



Your Catalyst For The
Next Digital Horizon

Wiz Digital Services Limited

G-Cloud 15

Service Definition Document : Managed Cloud
Operations (Support Options and SLAs)

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.

Managed Cloud Operations (Support Options And SLAs)

Managed Cloud Services and Operational Support

This service provides structured managed cloud operations support with clearly defined support options and SLAs. Wiz Digital helps organisations operate cloud environments reliably by offering monitoring, incident, and operational support aligned with IT service management practices and public sector governance expectations.

Service Overview

- Definition of managed cloud operations support models
- Tiered support options aligned to service criticality
- Incident, request, and escalation processes
- Monitoring and alerting support coverage
- Integration with change and release processes
- Clear communication and escalation pathways
- Alignment with ITSM and service management frameworks
- Definition and agreement of SLAs
- Operational reporting and governance mechanisms
- Structured onboarding and service transition

Service Features

- Improved reliability of cloud services
- Clear service expectations through SLAs
- Faster and more consistent incident response
- Reduced operational workload for internal teams
- Improved service availability and stability
- Flexible support aligned to organisational needs
- Stronger operational governance and control
- Increased confidence in day-to-day operations
- Predictable and transparent support costs
- Sustainable foundation for cloud service operations

Service Benefits

Engineer Tomorrow, Starting Today

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