

Cloud Deployment and Transformation Services

G-Cloud 15 Service Definition

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1 Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

2 Who this Service is For?

Our cloud deployment, migration, and transformation services are designed for UK public sector organisations - particularly local authorities, NHS bodies, emergency services, and other public institutions - seeking to modernise their digital infrastructure, regardless of project scale or complexity.

Whether delivering a secure landing zone, implementing fabric, migrating data and applications, or undertaking a full infrastructure transformation, our services are tailored to meet each organisation's unique needs.

Our services are ideal for organisations with legacy estates, hybrid environments, or multi-cloud strategies, and are designed to ensure secure, compliant, and cost-effective cloud adoption that supports operational continuity and long-term transformation goals.

3 Cloud Deployment, Migration, & Transformation - an overview

Agilisys' Cloud Deployment, Migration, and Transformation Services are designed to support public sector organisations at every stage of their cloud journey - from initial strategy and readiness assessments through to full-scale infrastructure migrations and post-deployment optimisation.

We bring deep domain expertise in public sector IT, with extensive experience migrating complex legacy environments and a wide range of local government line-of-business systems - many of which we have transitioned multiple times. Our approach enables us to design and deliver solutions across Azure, private, and hybrid cloud platforms.

Our services are modular and scalable, allowing clients to engage us for discrete phases - such as discovery, business case development, or cloud readiness assessments - or for end-to-end transformation programmes. We combine strategic insight with technical delivery of secure, compliant, cost-effective, cloud adoption, aligned to your organisational goals.

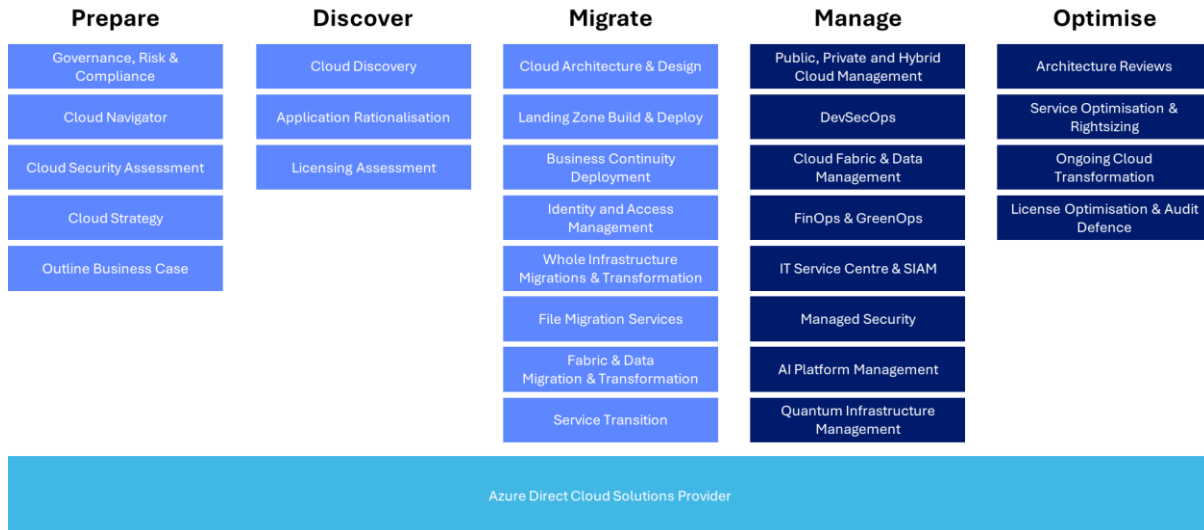


Figure 1 - Agilisys Cloud Transformation and Management Services

4 Service Description

We provide a comprehensive range of Managed Services across Microsoft Azure, VMWare and on-premises infrastructure and hybrid cloud implementations. Services can be selected and combined as required to provide a tailored service to meet the specific needs of your organisation.

Our range of services are described below, customers are able to call-off these services individually, or in any combination in order to customise the call-off to meet their specific requirements. Please contact us at info@agilisys.co.uk to discuss your needs further and we will be delighted to help.

4.1 Preparation for Cloud Phase

Our day-to-day managed cloud services are designed to provide continuous, reliable, and secure operational support across public, private, and hybrid cloud environments. Delivered by experienced professionals, the service encompasses proactive monitoring, infrastructure management, performance optimisation, and security oversight, ensuring systems remain resilient, compliant, and cost-effective.

With flexible service tiers and 24/7 support for critical incidents, our managed services enable organisations to focus on strategic priorities while we maintain the health, efficiency, and governance of their cloud platforms. From patching and backup to tenancy management and workload optimisation, we deliver a comprehensive service that aligns with UK Government and NHS standards, tailored to meet the evolving needs of public sector clients.

4.1.1 Governance Risk & Compliance

Agilisys' Governance, Risk & Compliance (GRC) service supports public sector organisations in strengthening cyber resilience through structured alignment with the National Cyber Security Centre's (NCSC) Cyber Assessment Framework (CAF).



The service helps identify and mitigate risks to essential functions—such as social care, housing, and public health—by assessing governance structures, risk management practices, technical controls, and incident response capabilities, and how this aligns with their cloud strategy and services.

Through a phased approach, Agilisys delivers a comprehensive baseline assessment, evidence-based maturity heatmaps, and a prioritised improvement roadmap. The service includes stakeholder workshops, technical deep-dives, and the development of a costed implementation plan, complete with updated policies, playbooks, and monitoring frameworks.

With a focus on achieving measurable outcomes and audit-ready evidence, Agilisys enables organisations to meet their statutory duties, develop business cases, and embed cyber assurance into strategic decision-making.

4.1.2 Cloud Navigator

Agilisys Cloud Navigator is a supplier-agnostic cloud transformation service that helps public sector organisations accelerate cloud adoption while reducing risk. Operating across strategic, tactical, and operational levels, it offers tailored support to meet bespoke client needs.

The service includes readiness assessments, strategy development, business case creation, and migration planning, all underpinned by deep domain expertise in local government, health, and emergency services. Cloud Navigator enables organisations to adopt “Cloud First” and “Data Centre Zero” principles, improving IT maturity, agility, and efficiency.

With a collaborative approach and access to a library of lessons learned, Agilisys provides the tools to ensure a safe, timely, and effective cloud transformation aligned to your business goals.

4.1.3 Cloud Security Assessment

Our Cloud Security Assessment provides a comprehensive evaluation of your cloud environment to ensure robust protection, compliance, and resilience. We examine security architecture, identity and access controls, data protection measures, and operational practices against industry standards and NCSC guidelines.

The assessment identifies vulnerabilities, misconfigurations, and compliance gaps, delivering actionable recommendations to strengthen your security posture. By combining proven methodologies with deep public sector expertise, we help organisations mitigate risk, align with regulatory requirements, and build a foundation for secure, scalable cloud adoption.

4.1.4 Cloud Strategy

Agilisys’ Cloud Strategy service helps organisations define and deliver a clear, actionable roadmap for cloud transformation. The service begins with a comprehensive assessment of the current IT estate, business strategy, and organisational readiness. It supports the development of tailored cloud strategies - whether focused on IaaS, PaaS, or SaaS - and includes technology audits, operating model reviews, stakeholder engagement, and business case creation.



The approach ensures alignment with organisational goals and regulatory requirements, while identifying opportunities for consolidation, cost savings, and improved service delivery. Agilisys brings deep domain expertise and proven methodologies to guide clients through the complexities of cloud adoption, enabling faster decision-making, reduced risk, and enhanced agility.

The service culminates in a transformation roadmap that supports long-term success and positions organisations to fully realise the benefits of cloud technologies.

4.1.5 Outline Business Case

The Outline Business Case service provides a structured framework to assess current IT environments, define strategic objectives, and evaluate the feasibility and benefits of cloud adoption. The service includes stakeholder engagement, risk analysis, and financial modelling to develop a compelling case for change.

It helps organisations align technology decisions with business goals, ensuring that cloud initiatives are justified, achievable, and deliver measurable value, enabling clients to make informed decisions, secure internal buy-in, and prepare for successful cloud migration and modernisation.

4.2 Cloud Discovery Phase

Cloud Discovery phase is the foundational step in preparing for a successful cloud migration. It is designed to provide a comprehensive understanding of an organisation's current IT environment, including infrastructure, applications, and operational dependencies. This phase combines technical assessment with strategic planning to ensure that cloud transformation is both efficient and aligned with business objectives.

At its core, Cloud Discovery involves a low-impact audit of server, storage, and backup infrastructure using agentless tools to identify estate configuration, utilisation, and interdependencies. This enables the creation of a high-level migration plan with indicative costs and timelines.

A critical component of this phase is Application Rationalisation, which identifies services and systems that are no longer needed or suitable for migration. By retiring redundant applications, organisations can avoid unnecessary effort and cost, streamline their IT landscape, and reduce licensing overhead.

Application Assessment further evaluates the suitability of workloads for cloud hosting, considering factors such as architecture, security, compliance, and operational readiness. This includes analysing interfaces (e.g., DNS, authentication, IP management), reviewing the IT operating model, and identifying transformation requirements.

The phase also supports the development of a tailored licensing strategy and migration phasing plan, ensuring that resources are optimally allocated and aligned with organisational priorities. Stakeholder engagement is key throughout, helping to validate findings, build consensus, and ensure that the migration roadmap reflects both technical realities and strategic goals.



Together, these activities enable organisations to make informed decisions, accelerate cloud adoption, and lay the groundwork for a secure, cost-effective, and future-ready cloud transformation.

4.2.1 Cloud Discovery

The Cloud Discovery service delivers a structured, low-impact assessment of existing IT infrastructure to evaluate readiness for cloud migration. It begins with an initial review of server, storage, and backup environments using agentless tools to identify configurations, utilisation, and interdependencies. This enables the creation of a high-level migration plan with indicative costs and timelines.

Optionally, a detailed discovery phase can be conducted to analyse workloads, applications, and technical dependencies, alongside organisational readiness across governance, security, and service management. The service helps define the most appropriate migration approach and highlights opportunities for consolidation and optimisation.

By combining technical audits with stakeholder engagement, Cloud Discovery supports the development of a robust business case and transformation roadmap. It enables organisations to make informed decisions, reduce risk, and prepare for their cloud migration programme.

4.2.2 Application Rationalisation

Agilisys' Application Rationalisation service helps clients simplify and modernise their application estates by identifying opportunities to consolidate, decommission, or migrate legacy systems.

Using a structured, three-phase approach - Discovery, Analysis, and Investment Planning - Agilisys assesses the current software landscape, evaluates business capabilities, licensing entitlement, contractual obligations, and financial impacts, to develop a strategic roadmap for optimisation.

The service leverages TOGAF-aligned architectural principles and advanced asset management tooling to establish a comprehensive applications baseline, assess fitness for purpose, and identify duplication or underutilisation. The outcome is a tailored implementation plan and business case that supports cost reduction, improved service delivery, and future-ready digital transformation, underpinned by a governance model that provides the foundation to maintain long-term application estate health.

4.2.3 Licensing Assessment

Agilisys' Licence Entitlement and Optimisation service is a targeted, process designed to support organisations to understand their licensing position, or support a cloud discovery, application rationalisation, or migration planning exercise.

The service delivers a comprehensive Effective Licence Position (ELP), providing a clear snapshot of current software entitlements, usage, and compliance status. Through audit and gap analysis, the service identifies under or over-licensing, highlights cost-saving opportunities and ensures audit readiness.

Agilisys' licensing specialists offer expert guidance on optimising licence models, reducing risk exposure, and aligning entitlements with future-state cloud strategies. This service is



ideal for organisations seeking to validate their software estate, prepare for vendor negotiations, or ensure a compliant and cost-effective transition to cloud environments.

4.3 Cloud Migration Phase

Agilisys' Cloud Migration services provide a comprehensive and structured approach to transitioning organisations to secure, scalable, and future-ready cloud environments.

With over two decades of experience supporting the UK public sector, our services are designed to address the full lifecycle of cloud adoption - from initial preparation and discovery to architecture and landing zone design through to data and file migration, identity and access management, and service transition.

Each component is underpinned by our proven Cloud Migration Lifecycle Methodology, which ensures that migrations are strategically aligned, technically robust, and operationally seamless.

We work collaboratively with stakeholders to minimise disruption, ensure compliance with National Cyber Security Centre Cloud Security Principles, and deliver resilient digital infrastructure that supports ongoing transformation, continuity, and innovation.

4.3.1 Cloud Architecture & Design

Agilisys' Cloud Architecture and Design service provides a structured, secure, and scalable foundation for organisations transitioning to the cloud. Leveraging deep domain expertise and alignment with National Cyber Security Centre (NCSC) and Microsoft's Architecture Framework, we design and build tailored Cloud Landing Zones that support hybrid and public cloud strategies.

Our approach ensures that cloud infrastructure is optimally configured to be secure, meet organisational goals, compliance requirements, and operational resilience.

4.3.2 Landing Zone Build & Deployment

Agilisys' Landing Zone Build & Deployment service delivers a secure, scalable, and policy-aligned foundation for public sector cloud adoption. Built using reference architectures that comply with the National Cyber Security Centre (NCSC) Cloud Security Principles and Microsoft guidance, the service ensures that cloud environments are designed with security, governance, and operational resilience at their core.

Agilisys works collaboratively with clients to tailor Landing Zones to specific organisational needs by deploying templated best-practice. The service includes high and low-level design, identity and access management integration, network and security configuration, and automation of core infrastructure components, accelerating time-to-value while ensuring compliance, consistency, and readiness for secure cloud operations.

4.3.3 Business Continuity and Disaster Recovery Deployment

Agilisys' Business Continuity Deployment service provides a comprehensive, turnkey solution for implementing cloud-based disaster recovery and continuity planning using Azure Site Recovery (ASR).

The service ensures critical systems and data are securely replicated in near real-time to offsite cloud environments, enabling rapid restoration in the event of disruption. The



deployment includes a full lifecycle approach - assessment, design, implementation, testing, and transition - tailored to your infrastructure and requirements to minimise operational risk, ensure compliance and deliver a resilient, scalable solution that supports hybrid and multi-cloud environments.

The service can be integrated into existing IT operations or managed by Agilisys' expert teams, ensuring seamless failover capabilities and business continuity assurance.

4.3.4 Identity and Access Management

The Cloud Identity and Access Management (IdAM) service provides a secure, scalable, and policy-driven approach to managing digital identities and access across cloud and on-premises environments. Centred around Microsoft Entra and aligned with Zero Trust principles, the service includes the deployment of multi-factor authentication, privileged identity management, conditional access, password-less authentication, and identity lifecycle governance.

Delivered by experienced architects and engineers, the service follows a structured methodology - from assessment and design through to implementation, operation, and decommissioning - tailored to your infrastructure and security requirements, to ensure the protection of information assets, enhance user productivity, and meet compliance obligations, while enabling seamless access to services and applications.

4.3.5 Whole Infrastructure Migrations and Transformation

Agilisys' Whole Infrastructure Migration service delivers a comprehensive, end-to-end approach to transitioning entire IT estates - including complex line-of-business applications used by local authorities - into secure, scalable public cloud environments. With over two decades of experience supporting UK public sector organisations, Agilisys has successfully migrated services from legacy on-premises infrastructure to Microsoft Azure, including critical systems such as social care, housing, and revenues and benefits platforms.

Leveraging a proven Cloud Migration Lifecycle Methodology, the service encompasses discovery, design, migration, optimisation, and ongoing management. We work closely with business stakeholders to plan and schedule migrations around key operational periods and deadlines, ensuring minimal disruption to frontline services.

Our approach focuses on migrating business services rather than just infrastructure, aligning technical execution with strategic objectives. This service is underpinned by deep domain expertise, adherence to standards, and a commitment to delivering resilient, future-ready digital environments.

4.3.6 File Migration Services

Agilisys' File Migration Services provide a secure, efficient, and scalable approach to migrating unstructured data and file-based workloads from legacy on-premises environments to modern public cloud platforms, primarily to Microsoft Azure and SharePoint.

The migration process includes detailed readiness assessments, target architecture design, secure data transfer, and post-migration validation. With deep domain expertise in public sector compliance, security, and governance, Agilisys ensures that migrated data is cleansed, protected and accessible, using cloud services in an optimal manner.



4.3.7 Fabric & Data Build, Migration and Transformation

Agilisys' Fabric and Data Build, Migration and Transformation service provides a comprehensive approach to modernising data platforms and architectures. The service delivers a clear and actionable plan to enhance data architecture, enabling faster and more efficient data processing and unlocking advanced analytics capabilities.

Leveraging deep domain expertise and proven methodologies, Agilisys supports the migration of legacy data environments to secure, scalable cloud platforms while ensuring robust data governance and compliance. The service includes discovery, design, transformation, and optimisation phases, with a strong focus on data quality, integration, and performance.

Ongoing support is optionally available, delivered by experienced data professionals, ensuring that organisations can continuously evolve their data capabilities to meet strategic goals and drive data-informed decision-making.

4.3.8 Service Transition

Agilisys' Service Transition offering ensures a seamless and controlled handover of cloud-based services into live operational environments, minimising disruption and safeguarding service continuity.

Embedded within our Cloud Migration Lifecycle Methodology, the transition phase includes detailed planning, stakeholder engagement, and rigorous testing to ensure readiness for go-live. Our approach includes the provision of High- and Low-Level Designs, migration and transition planning, change control, and user acceptance testing.

Post-migration, we provide structured handover to in-house teams or Agilisys' Managed Services, ensuring that all operational, security, and compliance requirements are met. This structured and collaborative approach enables organisations to confidently adopt cloud services while maintaining service quality and resilience.

4.4 Resold Azure and Fabric Services (Direct CSP)

Agilisys provides customers with access to Microsoft Azure services as a Cloud Solution Provider (CSP). As a Direct CSP, Agilisys provisions Azure subscriptions and invoices monthly in arrears based on actual consumption. Agilisys also offers baseline support, assisting customers with day-to-day queries and initial troubleshooting, and coordinating escalation to Microsoft where appropriate. This ensures customers receive practical guidance and a clear route for issue resolution without overstating the support dependency.

Agilisys maintains Premier Support for Partners (PSfP). This provides enhanced escalation capabilities, faster response SLAs, and access to Microsoft engineering experts, enabling Agilisys to manage escalations on behalf of our clients efficiently, and draw on specialist guidance when needed.

5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for programmes and professional services engagements.



5.1 Onboarding Cloud Professional Services Engagements

Onboarding for our professional services engagements begins with a structured mobilisation phase, designed to establish a shared understanding of the project's scope, objectives, and success criteria. This phase includes collaborative discovery workshops with key stakeholders to assess the current IT landscape, business drivers, and organisational readiness for change.

Our team conducts a review of the existing infrastructure, applications, and operating model, identifying interdependencies, risks, and opportunities for optimisation. Where appropriate, we deploy clientless discovery tooling to gather system insights with minimal disruption. This enables us to produce a tailored delivery plan, including a high-level design, migration strategy, and resource model aligned to your priorities.

We work closely with your teams to define governance structures, communication protocols, and decision-making frameworks. As part of mobilisation, we confirm all necessary access requirements, including the verification of staff security clearances (e.g., SC) to ensure compliance with your organisational and regulatory standards.

This approach ensures a secure, efficient, and low risk start to the engagement, enabling rapid progress while maintaining full visibility and control for your organisation.

5.2 Offboarding Cloud Professional Services Engagements

At the conclusion of a professional services engagement, Agilisys ensures a structured and secure transition of responsibilities to the client's internal teams or a nominated third-party provider. Our offboarding process is designed to maintain service continuity, preserve institutional knowledge, and uphold compliance with security and governance standards.

We deliver a comprehensive handover pack, which includes relevant artefacts such as solution designs, configuration documentation, and migration records. Where applicable, we conduct knowledge transfer sessions with technical and operational stakeholders to ensure a clear understanding of the delivered solution, its dependencies, and ongoing management considerations.

Access credentials, administrative rights, and configurations are reviewed and securely transferred to the designated teams. We also confirm the revocation of Agilisys access to client environments and systems, and, where required, provide formal confirmation of data deletion in accordance with our data governance and security policies.

Our offboarding approach is flexible and can be tailored to meet specific client requirements, ensuring a smooth and confident transition to business-as-usual operations or further transformation phases.

6 Support

We offer flexible support options to align with the needs of each engagement, recognising that support requirements vary across the lifecycle of a cloud deployment or migration programme. Our support models are designed to ensure continuity, build in-house capability, and provide assurance during critical transition periods.

6.1 Early Lifecycle Support

Following each deployment milestone or line-of-business system migration, we provide early lifecycle support—typically for a period of two weeks. This is delivered by the same



professional services personnel who implemented the solution, ensuring continuity of knowledge and rapid issue resolution. This model is ideal for stabilisation, user onboarding, and addressing any post-deployment refinements.

6.2 Managed Support During Programme Delivery

For clients who require operational support during the delivery phase, Agilisys can provide a managed service that runs in parallel with the professional services engagement. This ensures stability and continuity while new platforms are being deployed or migrated. We also offer a ramped support model, enabling a phased handover to internal teams. This approach allows in-house staff to progressively assume responsibility for managing the cloud environment, with Agilisys providing mentoring, shadowing, and escalation support as capabilities mature.

6.3 Transition to Agilisys Managed Cloud Services

Where ongoing operational support is required beyond the project lifecycle, clients can transition into one of our established Managed Cloud Service tiers:

6.3.1 Standard Cloud Management

Provides core business hours support (08:00–18:00, Monday to Friday), with 24/7 incident response for Priority 1 issues. It includes tenancy management, patching, monitoring, basic cost optimisation reporting, and monthly service performance reviews. This tier is ideal for organisations seeking reliable, foundational cloud management with essential governance and support.

6.3.2 24x7 Cloud Management

Builds on the Standard offering with enhanced capabilities such as proactive security incident response, customised patching cycles, Privileged Identity Management (PIM), and detailed monthly performance reviews led by a dedicated service delivery manager. It also includes proactive execution of optimisation and security recommendations, making it suitable for organisations with complex environments or higher compliance and performance demands.

Each support model is underpinned by our commitment to service quality, security, and knowledge transfer, ensuring that clients receive the right level of assistance at every stage of their cloud journey.

7 Pricing

Pricing is based on the specific service requirements, service levels, scale and scope of services using the rate card provided in the accompanying pricing document for this GCloud service.

We provide UK based onshore, and offshore resources that can be leveraged to meet your specific needs, the prevailing rates are detailed within our Pricing documents.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.



Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

From initial discovery through to optimisation, we assess and enhance security controls, including identity governance, privileged access management, encryption, and continuous monitoring.

Our managed services provide proactive threat detection and response, patching, and compliance reporting, while our cloud identity and access management solutions ensure Zero Trust principles are applied across hybrid environments. Whether supporting Azure, multi-cloud or hybrid estates, Agilisys ensures that governance frameworks are in place to maintain operational integrity, data protection, and audit readiness throughout the cloud lifecycle.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.