

IT Infrastructure Technical Support for Cloud Systems

AtkinsRéalis

What We Do

Unlock the full potential of cloud with a future-proof infrastructure and change support. Today's customers demand innovative services delivered with agility and scalability. Traditional IT infrastructure can struggle to keep pace. Our IT infrastructure technical support consultancy for cloud systems transforms your operations, aligning People, Process, and Technology to drive cloud success.

- **People:** We empower your teams and stakeholders with cloud and IT infrastructure skills and foster a culture of innovation, ensuring they are equipped to drive value in a cloud-centric environment.
- **Process:** We optimise your operations through streamlined governance, robust security and policy compliance practices, stakeholder engagement, and seamless service delivery.
- **Technology:** We help you architect scalable solutions which are secure by design and policy compliant cloud environments, and guide in the selection of the right technologies to meet your specific needs.

Our approach, based on extensive IT infrastructure design experience, results in a future-proof implementation model tailored to your organisation. This accelerates your cloud journey and empowers you to exceed evolving customer and stakeholder expectations. Our operating model emphasises proactive lifecycle management to ensure your access to hosted systems stay current within your cloud environment as systems evolve and your business changes.

Why us?

We bring deep experience in navigating complex IT compliance environments and hosting facilities, ensuring a tailored implementation model that aligns seamlessly with your business goals which are secure by design.

Our teams are dedicated to delivering rapid, measurable results that drive your cloud journey forward by providing support and guidance to your business, stakeholders and industry partners.

We aim to work closely as part of your team to guide and enhance your service delivery supporting your business IT services. We provide appropriate guidance for your team, stakeholders and projects to comply with policy and applicable standards whilst driving best value.

We have been supporting a large secure government department for over 2 decades to evolve their business IT infrastructure and associated facilities, including for new builds, system upgrades as well as managing office moves and changes. We are IPSA accredited to provide security cleared staff.

Our approach addresses these critical areas:

- Governance, Security & Compliance
- Cloud Infrastructure Risk Management
- Architecture & Design
- Operations & Management
- Service Delivery
- People
- Skills
- Culture

For a deeper understanding of each component, please refer to the following breakdown on the next page.



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Critical Area	Description and Benefit
Governance	Establishes clear decision-making frameworks, policies, and standards for managing cloud infrastructure resources. Ensures alignment with business goals, cost management, and change control. Compliance with Site Coordination Installation Design Authority (SCIDA) standards.
Security & Compliance	Implements proactive measures to protect data, systems, and networks for cloud services. Adheres to applicable regulations and best practices (e.g., secure by design).
Cloud Risk Management	A mature risk management framework designed to support cloud migration and ongoing operations. This framework covers cloud infrastructure specific risks in key areas including, people & skills, data security and controls, compliance and legal, operational and financial.
Architecture & Design	Defines scalable, resilient, and cost-effective cloud infrastructure. Aligns cloud infrastructure architecture with business requirements, Installation Design Authority (IDA) and technology standards. Ensuring that this provides value for money and avoids failure to satisfy accreditors.
Operations & Management	Streamlines cloud infrastructure resource provisioning, monitoring, incident response, and patch management. Leverages resource for efficiency and proactive maintenance.
Service Delivery	Provides a catalogue of available cloud infrastructure support services, clear SLAs, and SME capabilities. Focuses on seamless user experience and reliable services.
People, Skills, & Culture	Upskills existing IT staff in cloud infrastructure technologies and methodologies. Fosters a culture of innovation, agility, and excellence within your IT teams. We are IPSA accredited, employing staff security cleared conforming to BS7858:2019 and UKSV cleared minimum of SC staff.

