

Service Definition

Cloud and Security Professional Services

Delivered by BestPath

Service overview

BestPath provides Cloud and Security Professional Services to support public sector organisations with the design, implementation, and optimisation of secure cloud, hybrid, and networked environments. Services are delivered by experienced consultants and engineers using industry-recognised platforms and best practices.

The service is suitable for organisations requiring expert support across cloud adoption, security improvement, network modernisation, or operational optimisation.

Service scope

The service provides professional consultancy and engineering support, including:

- Cloud and hybrid architecture design
- Network and security design and configuration
- Security assessments and improvement activities
- Advisory support across cloud, network, and security domains
- Implementation, optimisation, and transition support

Services are delivered using standard platform capabilities rather than bespoke software development.

Delivery approach

Services are delivered on a flexible basis, including short-term engagements or longer-term support, depending on customer requirements. Delivery can be provided remotely and/or on customer premises where required.

Engagements typically include:

- Requirements confirmation and scoping
- Design or advisory activities
- Implementation or configuration support
- Knowledge transfer and handover

Support model and service levels

Support levels are defined based on the agreed scope of work rather than a fixed standard SLA. This allows support to be proportionate to the complexity and criticality of the engagement.

Where customers require formal service level agreements, including defined response and resolution targets, these can be agreed and documented within the call-off agreement.

Security and information governance

Service delivery is governed by information security policies and processes aligned with Cyber Essentials and ISO/IEC 27001 principles. Governance includes access control, risk management, incident handling, vulnerability management, and change control processes.

Access to management and support channels is restricted to authorised personnel using role-based access controls, with logging and regular access reviews.

Configuration and change management

All configuration and change activities follow documented, controlled processes. Changes are planned, risk-assessed, approved, implemented, and verified to minimise disruption and security risk. Configuration baselines and change records are maintained for traceability and assurance.

Vulnerability and incident management

Vulnerabilities are identified using trusted sources such as vendor advisories, recognised vulnerability databases, and operational monitoring. Risks are assessed and prioritised, with critical issues addressed promptly.

Incidents are logged, prioritised, investigated, and resolved using defined processes. Post-incident reviews may be conducted to support continuous improvement.

Monitoring and assurance

Where services include operational support, proactive monitoring is used to identify faults, performance issues, or security events. Monitoring data is reviewed to support preventative actions, optimisation, and capacity planning.

Scalability and independence

The service scales based on customer demand and scope. Resources, configurations, and data are managed independently for each customer, supporting secure separation and operational integrity.

Data handling and exit management

Data generated during service delivery may include configuration information, reports, and operational records. Data export can be supported using standard tools and agreed formats.

At contract end, BestPath supports structured service exit and handover, including documentation, knowledge transfer, access changes, and coordination with a new supplier or internal team.

Pricing

Pricing is based on time and materials using published professional services day rates. Any technology or licensing costs are confirmed separately. Pricing details are provided in the associated pricing document.