

Cloud Operations & Security Management

Service Summary

ADM's Cloud Operations & Security Management service provides proactive monitoring, maintenance, and security oversight for cloud environments. We ensure operational stability, enforce compliance, and deliver advanced threat protection across public, private, and hybrid clouds. This service combines 24/7 cloud operations with robust security controls to keep your environment optimised, resilient, and compliant.

Service Scope and Features

- 24/7 cloud operations monitoring and incident response
- Security management aligned with ISO 27001, NCSC principles, and GDPR
- Automated patching and vulnerability management for cloud workloads
- Identity and access control with zero-trust enforcement
- Continuous compliance reporting and SLA-driven performance assurance

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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