



Your Catalyst For The
Next Digital Horizon

Wiz Digital Services Limited

G-Cloud 15

Service Definition Document : Salesforce Governance,
Environment and Operations 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

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Cloud Foundation And Platform Enablement

This category covers the design and implementation of the core cloud platforms on which services depend. Without a strong foundation, organisations often experience inconsistent security, spiralling costs, and operational fragility.

We design and implement cloud foundations that are secure by default, scalable, and aligned to organisational operating models. Platform enablement is automated, policy-driven, and designed to support both central governance and decentralised delivery teams.

Clients gain a stable, reusable platform that accelerates onboarding of workloads, improves security posture, and reduces operational overhead. Foundations are built to evolve, avoiding brittle designs that constrain future change.

Salesforce Governance, Environment And Operations Support

Cloud Foundation and Platform Enablement

This service supports organisations operating Salesforce platforms by defining governance, environment management, and operational support models. Wiz Digital designs structures and practices that ensure Salesforce services are controlled, reliable, and aligned with organisational governance, security, and public sector assurance expectations.

Service Overview

- Design of Salesforce governance and decision structures
- Definition of environment strategy and lifecycle management
- Clarification of roles, responsibilities, and ownership
- Alignment of identity and access governance
- Change and release management approach
- Definition of operational support and escalation models
- Monitoring and service oversight design
- Coordination model for suppliers and partners
- Consideration of operational risks and compliance
- Clear governance and operations documentation

Service Features

- Clear and enforceable Salesforce governance
- Improved control of environments and changes
- Reduced operational and compliance risk
- Improved stability and reliability of services
- Clear accountability across teams
- Better coordination with suppliers
- Improved audit and assurance confidence
- Scalable operational model
- Reduced likelihood of service disruption
- Sustainable foundation for Salesforce operations

Service Benefits

Engineer Tomorrow, Starting Today

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