



Your Catalyst For The
Next Digital Horizon

Wiz Digital Services Limited

G-Cloud 15

Service Definition Document : Incident, Problem and
Major Incident Management

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

SUPPORTER



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

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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.

Incident, Problem And Major Incident Management

Managed Cloud
Services and
Operational Support

This service supports organisations in responding effectively to cloud service incidents. Wiz Digital provides structured incident, problem, and major incident management practices that restore services quickly, ensure clear communication, and reduce the likelihood of recurring issues through effective root cause analysis.

Service Overview

- Definition and operation of incident management processes
- Coordination of major incident response and escalation
- Integration with monitoring and alerting systems
- Clear definition of roles and responsibilities
- Structured communication and stakeholder updates
- Root cause analysis and incident reporting
- Tracking of corrective and preventive actions
- Alignment with IT service management frameworks
- Measurement and reporting of incident performance
- Clear incident management documentation

Service Features

- Faster recovery from cloud service incidents
- Reduced business and service disruption
- Clear and effective escalation processes
- Improved operational responsiveness
- Reduced recurrence of operational issues
- Better insight into underlying causes
- Improved confidence among stakeholders
- Stronger governance of operational issues
- Improved overall service reliability
- Sustainable foundation for incident management

Service Benefits

Engineer Tomorrow, Starting Today

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