



Service Definition

Atomic Cloud Support and Managed Service

Lot 3 Cloud Support



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Introduction

Atomic Cloud Support and Managed Service provides ongoing monitoring, optimisation and management of cloud-based environments.

The service covers incident response, performance tuning, cost control and infrastructure maintenance, ensuring system resilience, scalability and compliance. The service is delivered by experienced engineers through proactive monitoring, regular reviews and agreed support models, with extended and 24/7 options available where required.

What the service covers

The service provides managed support across public, private and hybrid cloud environments, including application level support where required.

Coverage includes:



Continuous cloud
monitoring and incident
management



Performance tuning,
patching and
optimisation



Managed public, private
and hybrid cloud
infrastructure



Application
management and
release support



ISO-aligned change
control and compliance
processes

Service benefits

The service helps organisations to:



Maintain high availability and stable system performance



Reduce downtime through proactive monitoring and response



Improve operational resilience and security posture



Scale cloud environments efficiently



Reduce internal operational burden on in-house teams



Improve visibility through transparent reporting and reviews



Optimise cloud costs through ongoing resource management

Service scope and constraints

The service is delivered remotely by Atomic's UK-based support team. Onsite support can be provided by prior arrangement.

Key constraints and assumptions:

Secure access to the customer's cloud environment is required

Reliable internet connectivity is assumed

Planned maintenance is communicated in advance and scheduled outside core business hours where possible

Data residency, backup and recovery processes align with ISO 27001 controls

No hardware dependencies are introduced by the service



Support model

Atomic provides a tiered managed cloud support model aligned to customer requirements and agreed SLAs.



Incident management
and escalation



System and
application monitoring



Performance
optimisation and
patching



Backup oversight and
recovery support



Compliance and
configuration checks

Each customer is assigned a named Technical Account Manager who acts as the primary point of contact for service oversight, communication and continuous improvement.

Support channels and accessibility



#1

Email and online
ticketing support



#2

Telephone support



#3

Web chat support available
as an optional service

Support platforms are WCAG 2.2 AA compliant. Zendesk is used for ticketing and web chat, supporting screen readers, keyboard navigation and high-contrast modes.

Service availability and response

Requests are prioritised based on severity.

Standard support hours are Monday to Friday, 9am to 5pm

Typical response times are within one to two hours during business hours

Average response time via email or ticket is under thirty minutes

Critical incidents are escalated immediately

Extended hours and 24/7 response models are available by agreement



Security and governance

The service operates under Atomic's ISO 27001 aligned Information Security Management System.

Security and governance controls include:

Role-based access control and least privilege

Formal change and configuration management

Centralised logging and monitoring

Incident management aligned to recognised standards

Regular vulnerability management and testing

Staff screening is performed, and government security clearance up to Developed Vetting is available where required.





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Pricing and discounts

Pricing is provided through a G-Cloud specific rate card aligned to the framework structure.

#1

Tiered managed support options

#2

Clear definition of standard and enhanced service levels

#3

Discounts available for educational organisations

[Pricing is defined separately and supported by the G-Cloud pricing documentation.](#)



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