

Valcon G-Cloud Lot 3 Service Definition

Managed Application Services

[Ongoing Support | Product support capabilities, Logging and management of incidents, Reporting and proactive results analysis, End user training coordination]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service Description

Valcon's managed application services provide end-to-end support to ensure your digital solutions remain secure, scalable, and high-performing. We combine deep technical expertise with ITIL-aligned processes to handle maintenance, monitoring, and updates. By managing the full application lifecycle, Valcon enables organizations to focus on core business activities and innovation.

Features

- Secure, high-performance cloud foundations with end-to-end operational oversight
- Automated, scalable cloud provisioning using infrastructure-as-code practices
- Proactive 24/7 monitoring preventing performance and availability issues
- Continuous security, compliance, encryption, and access control governance
- Optimized cloud cost and performance through architectural optimization
- Rapid incident recovery reducing downtime and MTTR globally
- Automated CI/CD pipelines enabling reliable, scalable production releases
- DevSecOps practices embedding security and testing early
- Unified DevOps culture aligning development and operations teams
- Coordinated release management enabling zero-downtime global deployments

Benefits

- Accelerated market delivery through automated CI/CD pipelines eliminating deployment bottlenecks.
 - Maximum system resilience via proactive monitoring and rapid incident response.
 - Optimized cloud costs through continuous right-sizing and architectural governance controls.
 - Integrated security embedding DevSecOps and automated compliance across application lifecycle.
 - Greater innovation focus by offloading operations from internal development teams.
 - Improved service reliability with standardized processes and enterprise-grade support models.
 - Predictable delivery outcomes through mature governance, SLAs, and performance metrics
- Scalable application operations supporting business growth without proportional overhead increases.

3. Approach

To provide a robust operational framework, our delivery approach is structured into four distinct phases. This methodology ensures that the Cloud Support and DevOps pillars defined in our service overview are integrated deeply into your business.

1. Discovery, Audit, and Baseline

Before taking control, we conduct an exhaustive deep-dive into your existing ecosystem. We map your current Infrastructure configurations and Security management protocols against industry benchmarks.

This phase identifies critical gaps in your monitoring coverage and technical debt in your codebases. By the end of this stage, we establish the performance and cost baselines that will be used to measure the success of our Performance optimization efforts.

2. Stabilization and Seamless Transition

During the transition, we focus on establishing clear operating procedures. Where applicable we migrate your environments toward Infrastructure as Code (IaC) to eliminate manual errors and ensure consistent Infrastructure provisioning. We also implement our Incident response framework, ensuring that Monitoring and troubleshooting are active from day one. This stage is designed to provide immediate stability while minimising any disruption to your ongoing development cycles.

3. Automation and Pipeline Engineering

With a stable foundation, we shift focus to the DevOps pillar of our offering. We engineer and refine your Continuous integration and continuous deployment (CI/CD) pipelines to enable Automation of software development processes. By embedding security gates directly into these pipelines, we deliver on our promise of proactive Security management. This phase bridges the gap between your developers and our operations team, fostering the high-velocity Collaboration required for modern delivery.

4. Continuous Evolution and Governance

Delivery does not end at deployment; it evolves through Monitoring and feedback loops. We conduct monthly "Well-Architected" reviews to drive Performance optimization and Release management efficiency. Our consultants act as your strategic partners, using real-time telemetry to suggest architectural improvements. This ensures your managed service isn't just a maintenance contract, but a vehicle for constant technical and operational maturity.

4. Effort and Cost

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client.

- These may include (but are not limited to):
- Access to required stakeholders, systems, or information
- Timely decisions and approvals
- Availability of resources and infrastructure
- Defined governance and communication processes

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).