



Mobius Knowledge Services – Cloud Support Service

Service Definition Document

1. **Service Name** - Comprehensive Cloud Support: Infrastructure, Operations, Security, DevOps, Migration & DR Services
2. **Service Description** - Our Cloud Support Service helps organisations manage, secure, and optimise cloud environments across public, private, and hybrid platforms. We deliver infrastructure management, operations and monitoring, application/platform support, cloud migration assistance, security and compliance management, DevOps and automation, cost optimisation, backup, disaster recovery, business continuity, and security audits including VAPT. The service ensures reliable, efficient, and secure cloud operations while reducing operational burden.

3. Service Features

- Cloud infrastructure management ensures stability, scalability, and efficient resource utilisation.
- Continuous operations monitoring with proactive issue detection and performance optimisation.
- Cloud migration planning, execution, testing, and post-migration stabilisation services.
- Security and compliance management aligned with industry standards and regulations.
- Backup, disaster recovery, and business continuity planning and implementation support.
- Application and platform support ensure smooth deployment and reliable operation.
- DevOps and automation services for streamlined deployment and operational efficiency.
- Cost management and optimisation to control cloud expenditure effectively.
- Security audits and VAPT assessments to identify and remediate vulnerabilities.
- Performance tuning and optimisation across cloud platforms for maximum efficiency.

4. Service Benefits

- Reduces operational downtime and ensures continuous cloud service availability.
- Improves system performance through proactive monitoring and issue resolution.
- Accelerates cloud migration projects, minimising business disruption and delays.
- Enhances security posture, reducing risk of breaches and compliance failures.
- Optimises cloud costs, delivering better value and resource efficiency.
- Streamlines DevOps and automation, shortening deployment times and cycles.

- Supports disaster recovery and business continuity, reducing potential operational losses.
- Simplifies application and platform management, improving team productivity and focus.
- Provides actionable insights from audits and VAPT assessments for improvement.
- Ensures reliable cloud operations, improving decision-making and strategic planning.