



Your Catalyst For The
Next Digital Horizon

Wiz Digital Services Limited

G-Cloud 15

Service Definition Document : Cloud Operating Model
and Service Management Design

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 Strategy, Architecture, And Advisory

This category covers the strategic and architectural decisions that determine whether cloud adoption delivers lasting value or creates long-term complexity. Buyers typically engage these services when facing fragmented estates, unclear cloud direction, competing stakeholder priorities, or regulatory and risk constraints that make off-the-shelf approaches unsuitable.

Our approach is grounded in pragmatic architecture and decision support. We work with senior stakeholders to clarify objectives, constraints, and success measures, then translate these into clear architectural principles, target states, and roadmaps. Advice is independent, evidence-led, and aligned to delivery reality rather than aspirational future states.

The outcome is decision clarity. Clients gain a defensible cloud strategy, a coherent architectural direction, and a shared understanding of trade-offs across cost, risk, capability, and speed. This creates a stable foundation for all subsequent cloud activity and reduces rework later in delivery.

Cloud Operating Model And Service Management Design

Cloud Strategy,
Architecture, and
Advisory

This service helps organisations define how cloud services will be operated, supported, and governed on an ongoing basis. Wiz Digital designs cloud operating models and service management structures that align people, processes, and suppliers, ensuring cloud environments can be run reliably and in line with public sector service management expectations.

Service Overview

- Definition of cloud operating model and service structure
- Design of roles, responsibilities, and ownership
- Cloud service management process design
- Alignment with ITIL and existing organisational practices
- Incident, problem, and change management models
- Supplier and partner interaction design
- Governance and escalation structures
- Definition of operational KPIs and reporting
- Support and escalation model design
- Clear operating model documentation

Service Features

- Clear and consistent operation of cloud services
- Reduced risk of operational gaps or duplication
- Improved service stability and reliability
- Stronger accountability and governance
- Better coordination across teams and suppliers
- Improved incident and change handling
- Easier transition into managed operations
- Improved audit and compliance confidence
- Scalable model for future growth
- Sustainable approach to cloud service management

Service Benefits

Engineer Tomorrow, Starting Today

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