

Managed Cloud Infrastructure & Business Continuity Management

Service Summary

ADM's Managed Cloud Infrastructure & Business Continuity Management service delivers end-to-end management of cloud environments combined with robust continuity planning. We ensure secure, compliant, and cost-optimised cloud operations while safeguarding business resilience through proactive monitoring, automated backup, and disaster recovery strategies.

Service Scope and Features

- Comprehensive management of public, private, and hybrid cloud infrastructure
- Continuous performance monitoring and optimisation
- Automated backup and disaster recovery planning
- Compliance enforcement aligned with GDPR, ISO 27001, and NCSC principles
- Cost control and resource optimisation across multi-cloud environments

Pricing

Example pricing: Our rate card ranges from £720 per day to £1850 per day depending on SFIA level. Individual project work is priced once a scope of work has been agreed.

Onboarding and Offboarding

ADM delivers structured onboarding through its Cloud Operations Centre, including service transition planning, configuration, and access setup. Offboarding includes secure data export, documentation transfer, and decommissioning in accordance with GDPR and client policies.

Service Management and SLAs

All services follow ITIL v4-aligned service management processes. ADM's Cloud Operations Centre provides 24x7 coverage, monthly performance reports, and SLA-based incident and request response times.

Security and Compliance

ADM Managed IT Services operates under Cyber Essentials accreditation. Data remains within UK cloud regions, and all services adhere to NCSC Cloud Security Principles.

Termination Terms

Customers may terminate services with 90 days' notice. ADM ensures complete data hand-back or certified deletion, aligned with GDPR, NCSC, and client data-retention requirements.

Confidentiality

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