

Cloud Modernization and Support Services Description Document



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1. Service Overview

Virtusa's Cloud Operations Managed Services provide comprehensive, end-to-end operational management for public, private, hybrid, and multi-cloud environments. The service is designed to support organisations operating business-critical and citizen-facing services, with a strong emphasis on reliability, security, performance, and cost control.

The service integrates Cloud Platform Operations (CloudOps), DevOps Enablement, Site Reliability Engineering (SRE), FinOps, Security & Compliance Operations, and Automation & AIOps into a single, cohesive operating model. This integrated approach ensures that cloud environments are not only supported on a day-to-day basis, but continuously improved through automation, proactive monitoring, and data-driven optimisation.

Virtusa's Cloud Operations Managed Services are particularly suited to public sector and regulated organisations that require predictable service outcomes, measurable service levels, compliance with security standards, and transparent financial governance. The service supports customers throughout the cloud lifecycle, from post-migration stabilisation to steady-state operations and long-term optimisation.

Key Highlights

- End-to-end managed cloud operations across the full lifecycle
- Integrated CloudOps, DevOps, SRE, FinOps, Security, and AIOps
- Designed for public sector, regulated, and mission-critical environments
- Automation-driven, governance-led operating model

2. Service Objectives

The primary objective of Virtusa's Cloud Operations Managed Services is to enable organisations to operate cloud environments with confidence, predictability, and efficiency while aligning IT operations to business and service outcomes. The service is aligned to G-Cloud Lot 3 objectives, focusing on operational assurance, service continuity, risk reduction, and cost transparency.

Virtusa aims to reduce operational complexity and manual effort through automation and SRE practices, while embedding security and compliance into day-to-day operations rather than treating them as standalone activities. The service ensures that cloud platforms remain available, secure, and performant, while enabling faster delivery of change through DevOps-aligned operations.

In parallel, Virtusa applies FinOps discipline to ensure cloud costs are visible, controlled, and optimised, supporting public sector requirements for value for money and financial accountability.

Key Highlights

- Deliver high availability, resilience, and service continuity
- Embed security, compliance, and governance into operations
- Reduce operational risk and manual effort through automation
- Enable predictable and transparent cloud costs
- Support hybrid and multi-cloud operating models
- Drive continuous improvement and service optimisation

3. Managed Cloud

Virtusa delivers consistent cloud operations across diverse technology landscapes, providing unified governance, security, and observability regardless of deployment model.

3.1 Public Cloud

Virtusa provides operational support across leading public cloud platforms, including Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), and Oracle Cloud Infrastructure (OCI). Public cloud operations cover IaaS, PaaS, and selected SaaS services, ensuring secure configuration, service availability, and optimal performance.

Operations include resource provisioning, configuration management, monitoring, incident management, security posture management, and optimisation of cloud-native services such as containers, managed databases, and serverless platforms.

- AWS, Azure, GCP, and OCI operations
- IaaS, PaaS, and selected SaaS support
- Cloud-native monitoring and optimisation

Support covers IaaS, PaaS, and selected SaaS services, including compute, storage, networking, databases, containers, and serverless platforms.

Key Highlights

- Multi-Cloud Support AWS, Azure, GCP, and OCI across IaaS, PaaS, and selected SaaS
- Cloud-Native Optimisation Automated monitoring, performance tuning, and container/serverless management
- Secure & Compliant Baseline enforcement, IAM, encryption, and public sector compliance alignment
- Proactive Operations 24x7 monitoring, alerting, and rapid incident response for high availability
- Cost & Efficiency Management Rightsizing, optimisation, and FinOps-driven cost transparency

3.2 Private Cloud

Virtusa supports private cloud and virtualised environments, focusing on stability, performance, and lifecycle management. Operations cover hypervisors, storage, networking, and cloud management platforms, ensuring consistent service levels and efficient capacity utilisation.

Container platforms such as Kubernetes and Red Hat OpenShift are supported as part of private cloud operations, enabling modern application platforms within controlled environments.

Key Highlights

- VMware, OpenStack, and hyper-converged platforms
- Kubernetes and OpenShift operations
- Capacity planning and lifecycle management

3.3 Hybrid & Multi-Cloud

Hybrid and multi-cloud operations ensure seamless integration between on-premises and cloud environments. Virtusa provides secure connectivity, identity integration, workload portability, and unified monitoring across platforms, enabling organisations to operate hybrid estates as a single, governed environment.

Key Highlights

- Integrated on-premises and cloud operations
- Secure connectivity and identity federation
- Unified monitoring, governance, and reporting

4. Cloud Financial Management Services

FinOps – Cloud Financial Management

This section outlines Virtusa's FinOps services, which provide visibility, governance, and optimisation of cloud spend. FinOps is embedded into day-to-day cloud operations, enabling customers to manage, forecast, and control cloud costs while aligning spend to operational and business objectives.

Virtusa's FinOps approach supports public sector requirements for cost transparency, accountability, and value for money. Financial insights are integrated with CloudOps and SRE data to ensure that cost optimisation decisions do not negatively impact performance or resilience.

Cost Visibility and Governance

Virtusa establishes strong financial governance by implementing consistent tagging standards, cost allocation models, and reporting structures. Continuous monitoring enables early detection of anomalies and supports proactive budget management.

Key cost visibility and governance capabilities include

- Cloud cost monitoring and reporting
- Budgeting, forecasting, and anomaly detection
- Tagging standards and financial governance policies

Cost Optimisation

Virtusa continuously identifies opportunities to optimise cloud costs without compromising service quality. Optimisation activities are data-driven and aligned to usage patterns, performance requirements, and architectural best practices.

Key cost optimisation capabilities include

- Rightsizing of compute and storage resources
- Reserved instance and savings plan management
- Identification and cleanup of idle or unused resources
- Storage tier optimisation

Financial Accountability

Virtusa supports financial accountability through transparent chargeback and show back models. Costs are allocated at business unit, application, or service level, enabling informed decision-making and executive oversight.

Key financial accountability capabilities include

- Chargeback and showback models
- Business unit and application-level cost allocation

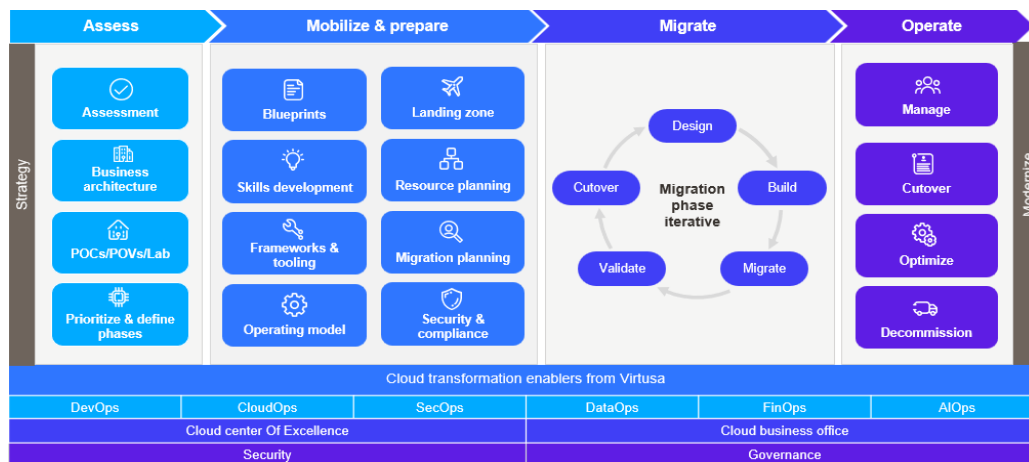
- FinOps reporting and executive dashboards

5. Cloud Migration Planning

Virtusa provides a comprehensive, outcome-driven approach to cloud migration, ensuring secure, predictable, and value-focused transitions aligned to business objectives.

Virtusa's migration methodology ensures secure, efficient, and low-risk transition to the cloud, leveraging automated tools, industrialized processes, and validated best practices for public, private, and hybrid cloud workloads.

Cloud Migration Framework



Virtusa begins by conducting a detailed assessment of the existing on premise and cloud landscape, evaluating application portfolios, infrastructure, interdependencies, security posture, and operational processes. We establish a clear baseline for performance, cost, and risk, while defining the optimal migration strategy—whether rehost, refactor, re-platform, or modernize.

We will also evaluate and advise the suitable choice of one or more Clouds in line with the organisation's cloud strategy, services available on each Cloud, overall architecture, security, dependencies on existing workloads, integrations, skills, processes and tooling & commercial models such as private pricing agreements.

The outcome of this phase is a migration & modernisation strategy, a prioritized migration roadmap & plan and a business case for transformation. We will also assess the availability and applicability of securing funding from Cloud Service Providers (CSPs) for the Cloud migration program and factor that into the overall business case.

Key Highlights

- Application and infrastructure assessment
- Migration strategy and roadmap
- Business case and funding assessment
- Security and architecture alignment

6. Set Up and Migration

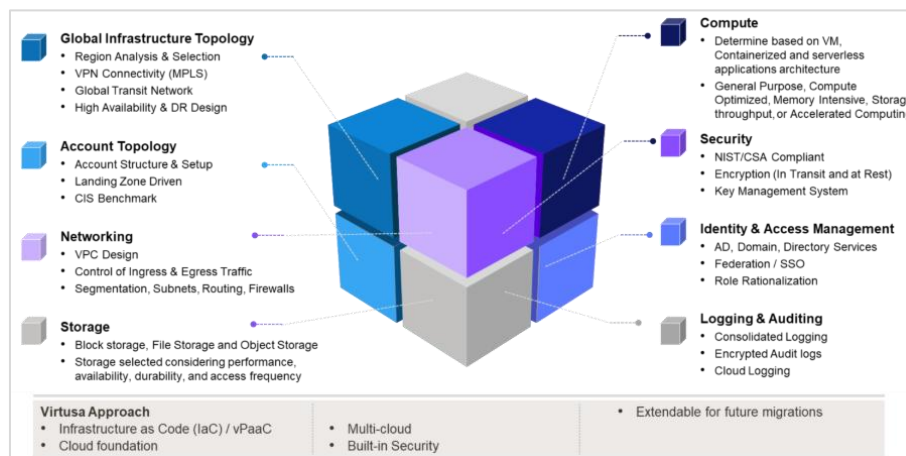
Virtusa prepares secure, scalable cloud landing zones, executes migrations using industrialised processes, and transitions workloads into steady-state operations with a focus on reliability, security, and cost optimisation.

Key Highlights

- Secure landing zone setup
- Industrialised migration factory
- VM, container, and database migration
- Structured cutover and validation

Mobilize

In this phase, Virtusa prepares the target cloud environment by building a secure, compliant, and scalable landing zone. We establish governance models, identity and access controls, network architecture, automation pipelines, and migration toolsets. The Mobilize phase ensures that the target platform is fully ready to host workloads at scale, enabling an accelerated and frictionless migration.



Migrate

Virtusa executes the migration using industrialized processes, automation accelerators, and best-practice methodologies. Applications, databases, and dependent services are migrated using the appropriate pattern, supported by iterative testing, performance validation, and structured cutover planning. Our migration factory model enables predictable execution, reduced downtime, and consistent quality across waves.

Application migration using Virtual Machines (VM) migration approach: The VM running of On-Premises datacentre is migrated using VM image. VM image is then provisioned on the Cloud VM. This approach is highly dependent on VM migration tools like River Meadows etc. This approach assumes

that client will permit installation of VM migration agent on the On-Premises servers.

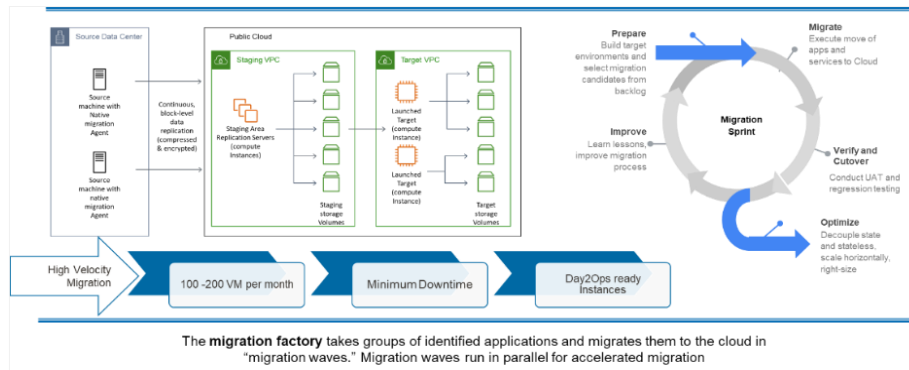
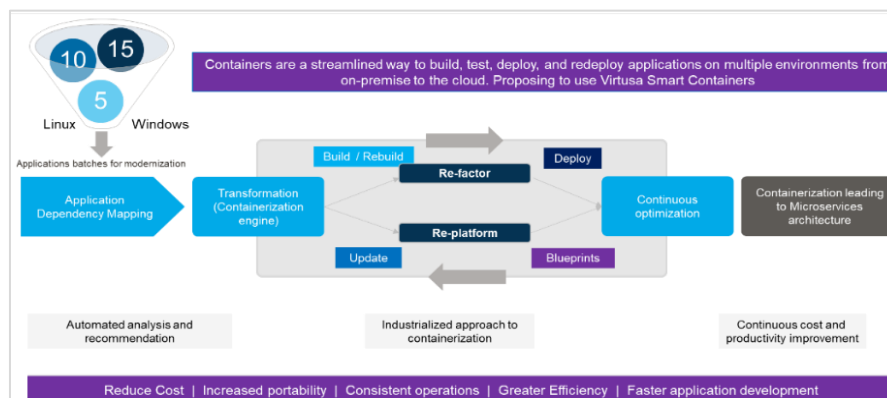


Figure VM Migration approach for Application Migration

Containerization and migration to Cloud Application code, middleware and frontend are re-platformed or re-factored to be deployed on the Containers. Thus, leveraging advantage of deploying application on any Cloud infrastructure supporting the target Container engine.



Database migration Database migration has two approaches, Homogeneous Migration and Heterogeneous migration. For Homogeneous migration the database on Cloud remains same as the database on-premises, minor version upgrades can be supported. Heterogeneous migration is more involved and offers best value of Cloud migration as on-premises licensed databases could be migrated to open-source databases on Cloud. This involves more effort during migration as on-premises databases schemas, objects and queries may need to be refactored to use open-source Cloud databases.

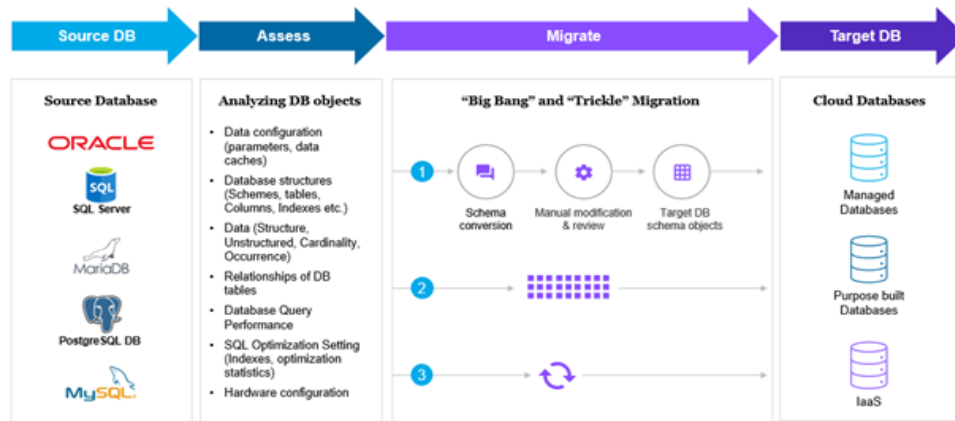


Figure Virtusa DB Migration methodology

Operate

Post-migration, Virtusa transitions workloads into steady-state operations with a focus on reliability, security, cost optimization, and performance tuning. We provide ongoing support through managed services, FinOps practices, continuous monitoring, and proactive improvement cycles. This ensures that clients realize the full value of the cloud through enhanced agility, operational resilience, and optimized Total Cost of Ownership (TCO).

7. Security Services

Security and compliance are embedded into every aspect of Virtusa's Cloud Operations Managed Services. Virtusa applies a Zero Trust, risk-based security model supported by its vSecure Dynamic Security Framework, ensuring continuous protection across infrastructure, platforms, applications, and identities.

Security operations are fully integrated into CloudOps, DevOps, CI/CD pipelines, and SRE workflows. Automated security controls are applied during provisioning, deployment, and change activities, while continuous monitoring identifies vulnerabilities, misconfigurations, and threats in real time.

Virtusa supports compliance with recognised security and assurance frameworks, including Cyber Essentials Plus, ISO/IEC 27001, SOC 2 Type 2, GDPR, and relevant public sector security policies. This ensures customers maintain compliance while enabling agile and automated cloud operations.

- Secure configuration and baseline enforcement
- Identity and access management support
- Encryption and key management
- Vulnerability and patch management
- Security monitoring and incident response support
- Alignment with ISO 27001, SOC 2, GDPR, and Cyber Essentials Plus requirements

Key Highlights

- Zero Trust and risk-based security model
- CSPM, IAM, vulnerability and patch management
- Security integrated into CI/CD and SRE workflows
- Continuous compliance monitoring and audit readiness
- Alignment with public sector security standards

8. Quality Assurance and Performance Testing

Virtusa integrates quality assurance and performance testing across the cloud service lifecycle to ensure platforms are **reliable, scalable, secure, and operationally ready**. Testing is aligned with **cloud-native architectures** and embedded into **DevOps, CloudOps, and Site Reliability Engineering (SRE) practices**, supporting early issue detection, predictable service performance, and continuous optimisation.

Automated testing frameworks are integrated into **CI/CD pipelines**, enabling controlled releases, reduced operational risk, and direct support for **capacity planning, SRE error budgets, and FinOps optimisation**. QA activities are risk-based, scalable, and designed to provide **transparent evidence of operational readiness**.

Key Highlights

- CI/CD-integrated automated testing for functional, regression, and deployment validation
- Performance, resilience, and scalability testing across public, private, and hybrid cloud environments
- Operational readiness, accessibility, and compliance validation
- Alignment with SRE metrics, capacity planning, and cost optimisation

Test Automation

- Design and implement automated test frameworks aligned to cloud architecture and migration plans
- Coverage includes functional, regression, smoke, and deployment validation
- Incorporates cloud services such as containers, serverless workloads, and managed databases
- Integrated into CI/CD pipelines with automated test execution, results reporting, and quality gates to prevent high-risk deployments

Performance & Resilience Testing

- **Load Testing** Validates response times, throughput, and stability under expected traffic
- **Stress Testing** Confirms behaviour under extreme conditions, including failover and auto-recovery
- **Volume & Soak Testing** Detects performance degradation and memory/resource issues during sustained workloads
- **Scalability Testing** Ensures horizontal and vertical scaling aligns with SLAs and SRE error budgets

Capacity Planning & FinOps Alignment

- Test results inform compute, storage, and network capacity planning
- Identify right-sizing opportunities, cost optimisation, and reserved instance planning
- Supports continuous improvement and service optimisation

Assurance & Operational Readiness

- Risk-based test strategies aligned to CloudOps governance and compliance requirements
- Traceability of test cases to business, security, and operational requirements for audit purposes
- Infrastructure testing across compute, storage, and network to validate high availability and performance
- Operational readiness checks including monitoring, alerting, runbooks, and failover validation
- Accessibility validation (e.g., WCAG) ensuring usability for intended users

Additional QA Services

- Additional testing, validation, or performance activities can be provided as agreed during service planning
- Continuous improvement ensures live services remain reliable, compliant, and cost-effective

9. Training

Virtusa ensures effective and structured training and knowledge transfer across the cloud operations lifecycle to empower customer teams and reduce reliance on external support. Our approach is designed to help organisations operate, govern, and optimise their cloud environments independently over time while transferring deep operational skills, tooling expertise, and best practices.

Training is tailored to the customer's organisational needs, cloud maturity, and operational model, and it supports both technical and operational stakeholders. This ensures that knowledge is not only delivered but retained and applied effectively within the customer's environment.

Virtusa's approach combines formal learning with practical experience through guided activities, structured shadowing, and decision-support frameworks. This reflects Virtusa's broader commitment to people and capability development, supporting long-term operational effectiveness and organisational resilience.

Key Highlights

- **Role-Based Training & Enablement:** Skill development tailored to specific operational roles (CloudOps, SRE, DevOps, FinOps, Security).
- **Blended Learning Delivery:** Combines classroom sessions, online modules, documentation, and hands-on labs for flexible adoption.
- **Operational Shadowing & Reverse Shadowing:** Customer teams learn by working alongside Virtusa specialists and then demonstrate capability through reverse shadowing.
- **Architecture, Security, & Tooling Transfer:** Focused knowledge transfer of service designs, operational dashboards, runbooks, and security practices.
- **Reduced Supplier Dependency:** Designed to progressively shift operational competence to the customer's teams, supporting long term self-sufficiency.

10. Ongoing Support

Following migration or major change, Virtusa provides warranty support to stabilise environments and ensure smooth transition into steady-state operations. This phase focuses on early-life incident resolution, performance tuning, security validation, and operational handover.

Key Highlights

- Post-migration stabilisation
- Incident and defect resolution
- Performance and security monitoring
- Structured operational handover

11. Cloud Support Service - Delivery, Governance & Operations

11.1 Scope of Cloud Operations Services

This section defines the scope of Virtusa's Cloud Operations Managed Services, detailing the CloudOps, DevOps, Site Reliability Engineering (SRE), and observability capabilities used to reliably operate, monitor, secure, and optimise customer cloud environments. Services are delivered across public, private, and hybrid cloud platforms and are aligned to agreed service levels, governance models, and public sector operational requirements.

Virtusa's cloud operations are designed to provide predictable service outcomes, high availability, and continuous optimisation while reducing operational risk and manual effort. The operating model integrates traditional IT service management with cloud-native DevOps and SRE practices to support both stable operations and frequent change.

Cloud Platform Operations (CloudOps)

Virtusa delivers comprehensive Cloud Platform Operations covering the full lifecycle of cloud resources. This includes secure provisioning, configuration, monitoring, optimisation, and retirement of cloud services across production, non-production, and disaster recovery environments.

CloudOps services ensure that environments are consistently configured, capacity is proactively managed, and resilience is built into day-to-day operations. Backup, disaster recovery, and high availability mechanisms are operated and tested to support service continuity and public sector resilience requirements.

Key CloudOps capabilities include

- Cloud resource provisioning and lifecycle management
- Environment management across production, non-production, and DR
- Monitoring, alerting, and incident management
- Capacity planning and performance optimisation
- Backup, disaster recovery, and high availability management

DevOps Enablement and Operations

Virtusa's DevOps Enablement and Operations services support the reliable operation of CI/CD pipelines and cloud-native delivery platforms. These services ensure that automated build, test, and deployment processes are stable, secure, and aligned to operational governance.

Infrastructure as Code (IaC) is used to standardise environments, reduce configuration drift, and enable repeatable, auditable deployments. DevOps operations are tightly integrated with CloudOps and SRE to ensure changes can be delivered rapidly without compromising reliability or security.

Key DevOps operational capabilities include

- CI/CD pipeline operations and ongoing support
- Infrastructure as Code using tools such as Terraform, ARM, and CloudFormation
- Configuration management and automation
- Release and deployment support
- Integration with source code management and build tools

Site Reliability Engineering (SRE)

Virtusa applies Site Reliability Engineering practices to improve service reliability, resilience, and operational efficiency. SRE provides a structured approach to balancing service stability with the pace of change, using measurable reliability targets and automation to reduce operational toil.

Virtusa works with customers to define and manage Service Level Indicators (SLIs), Service Level Objectives (SLOs), and error budgets. These metrics inform operational priorities, incident response, and continuous improvement activities. Blameless post-incident reviews are conducted to identify systemic improvements rather than individual fault.

Key SRE capabilities include

- Definition and management of SLIs, SLOs, and error budgets
- Reliability engineering and resilience testing
- Automation to reduce manual operational toil
- Blameless incident postmortems
- Proactive reliability and resilience improvements

Observability and Monitoring

Virtusa delivers end-to-end observability across cloud environments, providing deep visibility into system health, performance, and dependencies. Observability services combine metrics, logs, traces, and events to enable rapid diagnosis and resolution of issues.

Intelligent alerting and noise reduction techniques ensure that operational teams focus on actionable events rather than excessive alerts. Observability data supports root cause analysis, dependency mapping, and continuous optimisation of both performance and cost.

Key observability capabilities include

- Collection and correlation of metrics, logs, traces, and events
- End-to-end service visibility across cloud platforms
- Intelligent alerting and alert noise reduction
- Root cause analysis and dependency mapping

11.2 Service Delivery Model

This section outlines Virtusa's service delivery model for Cloud Operations Managed Services, including operating structures, support coverage, and governance. The model is designed to provide predictable service outcomes, clear accountability, and alignment with customer operational processes and service management frameworks.

Virtusa combines a centralised Cloud Operations Centre with tiered support structures to ensure timely incident response, effective escalation, and access to specialist expertise when required.

Operating Model

Virtusa offers flexible support coverage models to align with customer requirements and service criticality. Operations are delivered through a centralised Cloud NOC, supported by tiered engineering and architecture teams.

Key operating model components include

- 24x7, 16x5, and 8x5 support models
- Centralised Cloud Operations Centre (Cloud NOC)
- Tiered support model including L1, L2, L3 engineers and cloud architects

ITIL and Agile Alignment

Virtusa aligns cloud operations with ITIL-based service management processes while supporting Agile and DevOps delivery models. This ensures governance, auditability, and control without introducing unnecessary friction.

Operations integrate seamlessly with customer ITSM tools to support incident, problem, and change management workflows.

Key alignment capabilities include

- ITIL-based incident, problem, and change management
- Agile and DevOps-aligned operational workflows
- Integration with customer ITSM platforms

11.3 Automation & AIOps

Virtusa leverages policy-driven automation and AI/ML-based monitoring to reduce manual effort, minimise operational toil, and proactively prevent

incidents. Automation is embedded across provisioning, remediation, and observability to deliver consistent and cost-effective cloud operations.

AIOps capabilities enable predictive insights across performance, capacity, and cost, allowing issues to be addressed before they impact services. Automated runbooks and remediation workflows are integrated with SRE and DevOps practices to accelerate resolution and improve reliability.

Key automation and AIOps capabilities include

- Policy-driven automation and self-healing mechanisms
- AI/ML-based anomaly detection for proactive issue resolution
- Predictive capacity and cost forecasting
- Automated remediation and runbooks integrated with SRE and DevOps

11.4 Secure & Compliant Operations

This section describes Virtusa's security and compliance operations, which integrate security controls directly into day-to-day cloud operations. Security is treated as a continuous operational discipline rather than a one-time activity, ensuring environments remain protected as they evolve.

Virtusa embeds security checks into CI/CD pipelines and operational workflows, enabling early detection of vulnerabilities and misconfigurations. Security monitoring and incident response are tightly integrated with SRE practices to ensure rapid containment and remediation of security events.

Compliance requirements are supported through continuous monitoring, evidence generation, and alignment with relevant regulatory, policy, and assurance frameworks applicable to public sector organisations.

Key security and compliance capabilities include

- Security checks integrated into CI/CD pipelines
- SAST and SCA scans during development and deployment
- Role-based access control and automated identity provisioning
- Continuous security monitoring and incident response integrated with SRE
- Compliance support embedded into day-to-day operations

11.5 Service Levels & KPIs

Virtusa defines clear, measurable service levels aligned to CloudOps, DevOps, and FinOps towers. SLAs are monitored continuously and reviewed through governance forums to ensure accountability and continuous improvement.

Key Highlights

- Transparent and measurable SLAs
- Regular performance reporting
- Continuous service improvement

CloudOps SLA

Service Area	SLA Metric	Target
Cloud Platform Availability	IaaS / PaaS	99.9% – 99.95%
Incident Response	Sev 1 / Sev 2	15 min / 30 min
Incident Resolution	Sev 1 / Sev 2	4 hrs / 8 hrs
Provisioning Turnaround	Standard Requests	≤ 1 business day
Backup Success Rate	Scheduled Backups	≥ 99%
DR Readiness	DR Test Success	≥ 95%

DevOps SLA

Service Area	SLA Metric	Target
CI/CD Pipeline Availability	Toolchain Uptime	99.9%
Deployment Success Rate	Production Deployments	≥ 98%
Deployment Lead Time	Standard Releases	As agreed per app
Rollback Time	Failed Deployments	≤ 30 minutes
Automation Coverage	Infra via IaC	≥ 80%

FinOps SLA

Service Area	SLA Metric	Target
Cost Visibility	Tagged Resources	≥ 95%
Cost Optimization	Identified Savings	≥ 10–20% YoY
Budget Monitoring	Variance Detection	Near real-time
Cost Reporting	Executive Dashboards	Monthly
Rightsizing Coverage	Eligible Resources	≥ 90%

11.6 Reporting & Governance

Virtusa provides robust service governance through structured reporting, regular service reviews, and continuous improvement planning. The governance framework is designed to provide customers with clear visibility into operational performance, service health, security posture, and cloud costs, while ensuring shared accountability between Virtusa and the customer.

Governance activities support predictable service outcomes, effective decision-making, and alignment with public sector operational and compliance requirements. Reporting and review forums are used to track service performance against agreed SLAs, identify optimisation opportunities, and manage risks proactively.

Reporting & Governance

Virtusa delivers comprehensive operational and management reporting to support both day-to-day oversight and executive decision-making.

- Key reporting and governance capabilities include
- Operational and executive dashboards covering availability, performance, incidents, security, and cost
- Monthly service review meetings, including FinOps and optimisation reviews
- SLA performance tracking and trend analysis
- Continuous service improvement roadmap with agreed actions and outcomes

Customer Responsibilities

Effective service delivery requires active collaboration between Virtusa and the customer. Customers retain ownership of their cloud environments and are responsible for providing timely inputs, decisions, and access required to support operations.

Customer responsibilities include

- Ownership of cloud accounts and subscriptions
- Management of licensing and hyperscaler commercial agreements
- Definition of business priorities and criticality
- Participation in governance forums, service reviews, and decision-making

Service Provider Responsibilities

Virtusa is responsible for delivering Cloud Operations Managed Services in accordance with agreed service levels, security requirements, and governance arrangements. This includes proactive operational management, continuous optimisation, and transparent reporting.

Virtusa's responsibilities include

- Proactive monitoring and day-to-day cloud operations

- Secure and compliant management of cloud platforms
- Automation-driven optimisation and operational improvement
- Adherence to agreed SLAs and transparent performance reporting

12. Key Differentiators

Virtusa provides integrated, secure, and automation-driven Cloud Operations Managed Services aligned to G-Cloud Lot 3 requirements. By combining CloudOps, DevOps operations, SRE, observability, FinOps, security, and AIOps into a single operating model, Virtusa enables public sector organisations to achieve reliable service outcomes, strong governance, cost transparency, and continuous optimisation across public, private, hybrid, and multi-cloud environments.

Key Differentiators

- **Integrated Cloud Operations Model**
Unified delivery of CloudOps, DevOps operations, SRE, observability, FinOps, security, and AIOps.
- **Security & Compliance by Design**
Security controls, vulnerability management, and compliance embedded into CI/CD pipelines and operational workflows.
- **Automation-Led Operations**
Policy-driven automation, Infrastructure as Code, self-healing, and AI/ML-based monitoring to reduce manual effort and prevent incidents.
- **Public Sector-Aligned Governance**
Clear SLAs, structured reporting, operational and executive dashboards, and regular service reviews.
- **Financial Accountability through FinOps**
Continuous cost visibility, optimisation, forecasting, and chargeback / showback aligned to business priorities.

13. Summary for Buyers

Virtusa's Cloud Support service delivers reliable, secure, and cost-effective ongoing operational support for live cloud services, aligned to G-Cloud Lot 3 (Cloud Support) requirements. The service supports public sector organisations in running business-critical and citizen-facing services across public, private, hybrid, and multi-cloud environments.

The service covers day-to-day cloud operations, including monitoring, incident and problem management, security and compliance operations, financial governance, automation, and continuous optimisation. Virtusa operates within customer-owned cloud environments, integrates with existing service management and delivery processes, and provides clear service levels, reporting, and governance.

Cloud Support is delivered through a structured operating model that combines Cloud Platform Operations, DevOps support, Site Reliability Engineering (SRE), FinOps, and AIOps. This enables stable live services while supporting controlled change, resilience, and value for money.

The service is scalable and flexible, allowing customers to adjust support levels as needs change, and is designed to avoid supplier lock-in by using open standards, cloud-native tooling, and transparent operating practices.

- **Ongoing Support for Live Cloud Services**

Virtusa provides day-to-day operational support for live services, including monitoring, incident management, service continuity, and optimisation across public, private, hybrid, and multi-cloud environments, fully aligned to G-Cloud Lot 3 Cloud Support expectations.

- **Security, Compliance, and Risk Management Embedded in Operations**

Security and compliance are integrated into routine cloud operations, CI/CD pipelines, and SRE workflows, supporting public sector requirements for secure configuration, continuous monitoring, audit readiness, and risk reduction.

- **Clear Service Levels, Reporting, and Governance**

The service operates to defined SLAs and KPIs across CloudOps, DevOps, and FinOps towers, with structured reporting, service reviews, and continuous improvement planning to ensure transparency and accountability.

- **Cost Transparency and Value for Money**

Virtusa applies FinOps practices to provide visibility, governance, and optimisation of cloud spend, supporting public sector value-for-money objectives through cost monitoring, optimisation, and financial accountability.

- **Scalable, Flexible, and Non-Lock-In Support Model**

Support is delivered within customer-owned cloud environments,



integrates with existing tools and processes, and scales up or down as required, avoiding vendor lock-in and enabling long-term flexibility.

