

SERVICE DEFINITION DOCUMENT

MANAGED CLOUD SERVICES

ADDITION, VIA ADD PROJECT

- www.additionsolutions.co.uk
- www.addproject.co.uk

ABOUT OUR COMPANY

Building on our strong foundations as a global technical resourcing partner, Addition Solutions developed a dedicated consulting services division, **Add Project**.

Add Project leverages a worldwide network of experienced industry associates, deploying purpose-built, client-specific work packages that enable faster, more effective delivery across the full technology transformation lifecycle.



For over a decade, we have worked alongside senior public sector leaders on the most complex, technology-enabled change and a hard truth persisted across government: Technology investment continues to grow — but accountability for realised value does not.

The issue is not vision or funding. It is the gap between delivery and impact — created by constrained capacity, fragmented accountability, and risk-averse delivery models that optimise activity, not outcomes.

Add Project was built to disrupt that model.

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BESPOKE BY DESIGN



Our Three-Tiered Engagement Framework is designed to support at any stage of the transformation journey and to evolve as needs change.

It uses a flexible, modular approach so our clients get the right expertise, at the right time, without committing to more than they need – ensuring progress without excess cost, delay, or risk.

Clients stay in control by choosing the level of engagement that fits their goals, pace, and constraints.

This enables decisive action, sustained momentum, and smart investment – driving impact without overreach.

The framework is built to scale, making it easy to deepen or adjust support as priorities shift.

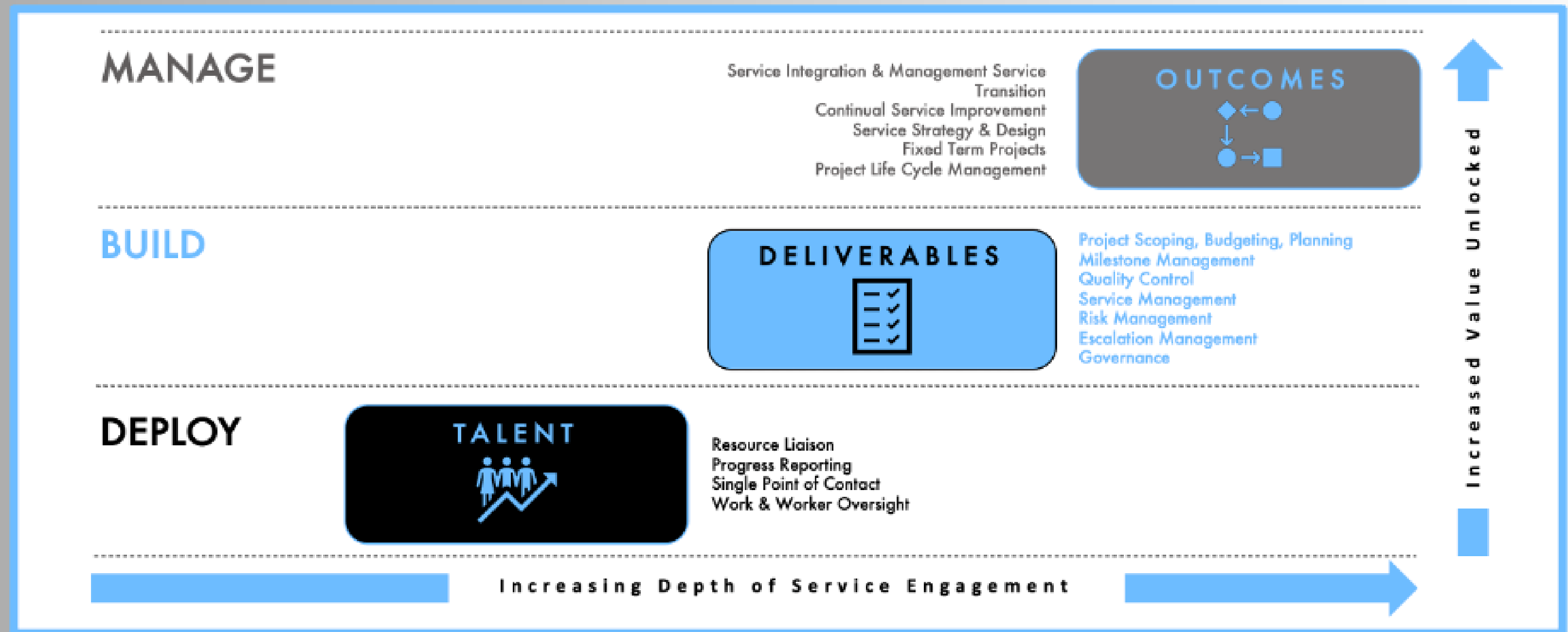
The result is a practical, adaptive partnership that focuses on measurable results and long-term impact, rather than short-term fixes.



WHAT TO EXPECT FROM OUR THREE-TIERED FRAMEWORK

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HOW WE SUPPORT

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DEPLOY gives fast access to specialist independent consultants, aligned to your priorities, with oversight on every engagement.

Includes:

- Resource onboarding & liaison
- Work assignment tracking
- Progress reporting
- Single point of contact
- Issue escalation & resolution

BUILD adds full project and delivery management to Deploy, ensuring consultants deliver the right work on time and at the right quality.

Includes everything in Deploy, plus:

- Scope & backlog management
- Budgeting & scheduling
- Milestone & dependency tracking
- Quality assurance & performance metrics
- Risk, issue & change management

MANAGE offers full delivery accountability, driving outcomes and optimizing performance across the entire lifecycle.

Includes everything in Deploy & Build, plus:

- Outcome ownership & KPI/OKR alignment
- Service & supplier management
- Continuous service improvement
- Operational reporting & executive dashboards
- Fixed-price / outcome-based engagements
- Full governance & compliance

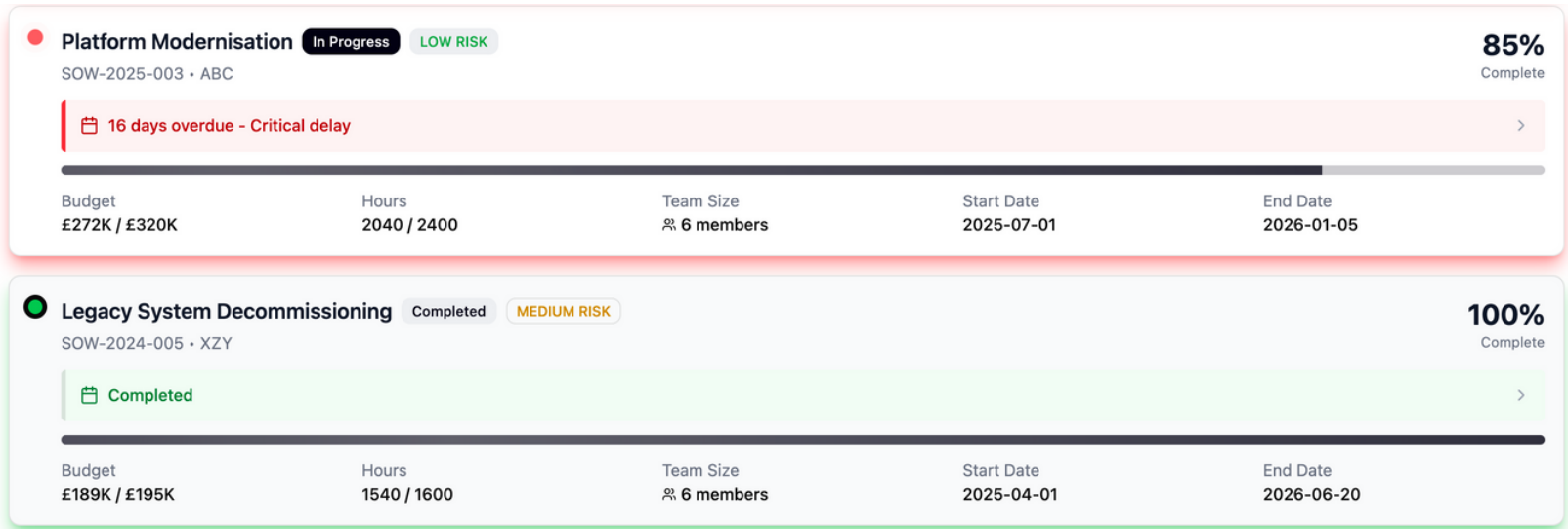
ENSURING MEASURABLE ADVANTAGE

Our AI-powered performance tracker gives you real-time clarity into consultant activity, deliverables, and value creation.

By continuously monitoring scope, milestones, and outcomes, it exposes risk early, enforces accountability, and eliminates costly surprises.

The result: fewer overruns, stronger performance, and confidence that every consultant, commitment, and investment is driving measurable, business impact.

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**MANAGED
CLOUD
SERVICES**

**(PRIVATE,
PUBLIC AND
HYBRID)**

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Addition via Add Project delivers practical training that builds confident users and capable support teams for cloud-based services.

We provide role-based learning for basic and super users, from day-to-day usage to advanced troubleshooting and optimisation, using clear materials, hands-on sessions and measurable outcomes to improve adoption and reduce support demand.

MANAGED CLOUD SERVICES (PRIVATE, PUBLIC AND HYBRID)

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Features

- Managed Private Cloud: IaaS, SaaS/PaaS and application management
- Managed Public Cloud: IaaS, SaaS/PaaS and application management
- Managed Hybrid Cloud: integrated IaaS, SaaS/PaaS and applications
- Service onboarding, runbooks, and structured handover/offboarding
- 24/7 monitoring, alerting, incident, problem and change management
- SLAs, KPIs, service reviews and continual service improvement
- Governance, RAID management, and auditable delivery reporting
- Technology-agnostic support across leading cloud platforms
- Security hardening, access control, patching and vulnerability management
- Cost, capacity and performance optimisation with clear dashboards

**MANAGED
CLOUD
SERVICES**

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Benefits

- Reliable services with clear accountability and measurable outcomes
- Reduced operational risk through proactive monitoring and controls
- Faster delivery of change with disciplined governance and tooling
- Consistent performance across private, public and hybrid estates
- Improved compliance through traceable approvals and audit trails
- Lower total cost via optimisation and right-sizing recommendations
- Greater resilience with tested backup, recovery and failover processes
- Better user experience through stable, well-managed applications
- Flexible scaling without long-term overheads or disruption
- Stronger in-house capability through embedded knowledge transfer

CLIENTS WE'VE SUPPORTED



Government
Digital Service



Department for
Digital, Culture
Media & Sport



Ministry
of Defence



Department
for Education



FCDO Services



Home Office



HM Courts &
Tribunals Service



GCHQ



Ministry
of Justice



Department
for Work &
Pensions

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