

**SOLVE
SOMETHING
IMPORTANT**

Cloud Manage and Optimise

Service Definition Document

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Cloud Manage and Optimise

1 WHAT THE SERVICE IS

Leidos 24/7/365 Cloud Managed Services support your cloud platform, applications, and data in hyperscale, private or hybrid cloud estates. Our managed cloud services are delivered from our security-cleared UK teams provide end-to-end cloud optimisation and management (including FinOps), or collaborative shared-responsibility management with your in-house IT team using shared tooling.

FEATURES

- Management of integrated IaaS/PaaS, containers, serverless workloads/applications
- Agile, SecDevOps and SRE Application, platform security/data management
- Business hours to 24/7/365 response/remediation from UK EITOC/SOC
- Tailored KPIs and SLAs to ensure focus on business priorities
- ITIL aligned service management, omni-channel ticket logging (phone, form, email)
- Observability, FinOps incorporated to all hyperscale cloud management services
- Continuous optimisation and opportunity to adopt new cloud services
- Granular/consolidated billing and reporting from named service manager
- Service availability, performance, capacity and security monitoring/alerting (SIEM)
- Public sector and defence focused engineering and support teams

BENEFITS

- Flexibility: define the service scope, SLA/KPIs that you need
- Integrated security, FinOps and application development services as required
- Multi-cloud management: single contact point for queries and issues
- Optimisation services promote the adoption of new innovated cloud technologies
- FinOps constantly optimising your cloud platform and usage costs
- Tailored, detailed regular reporting from your named service manager
- Reach-back to global pool of experts for future cloud projects
- AWS and Microsoft Partnerships: Well informed on forthcoming service launches
- Cloud optimisation promotes sustainability and net-zero / low-carbon agendas

OVERVIEW

Leidos offers a robust Cloud Manage and Optimise service, operating 24/7/365 to support your cloud platform, applications, and data across hyperscale, private, or hybrid cloud estates. Delivered by our security-cleared UK teams, this service ensures comprehensive cloud optimisation and management. Whether you need full-scale managed services or prefer a collaborative approach with your in-house IT team, Leidos provides the flexibility and expertise to enhance your cloud operations efficiently.

Our service features an extensive array of management capabilities, including integrated IaaS/PaaS environments, containers, and serverless applications, all supported by Agile, SecDevOps, and SRE practices. We offer tailored KPIs and SLAs to align closely with your business priorities, complemented by ITIL-aligned service management and a suite of observability and FinOps tools to streamline and enhance cloud management.

Choosing Leidos's Cloud Manage and Optimise service brings numerous benefits to your organisation. You gain the flexibility to define the scope and scale of service provisions that best meet your needs, ensuring integrated security and application development services as required. Our service provides a single point of contact for managing multi-cloud environments, which simplifies the resolution of queries and issues. Through continuous optimisation and the promotion of innovative cloud technologies, we help you leverage the latest advancements to maintain a competitive edge. Detailed, regular reporting from your named service manager keeps you informed and in control, while our global pool of experts stands ready to support future cloud projects. With strategic partnerships with AWS and Microsoft, Leidos is well-informed about upcoming service launches, ensuring that your cloud services remain at the forefront of technology. Overall, our Cloud Manage and Optimise service not only enhances your cloud capabilities but also promotes sustainability and supports your net-zero/low-carbon goals.

2 ANY ONBOARDING AND OFFBOARDING SUPPORT YOU PROVIDE

Where relevant, Leidos will adopt a consultative approach with customers to define and validate their requirements in order to determine how best to engage with the services. The onboarding and offboarding process is dependent on the specific requirements of the solution, and the delivery methodology agreed upon.

3 PRICING

Please refer to the associated Pricing Document relevant for this Service

4 TERMS AND CONDITIONS

Please refer to the associated Terms and Conditions Document relevant for our Service Offerings

5 FURTHER INFORMATION

Please send your requirement to publicsector@uk.leidos.com. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work.

ABOUT LEIDOS

Leidos is a leading partner to the UK government and the Scottish government as well as having key client partners in transportation and energy. Leidos employs 1300 people across the UK supporting technology and business process transformation programmes for clients such as the Home Office, the Ministry of Defence, the Metropolitan Police Service and NATS.

The success of this work in the UK and beyond shows that we are a trusted partner in the region and that our people can deliver innovative solutions to solve the most challenging problems.

LEVERAGING OUR CORE CAPABILITIES

Our technical core capabilities define the areas in which technical excellence is critical, not only for our business, but in the work we do daily to help customers achieve the important missions on the frontlines of their industry. Explore our core capabilities [here](#)



Digital Modernisation



Cyber Operations



Mission Software Systems



Integrated Systems



Mission Operations



INCLUSION AND DIVERSITY IN LEIDOS UNITED KINGDOM

Leidos is committed to creating a diverse and inclusive workplace, where every colleague has the opportunity to contribute, share their unique ideas and talents, and be supported in their career. Explore Inclusion and Diversity in the UK [here](#)

SOCIAL VALUE

We're committed to supporting sustainability initiatives, tackling workforce inequality and STEM education by enriching the communities to our operations. Learn more about Social Value in the UK [here](#)