

Service Definition Document

Managed Cloud Support Services

Rosebud Cloud Solutions

G-Cloud 15 – Lot 3: Cloud Support

1. Overview

Rosebud Cloud Solutions' *Managed Cloud Support Services* provide comprehensive, end-to-end support across private, public, and hybrid cloud environments. Covering IaaS, SaaS, PaaS, and application management, the service ensures secure, compliant, and resilient cloud operations. With proactive monitoring, incident response, optimisation, and governance, the service is ideal for public sector organisations seeking reliable cloud management without the overhead of maintaining internal specialist teams.

2. Service Summary

Service Name

Managed Cloud Support Services

Service Type

Lot 3 – Cloud Support

Service Description

Rosebud's Managed Cloud Support Services deliver operational management, monitoring, incident response, and optimisation across multi-cloud environments. The service supports IaaS, SaaS, PaaS, and application workloads, ensuring secure, compliant, and efficient cloud operations. Designed for public sector teams, it provides expert governance, reduced operational burden, and improved service reliability.

Service Categories

- Managed Cloud
- Managed Private Cloud / IaaS / SaaS / PaaS
- Managed Public Cloud / IaaS / SaaS / PaaS
- Managed Hybrid Cloud / IaaS / SaaS / PaaS
- Application Management

3. Service Features and Benefits

3.1 Features

- Support for private, public, and hybrid cloud environments
- Managed IaaS, SaaS, and PaaS services
- 24/7 monitoring and incident response
- Application lifecycle management
- Role-based access and identity controls
- Patch management and vulnerability scanning
- Performance optimisation and resource scaling
- Backup and disaster recovery support
- Compliance and audit readiness
- Integration with Microsoft and third-party platforms

3.2 Benefits

- Simplifies multi-cloud operations
- Reduces internal support burden
- Improves application reliability
- Enhances security and compliance
- Enables faster issue resolution
- Scales with organisational needs
- Supports digital transformation goals
- Minimises downtime and disruption
- Provides expert cloud governance
- Aligns with UK public sector standards

4. Service Scope

4.1 Included

- End-to-end cloud environment management
- Monitoring, alerting, and incident response
- Patch management and vulnerability scanning

- Identity and access management configuration
- Application lifecycle support
- Backup and recovery configuration
- Performance tuning and resource optimisation
- Governance reporting and compliance support
- Standard onboarding and documentation

4.2 Not Included

- Major cloud migrations or re-architecting (available separately)
- Custom development or bespoke integrations
- Legacy system support outside agreed scope
- Onsite support (available at extra cost)
- Extended support packages (quoted separately)

5. Service Constraints

- Support is limited to managed environments defined during onboarding.
- Legacy or unsupported third-party systems may be excluded.
- Major changes (e.g., migrations, redesigns) require scheduled planning and approval.
- Buyers must maintain accurate access controls and provide escalation contacts.
- Data residency requirements must be declared during onboarding.
- Deep customisation may require additional consultancy.
- SLA adherence depends on timely incident reporting and correct classification.
- Some legacy tools may not be compatible with cloud-native platforms.
- Constraints are reviewed and documented to ensure clarity and governance alignment.

6. Reselling Information

Supplier Type

Reseller providing additional features and support not available from the original supplier.

Original Supplier

Microsoft

7. User Support

7.1 Support Channels

- Email or online ticketing: **Yes, at extra cost**
- Phone support: **No**
- Web chat support: **No**
- Onsite support: **Yes, at extra cost**

7.2 Support Response Times

- 1-hour initial response
- 2-day fix target
- 12-hour weekend response time (unless otherwise agreed)

7.3 Support Levels

- Standard support level (cost provided at discovery/quote stage)
- Dedicated technical account manager (qualified cloud engineer)

7.4 Support for Third Parties

Yes – support available to authorised third-party partners or managed service providers.

7.5 Accessibility

Compliant with EN 301 549.

8. How Users Access the Service

- Web browser interface: **No**
- Application installation: **No**
- Mobile-optimised interface: **No**
- Service interface: **No**
- API availability: **No**

- Customisation: **No**

9. Pricing

Pricing is provided during discovery and quotation, based on:

- Cloud environments under management
- Required support levels
- Resource consumption
- Application workloads included
- Optional onsite or extended support services

10. Onboarding and Offboarding

10.1 Onboarding

- Requirements and environment assessment
- Access and permissions setup
- Monitoring, alerting, and governance configuration
- Backup, DR, and identity management setup
- Knowledge transfer and documentation

10.2 Offboarding

- Removal of access permissions
- Export of logs, configurations, and monitoring data (where applicable)
- Decommissioning of service components
- Optional offboarding support available at extra cost

11. Security and Compliance

- Built on Microsoft Azure's security and compliance framework
- Supports RBAC and least-privilege access
- Aligns with UK public sector governance and assurance standards
- Data residency aligned with buyer-selected Azure regions

12. Service Management

Rosebud provides ITIL-aligned service management, including:

- Incident management
- Change management
- Problem management
- Capacity and performance monitoring
- Governance reporting

13. Technical Roadmap

Rosebud continues to enhance the service in line with cloud platform evolution, including:

- Expanded automation and orchestration
- Enhanced analytics and AI-driven insights
- Additional governance and compliance tooling
- Broader multi-cloud integration capabilities