Frontier

Operate predictably. Innovate safely.

Cloud Support & Managed Services

G-Cloud 15 Lot 3 (Cloud Support)



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Service Overview

- We provide cloud support and managed services to help organisations migrate, operate, and optimise their cloud environments across public cloud platforms.

- The service covers cloud onboarding and configuration, day-to-day operational support, incident resolution, and ongoing cost, performance, and reliability optimisation. We deliver hands-on engineering support, best-practice guidance, and governance to help teams run secure, resilient, and cost-effective cloud services

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Key Features & Benefits

Key features

- Day-to-day cloud operational support and troubleshooting
- Cloud environment onboarding and configuration support
- Incident investigation and remediation support
- Cost, performance, and reliability optimisation
- Operational governance and best-practice guidance
- Documentation and knowledge transfer

Key benefits

- Access to experienced, UK-based cloud engineers
- Improved service reliability and operational confidence
- Better cost control and resource efficiency
- Clear operating models and documentation
- Flexible support aligned to organisational needs

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Methodology

Discover

- Review current cloud environments, operating model, and migration or support requirements

Design

- Agree support model, governance approach, and priorities across cloud platforms

Implement

- Onboard and configure cloud environments, tooling, and operational controls

Transition

- Validate configurations, document operating processes, and enable customer teams

Operate

- Day-to-day cloud support, incident resolution, and ongoing cost, performance, and reliability optimisation

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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:** Flexible engagement length, including short-term onboarding or review activities and ongoing support arrangements.
- **Capacity:** Delivered by Frontier cloud engineers working with customer technical and operational teams.
- **Materials:** Documentation, runbooks, and recommendations provided where applicable.

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Prerequisites (onboarding)

- **Access:** Appropriate access to the customer's cloud environments, accounts, and relevant tooling, as agreed.
- **Permissions:** Administrative or delegated permissions required to perform agreed support and configuration activities.
- **Documentation:** Existing cloud architecture documentation, diagrams, and operational context where available.
- **Skill level:** Customer technical contacts with working knowledge of cloud platforms and services.

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Service Constraints

- **Scope:** Services are delivered within the agreed scope and support level defined at engagement start.
- **Access:** Delivery is dependent on timely access to customer cloud environments and systems.
- **Platforms:** Support is limited to the cloud 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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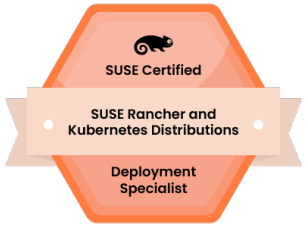
Who we are
Certifications

We know our stuff

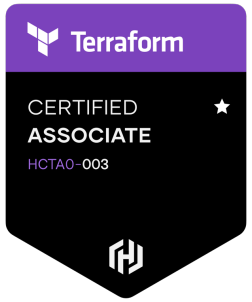
Here's just some of the certifications our engineers hold.

















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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.

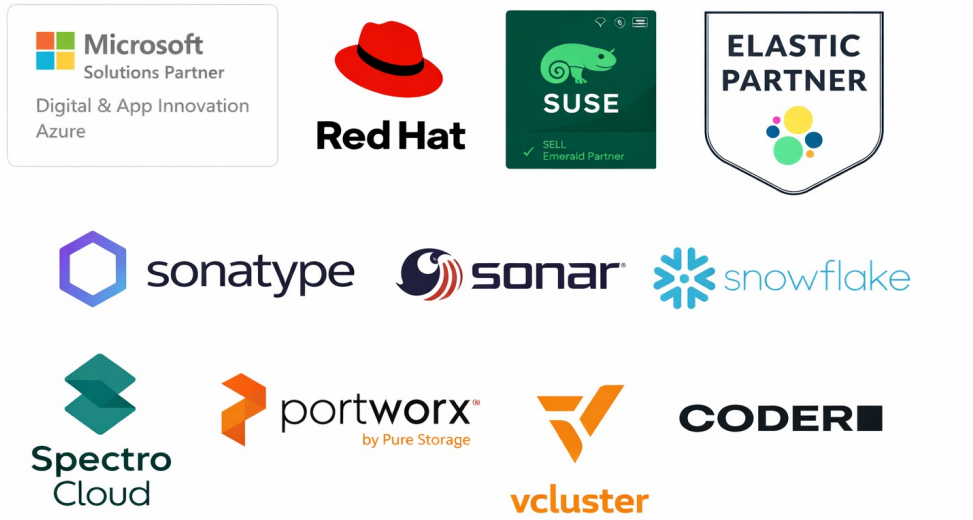
We're passionate about helping organisations to use technology in a way that enables long term success. And we've done that with some names you might recognise.

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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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