G-Cloud 15 – Lot 3: Cloud Support

RM1557.15

Commercial – In Confidence | Subject to Contract

1. Delivery Principles

Scout AI delivers Cloud Support services using an advisory-first, outcome-led approach. Engagements are structured to reduce delivery risk, support informed decision-making, and enable sustainable change. We prioritise iterative delivery, transparency, and evidence-based recommendations. Services are human-led and may be AI-accelerated where appropriate, with controls in place to ensure responsible and secure use.

2. Outcomes-Led Delivery Approach

Scout AI delivers Cloud Support services using an outcomes-led approach that focuses on meaningful, sustainable improvement rather than activity for its own sake. Engagements are structured to ensure that advisory, delivery, and managed services contribute directly to agreed objectives and measurable progress.

Advisory services are used to provide clarity, reduce uncertainty, and support informed decision-making. Outputs typically include assessments, recommendations, and roadmaps that buyers can act upon independently or use as a foundation for subsequent delivery.

Delivery-focused services translate plans into action, supporting implementation through structured engineering, migration, or enablement activities. Delivery is iterative and proportionate, allowing learning and adjustment while maintaining control over risk and impact.

Managed and ongoing support services focus on stability, optimisation, and continuous improvement. These services help organisations sustain outcomes over time, embedding good practice and reducing reliance on reactive intervention.

Across all engagement types, Scout AI emphasises transparency, traceability, and documentation so that outcomes are understood, repeatable, and auditable.

3. Mapping to Individual G-Cloud Service Listings

The following section provides a consolidated view of the individual services listed by Scout AI on the G-Cloud 15 Digital Marketplace under Lot 3 (Cloud Support). Each service represents a specific application of the overarching delivery approach described in this document.

Architecture
Enterprise Cloud Architecture Advisory
AI-Ready Architecture Assessment & Roadmapping
Cloud Platform Reference Architecture Design
Legacy-to-Cloud Architecture Modernisation Support
Integration & API Architecture Support
Architecture Governance & Design Authority Support

Engineering
Cloud Software Engineering Support
AI-Accelerated Product Delivery Support
Cloud Application Modernisation Support
DevOps & CI/CD Enablement Support
MLOps Enablement & Operationalisation
Cloud Engineering Team Augmentation
Cloud Delivery Management Services
Cloud Discovery and Options Assessment
Cloud Proof of Concept and Pilot Delivery
GDS Alpha Cloud Delivery

Data
Cloud Data Platform Strategy and Design
AI-Ready Data Architecture & Pipelines
Data Integration & Interoperability Services
Data Governance & Operating Model Support
Cloud Analytics & Reporting Platform Services
Managed Cloud Data Platform Services

Security
Cloud Security Architecture & Strategy
Secure Cloud Platform Design & Assurance
Cloud Security Operations & Monitoring
Threat Detection & Incident Response Services
Compliance, Risk & Assurance Services (ISO / NCSC / CAF)
Post-Quantum & Future Security Readiness

Infrastructure
Cloud Infrastructure Strategy & Design
Cloud Infrastructure Build & Migration
Managed Cloud Infrastructure Services
Cloud Reliability & Resilience Engineering
Observability, Monitoring & AIOps Services
Cloud Cost Optimisation & FinOps Services
Automation, Infrastructure as Code & Platform Operations

Academy / Training and Enablement
AI Literacy for Leaders
AI Literacy for Teams
AI Talent Academy – Discovery & Strategy
Co-Pilot & LLM Enablement
Train-the-Trainer AI Enablement

2. Service Categories Overview

Scout AI provides services across the Cloud Support categories defined within G-Cloud 15. These categories describe the type of activity undertaken rather than prescriptive delivery models.

Cloud Migration Planning

Cloud Migration Planning services provided by Scout AI support organisations in making informed, low-risk decisions about cloud adoption. These services focus on understanding the existing technology landscape, identifying constraints and opportunities, and defining a pragmatic, evidence-based pathway to cloud adoption. The emphasis is on clarity, proportionality, and sustainable change.

Engagements typically begin with proportionate discovery to establish a shared understanding of current applications, infrastructure, data, integrations, security controls, and operating models. This activity is designed to surface key technical, operational, and organisational dependencies that may influence cloud decisions.

Architecture assessment and options analysis are core components of this service. Scout AI assesses current architectures against recognised good practice and organisational objectives, considering scalability, resilience, security, data readiness, cost, risk, and regulatory requirements. Comparative analysis supports transparent evaluation of public, private, hybrid, or multi-cloud options.

Roadmapping translates assessment outputs into practical next steps. Scout AI develops phased delivery roadmaps aligned to organisational capacity, enabling incremental adoption rather than disruptive large-scale change.

Services are advisory in nature. Buyers retain ownership of strategic decisions, with Scout AI providing structured analysis, professional judgement, and clear documentation to support delivery, assurance, and future procurement.

Set Up and Migration

Set Up and Migration services provided by Scout AI support the implementation of agreed plans and designs, helping organisations move from strategy into delivery. These services focus on establishing cloud platforms, modernising applications and data assets, and enabling teams to operate effectively in cloud environments through controlled, phased change.

Engagements may follow prior planning activities or be delivered independently where requirements are already defined. Scout AI works with buyers to confirm scope, sequencing, and delivery priorities, ensuring alignment with organisational objectives and capacity.

Platform set-up activities include configuring cloud environments, establishing foundational services, and implementing agreed architectural patterns. Automation and infrastructure-as-code practices may be introduced to improve consistency, control, and repeatability.

Application and data migration activities support a range of approaches, from rehosting and replatforming to selective refactoring where justified. Migration decisions are guided by risk, value, technical suitability, and regulatory considerations, with integration addressed alongside migration to maintain continuity.

Engineering enablement supports sustainable delivery beyond initial migration. This may include DevOps practices, CI/CD enablement, and operational readiness activities.

Services are delivered as phased, time-bound engagements. Unless explicitly agreed, ongoing operational responsibility remains with the buyer or transitions into Managed Cloud services. Scout AI does not assume ownership of live production environments outside agreed managed engagements.

Managed Cloud

Managed Cloud services provided by Scout AI support the ongoing operation, stability, and optimisation of cloud platforms and services once live. These services help organisations maintain performance, security, and reliability while improving efficiency and value over time, without transferring strategic ownership or accountability.

Engagements may follow platform set-up or migration activities or be introduced to stabilise existing environments. Scout AI works with buyers to define managed scope, service boundaries, and governance arrangements to ensure clarity around responsibilities and expectations.

Operational support may include monitoring, incident management, service health reporting, and proactive maintenance. Practices are proportionate to the criticality and complexity of the environment, providing appropriate control and visibility without unnecessary overhead.

Optimisation activities focus on reliability, scalability, and cost efficiency. Scout AI supports continuous improvement through configuration review, automation, resource optimisation, and management of technical debt, with changes prioritised based on risk and value.

Where agreed, Managed Cloud services may include operational support for data platforms and security capabilities. Governance and reporting are integral, with regular updates provided to support informed decision-making.

Unless explicitly agreed, buyers retain accountability for compliance, data ownership, and third-party services. Managed Cloud services may transition into or out of advisory or delivery engagements as organisational needs evolve.

Security Services

Security Services provided by Scout AI support organisations in designing, implementing, and operating secure cloud environments aligned to their risk profile, regulatory obligations, and operational context. These services treat security as an enabling function, supporting safe cloud adoption through proportionate controls and clear accountability.

Engagements may include security strategy, architecture, design assurance, risk management, compliance support, and operational security activities. Scout AI works with buyers to understand existing controls, governance arrangements, and risk tolerance before providing recommendations or delivery support. Security activities are integrated with broader cloud and organisational practices.

Security strategy and architecture services focus on defining practical, context-specific approaches aligned to organisational objectives. Design assurance provides independent review of cloud platforms, applications, and integrations to reduce delivery risk and support governance and assurance requirements.

Risk management and compliance support helps organisations understand and manage cloud-related security risks and align to recognised standards and guidance where appropriate. Scout AI supports audit and assessment preparation but does not provide formal certification unless explicitly agreed.

Operational security support may include monitoring, incident response preparation, and continuous improvement of detection and response capabilities. Emerging security risks and future considerations are addressed proportionately as part of ongoing engagement.

Unless explicitly agreed, services are advisory and support-led. Buyers retain accountability for security decisions, compliance, and incident ownership, with Scout AI providing structured expertise within agreed boundaries.

Cloud Financial Management Services

Cloud Financial Management Services provided by Scout AI support organisations in understanding, controlling, and optimising the cost and sustainability of cloud environments. These services improve financial transparency and support informed decision-making to ensure cloud usage aligns with organisational priorities and value expectations.

Engagements focus on establishing visibility of cloud costs and usage. Scout AI works with buyers to review cost structures, charging models, and consumption patterns, helping organisations understand how cloud spend relates to services and business activity.

Cost optimisation is approached pragmatically and proportionately. Scout AI supports identification of efficiency opportunities, improved resource utilisation, and demand alignment, with recommendations prioritised by impact, risk, and effort.

Where appropriate, FinOps principles are applied to support collaboration between technical, financial, and operational stakeholders. This enables ongoing cost management through shared understanding, forecasting, and repeatable review cycles rather than one-off savings initiatives.

Sustainability and efficiency are considered as part of long-term cloud usage. Scout AI supports organisations in understanding environmental impacts and identifying opportunities for more efficient design and operation.

Unless explicitly agreed, services are advisory and support-led. Buyers retain accountability for financial governance, procurement, and cloud provider contracts, with Scout AI providing structured support to improve control and value from cloud investment.

Training and Ongoing Support

Training and Ongoing Support services provided by Scout AI focus on building sustainable organisational capability to support effective adoption and use of cloud and AI-enabled services. These services recognise that successful outcomes depend on people, skills, and ways of working, not technology alone.

Engagements are tailored to organisational maturity and context. Scout AI works with buyers to understand existing skills and roles before designing proportionate training and enablement activities aligned to real operational needs.

Training supports a range of audiences, including leadership, delivery teams, and role-specific users. Sessions are practical and application-focused, supporting confidence, informed decision-making, and day-to-day effectiveness rather than theoretical instruction.

Ongoing support reinforces learning through follow-on guidance, knowledge transfer, and structured enablement activities. This may include supporting internal champions or train-the-trainer approaches to help capability scale over time.

Training and Ongoing Support services integrate with wider cloud delivery and operational activity where appropriate, ensuring learning aligns with live initiatives. Governance and responsible use are addressed, particularly where AI-enabled tools are involved.

Unless explicitly agreed, services do not include formal accreditation or certification. Buyers retain responsibility for organisational change and role management, with Scout AI providing structured support to build long-term capability and sustainability.

3. Service Applicability and Engagement Boundaries

Scout AI's G-Cloud 15 Lot 3 Cloud Support services are designed to support organisations seeking professional assistance with the planning, delivery, operation, and optimisation of

cloud-based services. These services are appropriate where buyers require advisory input, delivery support, or managed assistance to improve cloud capability, reduce risk, or enable change.

Services are not prescriptive packages and are not intended to replace internal ownership or accountability. Buyers retain responsibility for strategic decision-making, governance, statutory obligations, and compliance. Scout AI provides structured support, professional expertise, and delivery capability within agreed scopes to enable informed decisions and effective execution.

Cloud Support services are suitable for both discrete, time-bound engagements and longer-running support arrangements, depending on organisational need. Where services involve delivery or operational support, scope boundaries, assumptions, and responsibilities are confirmed at the outset of each engagement.

Scout AI does not provide services that fall outside the scope of Lot 3, such as commodity cloud hosting resale, unmanaged infrastructure ownership, or services that would require Lot 1 or Lot 2 procurement routes unless explicitly agreed under the appropriate framework.

4. Pillar-Based Delivery Model

Scout AI structures its Cloud Support services across six core pillars: Architecture, Engineering, Data, Security, Infrastructure, and Academy. Each pillar represents a specialist capability area, but services are delivered collaboratively across pillars where required to meet client objectives.

5. Engagement Models

Services may be delivered through advisory engagements, delivery-led work, managed outcomes, or augmentation models. The chosen engagement model is agreed with the buyer based on scope, risk, and organisational context.

6. Inclusions and Exclusions

Unless explicitly agreed otherwise, services are advisory and delivery-focused and do not include ownership of business decisions, statutory responsibilities, or unmanaged third-party services. Dependencies on client access, timely decision-making, and availability of information may impact delivery.

7. Service Constraints

Services are primarily delivered remotely during UK business hours. On-site delivery may be agreed where required. Scout AI does not guarantee specific outcomes and does not assume responsibility for live production operations unless explicitly stated. Third-party platform availability and licensing remain the responsibility of the buyer.

8. Security and Data Protection

Scout AI applies appropriate security and data protection controls during service delivery. Client data remains the property of the buyer and is handled in accordance with applicable data protection legislation and agreed contractual terms.

9. Governance and Reporting

Engagements include proportionate governance, progress reporting, and risk management. Reporting formats and cadence are agreed at the start of each engagement.

10. Assurance, Continuity, and Exit

Scout AI recognises the importance of assurance, continuity, and transition within public sector cloud engagements. Services are delivered with consideration for resilience, knowledge retention, and future change, regardless of engagement duration.

Where appropriate, Scout AI supports buyers through proportionate assurance activities, including documentation, peer review, and design validation, to reduce delivery risk and support internal governance. Assurance activities are advisory in nature unless explicitly agreed otherwise.

Continuity of service is addressed through structured delivery practices, clear role definitions, and documented handover processes. Engagements are designed to minimise dependency on individuals and to ensure that knowledge is retained within the organisation.

Exit and transition support can be provided where required. This may include documentation handover, knowledge transfer sessions, and support during transition to internal teams or alternative suppliers. Scout AI does not seek to create supplier lock-in and supports buyers in maintaining control over their services and decisions.

11. Responsible, Ethical, and Accessible Delivery

Scout AI is committed to delivering Cloud Support services in a responsible, ethical, and accessible manner, aligned with public sector values and expectations. This includes consideration of accessibility, security, sustainability, and responsible use of emerging technologies.

Services are delivered with awareness of accessibility requirements and inclusive design principles. Where services involve tooling, platforms, or user-facing outputs, Scout AI supports buyers in considering accessibility impacts and appropriate mitigations.

Where AI-enabled tools or techniques are used, they are applied in a controlled and transparent manner. Scout AI supports responsible adoption by emphasising human oversight, appropriate governance, and alignment with organisational policies.

Sustainability and efficiency are considered as part of service delivery, particularly where cloud usage, cost optimisation, or operational efficiency are within scope. Recommendations are pragmatic and aligned to organisational priorities rather than prescriptive targets.

Scout AI's approach supports trust, accountability, and long-term value, ensuring that Cloud Support services contribute positively to organisational capability and public outcomes.

12. Relationship to Individual Service Listings

Each Cloud Support service listed on the Digital Marketplace represents a specific application of this overarching service definition. Where differences apply, they are documented within the individual service listing or agreed as part of the engagement.