



Your Catalyst For The
Next Digital Horizon

Wiz Digital Services Limited

G-Cloud 15

Service Definition Document : Cloud Operations

Training

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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Training, Enablement, And Knowledge Transfer

This category addresses the capability gaps that often undermine cloud initiatives. Without structured enablement, organisations become dependent on suppliers and struggle to operate services effectively.

We deliver targeted training and structured knowledge transfer aligned to roles and responsibilities. Enablement is practical, context-specific, and designed to support long-term capability building.

Clients gain improved self-sufficiency, reduced dependency on external support, and stronger internal ownership of cloud services. Knowledge is retained rather than lost at transition points.

Cloud Operations Training

Training, Enablement, and Knowledge Transfer

This service builds capability to operate cloud services effectively. Wiz Digital trains teams on operational responsibilities, incident handling, and governance practices aligned with service management and public sector operational expectations.

Service Overview

- Operational roles and responsibilities
- Monitoring and alerting concepts
- Incident and problem management
- Change and release processes
- Backup and recovery awareness
- Security in operations
- ITSM alignment
- Governance and escalation
- Role-based scenarios
- Supporting materials

Service Features

- Improved operational readiness
- Reduced operational risk
- Faster incident response
- Improved reliability
- Better governance
- Reduced supplier reliance
- Stronger team capability
- Predictable operations
- Improved outcomes
- Sustainable knowledge

Service Benefits

Engineer Tomorrow, Starting Today

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