



Ore Technologies Ltd - Service Definition

Cloud Digital Transformation & Delivery Support

Lot 3 – Cloud Support

1. Service Overview

Ore Technologies provides cloud digital transformation and delivery support to public sector organisations that are setting up, migrating to, or improving cloud-enabled services. This service is designed to support buyers through the practical delivery stages of cloud adoption, helping them move from plans and intentions into successful, operational outcomes.

The service focuses on delivery support, coordination and assurance rather than hosting or managed operations. Ore Technologies works alongside buyer teams and existing suppliers to provide structure, momentum and oversight during complex cloud change initiatives.

This service is suitable for organisations at different stages of cloud adoption, including early migrations, large-scale transitions, or situations where existing cloud programmes need stabilisation or optimisation.

2. Scope of the service

This service supports buyers during the set-up and migration phase of cloud-enabled services. Ore Technologies helps buyers organise, coordinate and govern delivery activities so that cloud services are introduced in a controlled, transparent and effective way.



The scope can include support for new cloud services, migration of legacy systems, or improvements to partially completed migrations. Ore Technologies does not replace internal teams or other suppliers, but provides delivery capability, coordination and assurance to help ensure that work progresses as planned and risks are actively managed.

The service is flexible and can be tailored at call-off to reflect the buyer's objectives, delivery model and organisational context.

3. What's included

Depending on the buyer's needs and the agreed call-off scope, the service may include:

- Project management and delivery governance to support cloud-enabled initiatives
- Mobilisation coordination to help services move from planning into delivery
- Engagement and communication planning to support effective collaboration
- Coordination across cloud, data, integration and security workstreams
- Management of delivery risks, dependencies and issues
- Service optimisation and right-sizing guidance following migration activity
- Advisory support for data and information structure design where required

Where appropriate, Ore Technologies may use suitably skilled and experienced delivery partners or subcontractors to support delivery. All such resources operate under Ore Technologies' governance, assurance processes and contractual responsibility, with Ore Technologies remaining accountable for service quality and outcomes.

4. What's not included

To provide clarity for buyers, this service does not include the following unless explicitly agreed at call-off:



- Cloud hosting or infrastructure provision
- Ongoing managed cloud services or 24/7 operational support
- End-user helpdesk or first-line support services
- Procurement or resale of software licences
- Ownership of buyer decision-making or statutory responsibilities

These activities may be delivered by the buyer or by other suppliers as part of a wider delivery ecosystem.

5. Service delivery approach

Ore Technologies delivers this service using a remote-first approach, enabling efficient collaboration while keeping costs proportionate. Onsite delivery can be provided where required and agreed at call-off. Delivery is aligned to Agile and PRINCE2 principles, depending on the buyer's governance and assurance requirements. Ore Technologies works collaboratively with internal teams and third-party suppliers, focusing on clear roles, shared understanding and transparent reporting.

The approach is pragmatic and outcome-focused, helping buyers maintain momentum while adapting to change as delivery progresses.

6. Support arrangements

Support is provided as part of the agreed engagement and is designed to support delivery activities rather than act as a managed service.

Support arrangements typically include:

- Email and ticketed support during UK business hours
- Phone support during UK business hours for delivery coordination and issue triage
- A named delivery lead as the primary point of contact



- Access to specialist technical leads or cloud support engineers where required

Support arrangements, response expectations and escalation routes are agreed at call-off to reflect the nature and criticality of the work being delivered.

Web chat support is not provided as part of this service.

7. Security and assurance

Ore Technologies applies proportionate security controls appropriate to the nature of the work and the information being handled. Security is considered throughout delivery, not treated as a separate activity.

Measures include:

- Staff screening, including identity verification, right-to-work checks, employment history and references
- BPSS-level personnel available where required by the buyer
- Confidentiality and information-handling obligations for all delivery staff
- Application of security-by-design principles during delivery and assurance activities

Ore Technologies does not hold formal BS7858:2019 certification but applies appropriate personnel security practices in line with government guidance.

8. Onboarding and offboarding

Onboarding

Onboarding activities are agreed at call-off and tailored to the engagement. These typically include:

- Confirmation of objectives, scope and delivery approach
- Agreement of governance, reporting and communication arrangements
- Access to relevant systems, documentation and stakeholders



This ensures delivery can begin efficiently and with a shared understanding of priorities.

Offboarding

Offboarding is planned to ensure continuity and a clean transition at the end of the engagement. Activities may include:

- Knowledge transfer and handover documentation
- Final reporting and assurance outputs
- Support for transition to internal teams or other suppliers

9. Dependencies and assumptions

Effective delivery of this service depends on:

- Timely access to relevant systems, documentation and environments
- Availability of buyer stakeholders and decision-makers
- Cooperation and coordination with third-party suppliers where applicable

Changes or delays outside Ore Technologies' control may affect delivery timelines and will be managed transparently with the buyer.

10. Pricing approach

Pricing for this service is agreed at call-off and reflects the scope, duration and skills required. Pricing is typically based on:

- Time and materials (day or hourly rates), or
- Fixed pricing for clearly defined and bounded scopes

No fixed pricing is implied by this service definition.