



Service Definition Document

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2 DOCUMENT CONTROL

2.1 Version History

Version	Date	Summary of Changes	Pages Changed	Author
1.0	22/01/2026	Initial Document Created		Simon Williams

2.2 Internal Reviewers

This document has been reviewed by the following individuals:

Name	Role	Email
Simon Williams	Director	Simon.Williams@Cloudpackagers.com

2.3 Distribution List

This document has been sent to the following individuals:

Name	Organisation	Email

3 ABOUT

Cloudpackagers Ltd (“Cloudpackagers”) are a leading supplier of application packaging services in the UK. Our services are designed to seamlessly integrate with our clients’ existing processes, delivering immediate scalability to accommodate fluctuating workloads.

What sets us apart from other service providers is our deep expertise, meticulous attention to detail, relentless work ethic, and unwavering commitment to best practices - much of which we have consistently demonstrated and openly shared with the wider community through public forums, our own website and other application packaging networks since 2015.

4 SERVICE OVERVIEW

Cloudpackagers provides application packaging for cloud and hybrid estates, delivering MSIX, Numecent Cloudpaging, and scripted install packages with silent install, detection and clean uninstall. We deploy via Microsoft Intune and, where appropriate, the Cloudpaging toolset using Cloudpacer for streaming deployments and updates. Testing, documentation and handover included.

5 SCOPE OF SERVICE

- Application discovery and installer analysis (MSI, EXE, MSIX, legacy formats).
- Packaging for MSIX, Numecent Cloudpaging, and scripted installs aligned to buyer standards.
- Silent install/uninstall commands, detection logic, logging, and basic remediation steps.
- Dependency handling, prerequisites, and sequencing for complex application stacks.
- Packaging documentation (install commands, detection method, dependencies, known issues).
- Testing and validation against agreed operating system builds and target environments (including VDI where provided).
- Deployment enablement for Microsoft Intune and Cloudpacer where in scope.
- Knowledge transfer and training for in-house packaging and deployment teams (optional).

6 DELIVERY APPROACH

Work is delivered in short, repeatable phases to support rapid onboarding and controlled releases.

1. Initiate: confirm scope, success criteria, tools access, and test environments.
2. Analyse: review installer behaviour, prerequisites, and packaging requirements.
3. Package: create MSIX, Cloudpaging package, or scripted install (as appropriate).
4. Test: validate install, uninstall, upgrade/repair (where applicable) and detection logic.
5. Deploy: publish via Intune and/or Cloudpacer, and support pilot rollout where agreed.
6. Handover: provide documentation, runbooks, and knowledge transfer..

7 TOOLSETS AND PLATFORMS SUPPORTED

- Microsoft Intune (Win32 apps, detection rules, requirements, and supersedence where applicable).
- Microsoft MECM/SCCM (where used by the buyer).
- Numecent Cloudpaging toolset (virtualisation/streaming) and Cloudpacer (deployments and updates).
- Juriba app-readiness outputs (where provided by the buyer) to prioritise and track readiness.

- Windows 11 endpoints and common virtual desktop platforms, subject to buyer environment availability.

8 SERVICE BENEFITS

- Reduces deployment failures and rework through consistent packaging standards.
- Speeds application rollout using Intune and Cloudpacer deployment automation.
- Reduces downtime by using streamed delivery where appropriate.
- Cuts troubleshooting time with structured logging, detection, and remediation steps.
- Reduces migration risk using Juriba readiness insights and prioritisation.
- Improves end-user experience through cleaner installs and fewer support tickets.
- Improves security posture through least-privilege installs and controlled execution.
- Accelerates patching cycles by simplifying packaging updates and releases.
- Improves operational handover with runbooks, support notes, and clear documentation.
- Builds internal capability through training and knowledge transfer to teams.
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9 SERVICE CONSTRAINTS

- UK-based delivery; remote delivery is standard, onsite available by agreement.
- Onsite support depends on client location, access approvals, and lead time.
- Service delivery depends on timely access to required environments and stakeholders.
- Work delivered primarily during UK business hours unless otherwise agreed.
- Delivery may be constrained by customer change windows and release governance.
- Customer site security requirements may restrict tooling, media, or connectivity.

10 SUPPORT LEVELS

Support Level	What you get	Response Time
Standard support	Email/online ticketing support for packaging/deployment queries and troubleshooting	Mon–Fri Within 8 working hours
Enhanced Support	Priority handling plus Teams/phone when required, support for planned releases/changes	Extended UK hours by agreement
Critical	Release Window Cover	Out-of-hours/weekend cover
TAM / service governance	Named point of contact for governance, reporting, prioritisation and escalations	As agreed

11 ONBOARDING AND BUYER RESPONSIBILITIES

To start delivery quickly, buyers typically provide the following:

- Installer media, licenses/entitlements, and any vendor documentation required to deploy the application.
- Access to tooling (e.g., Intune, MECM, Cloudpacer, Juriba) and relevant environments for build/testing.
- Test devices or representative virtual desktop images, plus acceptance criteria for validation.
- Named points of contact for technical approvals, change windows, and release scheduling.

12 SECURITY AND DATA HANDLING

- We work to buyer security policies and use least-privilege access wherever possible.
- We only handle the minimum data required to deliver the service.
- Packaging artefacts and logs are stored and transferred using buyer-approved secure methods.
- Any customer-provided materials are returned or securely deleted at the end of engagement, as agreed.

13 HANDOVER AND OFFBOARDING

- Handover pack including install commands, detection methods, dependencies and known issues.
- Runbooks for ongoing maintenance and update approach (MSIX, Cloudpaging, or scripted installs).
- Knowledge transfer and Q&A, plus offboarding support where agreed in the Order Form.