



Your Catalyst For The  
Next Digital Horizon

# Wiz Digital Services Limited

G-Cloud 15

Service Definition Document : IBM watsonx Platform

Enablement and Operational Support

Classification: Public

Lot 3 – Cloud Support Services

**Wiz Digital Is A Digital Firm That Transforms  
Data, AI, And Cloud Into Secure, Scalable  
Products And Services.  
Delivered At Speed, Engineered For Tomorrow.**

---

# Our Mission

We Empower Organisations By Engineering Secure, Scalable Innovation That Unlocks Growth, Sharpens Efficiency And Delivers Lasting Impact.

# Cloud Solutions That Drive Innovation



## AI Solutions

Pilot Programs,  
Automation,  
and Analytics/Reporting



## Data Services

Governance, Quality,  
Migrations, MDM, and  
Insights/Reporting



## Cloud Infrastructure

Migration, Modernisation,  
Managed Services, and  
Deployments



## Modernisation

Micro-Services,  
Development, Low Code,  
CRM and Architectures



## Managed Services

Monitoring and  
Maintenance, Application  
Support, and Security



## Advisory

Strategy, Change and  
Process Management,  
and Risk Mitigation

# Delivery That Ignites Transformation



## Custom Pods

**A laser-focused squad, built just for your mission.**

- Hand-picked cross-functional talent; Budget surety right from the start
- Flexes in size as scope evolves—no stranded bench



## Embedded Teams

**Our experts, fully woven into your culture.**

- Operate inside your tool-chain & ceremonies
- Knowledge transfer baked in—capability uplift for your staff



## Managed Services

**We Run & optimise, while you focus on growth**

- 24 × 7 monitoring with SLA-backed response
- Continuous improvement pipeline (cost, performance, security)



## Project Delivery

**Fixed outcomes against clear milestones.**

- Scope, timeline, budget locked in upfront
- Dedicated delivery lead + risk registry
- Stage-gate sign-offs ensure zero surprise overruns

nasscom



Skillnet  
**INNOVATION  
EXCHANGE**



Department for  
International Trade



Trade  
Commissioner Service



Accreditations



Microsoft



salesforce



Partnerships



Compliance

# G-Cloud 15 Service Offerings

- 1 Cloud Strategy, Architecture, and Advisory
- 2 Cloud Programme, Portfolio, and Delivery Governance
- 3 Cloud Migration and Modernisation Planning
- 4 Cloud Foundation and Platform Enablement
- 5 Cloud Migration and Transition Delivery Support
- 6 Data Platforms, Analytics, and Information Management
- 7 Cloud Security, Risk, and Assurance
- 8 Cloud Financial Management and Sustainability
- 9 Managed Cloud Services, and Operational Support
- 10 Quality Assurance, Testing and Service, Validation
- 11 Training, Enablement, and Knowledge Transfer
- 12 AI Platform Enablement, Governance, and Operations

# 9

## Managed Cloud Services And Operational Support

This category covers the ongoing operation of cloud services once live. Buyers often struggle with fragmented support models, unclear responsibilities, and limited operational insight.

We provide managed services that integrate monitoring, incident management, optimisation, and continuous improvement. Services are designed to complement existing teams and suppliers, with clear service boundaries and escalation paths.

Clients benefit from improved service stability, faster issue resolution, and ongoing optimisation. Operational support becomes proactive rather than reactive, supporting service reliability and user confidence.

# IBM Watsonx Platform Enablement And Operational Support

Managed Cloud  
Services and  
Operational Support

This service enables and supports the operational use of IBM watsonx platforms. Wiz Digital establishes operational processes, monitoring, and governance to ensure watsonx services are deployed and operated securely, reliably, and in line with organisational and public sector requirements.

## Service Overview

- watsonx platform enablement support
- Operational readiness and onboarding
- Platform monitoring and health oversight
- Incident and support request handling
- Security and access governance
- Performance and usage monitoring
- Integration with cloud platforms
- SLA tracking and reporting
- Operational governance processes
- watsonx documentation and handover

## Service Features

- Reliable operation of watsonx platforms
- Reduced risk during platform adoption
- Improved operational readiness
- Faster response to platform issues
- Stronger governance of AI platforms
- Improved security and stability
- Clear service accountability
- Increased confidence in AI operations
- Predictable support model
- Sustainable watsonx operations capability

## Service Benefits

# Engineer Tomorrow, Starting Today

Bring Us Your Biggest Problems;  
We'll Bring The Roadmap.