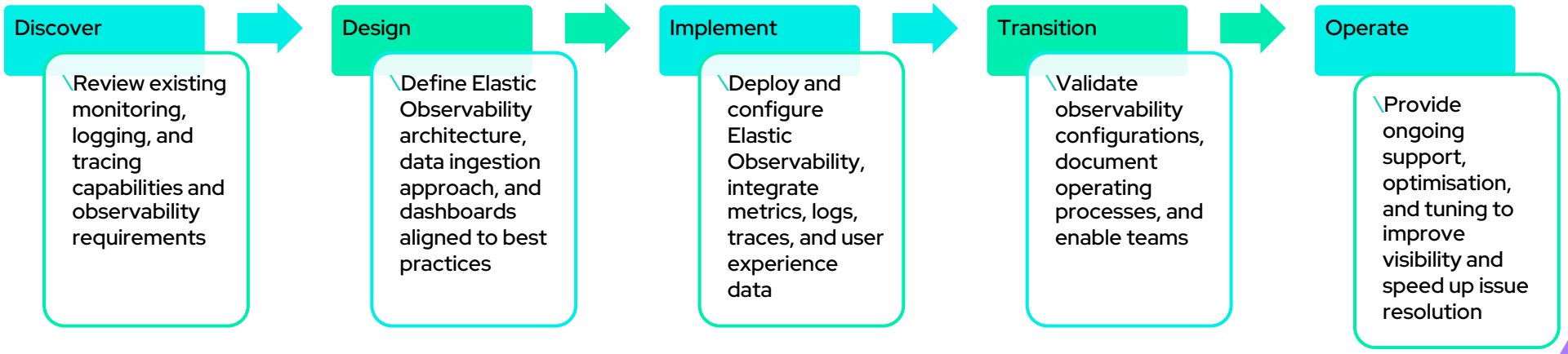
Methodology



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Delivery Format

Delivery format:

- **Format:** Remote delivery (Teams/Zoom) as standard, with on-site support available by agreement.
- **Engagement model:** Delivered on either a time-and-materials (T&M) basis or as a fixed-price engagement, depending on scope and requirements.
- **Duration:** Delivered as a fixed-duration implementation and configuration activity with optional follow-on support, optimisation, or managed service engagements.
- **Capacity:** Delivered by Frontier Elastic Certified Engineers working with customer platform, application, and operational teams.
- **Materials:** Architecture documentation, configuration artefacts, automation assets, dashboards, and recommendations provided where applicable.

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Prerequisites (onboarding)

- **Access:** Appropriate access to the customer's Elastic environments, cloud platforms, applications, and observability data sources, as agreed.
- **Permissions:** Administrative or delegated permissions required to deploy, configure, and integrate Elastic Observability components and data collectors.
- **Documentation:** Existing application and platform architecture, logging, metrics, tracing configurations, and operational requirements where available.
- **Skill level:** Customer technical contacts with working knowledge of cloud platforms, application operations, and monitoring or observability practices.

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Service Constraints

- **Scope:** Services are delivered within the agreed scope of Elastic Observability implementation, configuration, and support defined at engagement start.
- **Access:** Delivery is dependent on timely access to the customer's Elastic environments, observability data sources, cloud platforms, applications, and supporting systems.
- **Platforms:** Support is limited to Elastic Observability and related platforms and services agreed as part of the engagement.
- **Language:** Services are delivered in English.

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Service Levels

- **Support hours:** Support provided during standard business hours, with optional enhanced or premium support offering extended availability.
- **Response times:** Initial response times depend on the agreed support level and incident priority, with faster response for enhanced and premium support.
- **Escalation:** Issues are escalated to senior engineers where required, in line with the agreed support model.
- **Scheduling:** Planned support activities are scheduled by mutual agreement.
- **Hyper-care support:** Where applicable, up to five (5) business days post-implementation, onboarding, or migration.

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Security & Accreditations

- **Security posture:** We are committed to meeting the highest standards of security for public sector engagements.
- **Vetting:** All consultants are UK-based and hold BPSS clearance as a minimum, with SC-cleared consultants available where required.
- **Data handling:** Services are delivered within the customer's secure environment. We do not host or remove customer data unless explicitly agreed.
- **Certifications:** We hold Cyber Essentials Plus and ISO/IEC 27001 certification.

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Why Frontier?

- **Cloud and platform engineering specialists:** We provide hands-on support and consultancy across cloud and platform services.
- **Trusted partnerships:** We work with leading cloud and technology partners to support customer environments using industry-recognised platforms and tools.
- **Public sector ready:** Experienced in secure and regulated environments, with a strong understanding of public sector delivery and procurement.
- **Practical delivery:** We work alongside customer teams to bridge strategy and day-to-day operational needs.
- **Flexible engagement:** Our engineers integrate with existing teams and delivery models, including Agile ways of working.

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Ordering & Pricing

- **Ordering:** Services are ordered via the G-Cloud Digital Marketplace in line with framework rules.
- **Pricing:** Priced using SFIA-aligned day rates (see attached Pricing document).
- **Invoicing:** Invoiced monthly in arrears based on days delivered.
- **Contact:** hello@frontierhq.com for service enquiries.

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Who we are

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Who we are
Engineering philosophy

Operate predictably. Innovate safely.

It's not just a tagline, it's our engineering philosophy.
It influences everything we do.

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Solid foundations

At the core of our engineering philosophy lies a commitment to building solid foundations.

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Operate predictably

Operate predictably, as an integral facet, represents our pursuit to enable trust and confidence in technology.



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Innovate safely

Innovate safely, as a leading edge, represents our resolve to ensure safe exploration and advancement.

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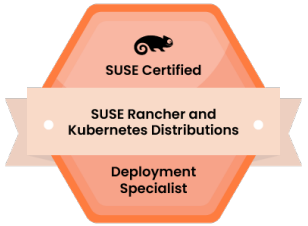
Who we are
Certifications

We know our stuff

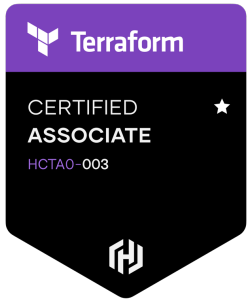
Here's just some of the certifications our engineers hold.

















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Our customers

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Who we've helped before



Finance, energy, travel & more

We get it right, again and again.

We're passionate about helping organisations to use technology in a way that enables long term success. And we've done that with some names you might recognise.

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Our partners

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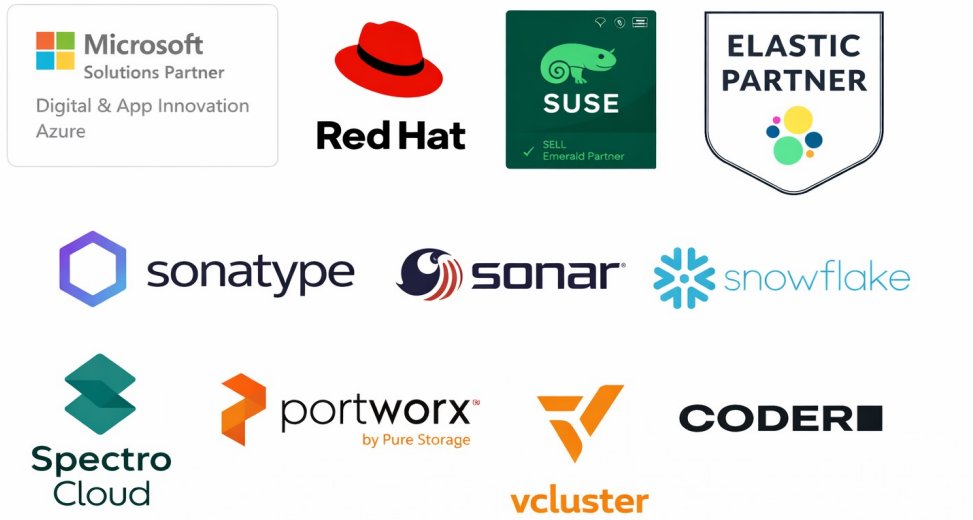
Partners



Partners that share our values

Operate predictably. Innovate safely.

We partner with companies that value the same things we do. That's good for us, and great for our customers.

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Operate predictably. Innovate safely.

Thank you



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