

Managed Cloud Services

G-Cloud 15 Service Description

Version: January 2026

G-Cloud 15 Lot 3 RM 1557.15

About Us

At Exception, we are dedicated to transforming organisations through the power of cloud technologies. Our mission is to strike a transformation balance between innovation, transformation, and continuity, ensuring that organisations realise the benefits of cloud solutions and cutting-edge technology while seamlessly delivering business-as-usual.

Service

Cloud enablement within organisations demands a diverse range of skillsets, capabilities, and expertise. Often these resources are not readily available within the business. Keeping pace with the rapidly evolving technology landscape requires specialised skills and continuous knowledge updates. Effective cloud enablement is essential when aiming to leverage cloud technologies and enhance agility and scalability in operations.

Our Managed Cloud Services offer a flexible model to address these challenges. We provide customers with access to industry experts with current skills and capabilities available precisely when needed. By combining project and service management skills, we ensure consistency, reliability, and service assurance throughout your Cloud Programme.

Focussed and Effective

Specialist not generalist, our Managed Cloud Services are focussed on four main capabilities:

- Cloud Programme Delivery
- Cloud Transformation and Migration
- Cloud Programme Management Office
- Testing and Quality Assurance of Cloud solutions

Proven Service Delivery and Quality Assurance

Our Managed Cloud Services integrate seamlessly with your operational practices and methods. Starting with a service initiation phase ensures we have the best platform to start your service. Subsequently, engaging and deploying rigorous service management and quality assurance ensures service levels are obtained, and your required capability is continually delivered giving you what you need on time, every time.

Flexibility for Change

Providing the flexibility to respond to any required changes whether they are operational, legislative, regulatory or to achieve a new business goal, we work in the spirit of partnership. Our collaborative style is focussed on service excellence to help you balance the joint demands of Business-as-Usual needs and new initiatives as you migrate to, or expand, your utilisation of cloud solutions.



Service Features

- Scalable managed cloud services capability
- Knowledge, skills and experience in managing major cloud technology programmes
- Customer care with clear commitments
- Assured quality through our extensive cloud capability
- Continually seeking service improvement
- Service rich approach utilising project and service management skills
- Collaborative in style but focussed on service excellence
- Certified AWS consultants, Azure skills and experience
- On-premise, hybrid, public, private cloud
- Cloud Programme Delivery, Transformation and Migration, Programme Management Office
- Commercial options: Fixed Price, T&M, Managed Service, Capped T&M

Service Benefits

- Supporting capability to flex up and down as required
- Assured and reliable service delivery to help lower risk
- Ensuring consistent focus to servicing your requirement
- Delivering programmes and projects to proven resourcing and quality processes
- Successful cloud transition and digital delivery capability and experience
- Providing rapid results, leading to faster programme benefit realisation
- Strategy and Technical Design Authority (TDA) for future Cloud transformations
- Ensuring your IT and organisation is ready for cloud transformation
- Knowledge transfer and collaboration
- Flexible resources and capability



Our Values

Our ethos and values define our organisation and drive our teams as we share in our customers success.

Trust

Our focus is to empower our customers to derive optimal value from our services & their technology investments. We always operate with integrity, sensitivity & respect. Our established culture of delivering successful outcomes places customer success at the core of our mission, and we remain committed to always doing what is right.

Collaboration

We actively encourage curiosity and participation to maximise skills and knowledge transfer, self-sufficiency, and inclusion; helping drive collaboration through blended teams and outcome driven delivery. Our Convenient Involvement model facilitates collaboration and participation, maximising input, and minimising disruption.

Ethical

Our size and ethos ensure that every customer is our priority, we are committed to their success. We are fiercely independent, and supplier agnostic we will always do the right thing.

Quality

We are dedicated to delivering quality and driving value through every engagement with our customers, their success is important to us.

Innovation

We believe in the power of creative thinking and new ideas to meet the ever-changing needs of our customers. Our industry expertise & thought leadership puts our knowledge & learning in the hands of our customers.



Social Value

Exception is committed to delivering impactful social value at every opportunity, collaborating closely with our communities delivering targeted results and support. We fully embraces the goals of the Social Value Act and is dedicated to economic fairness, environmental responsibility, inclusivity, and stakeholder wellbeing. Our strategy is shaped around the five core Social Value themes, and our commitment to delivery and effectiveness transparency is upheld through independent assessments and verification. We pride ourselves on this significant ethical stance.

Economic Equality

We procure 60% of our operational supplies from SME organisations. We will grow this to 70% by 2027. As an SME ourselves, we guarantee prompt payments, currently within a 14-day window. This significantly exceeds the UK Government's best payment practice of 30 to 60 days. We are signatories to the Prompt Payment Code, and our compliance is monitored by the Office of the Small Business Commissioner.

Climate Action

Our strategy targets net-zero emissions, incorporating sustainable facilities, renewable energy, waste reduction, and supply chain enhancements. Progress is tracked bi-annually at Board of Directors' level, and independently assessed by EcoVadis every year. In the latest assessment cycle, EcoVadis awarded us a silver accreditation and placed us in the top 25% of companies.

Equal Opportunity

We exceed standard equal opportunity practices. As a Disability Confident organisation, we offer proactive support, accessible facilities, and tailored accommodations. We value neurodiverse talent, encouraging disclosure for inclusive environments, and support ex-service members through our Armed Forces Covenant commitments. In all cases, we prioritise, and in some cases fast-track, our recruitment processes for individuals in these communities.

As an SME, we are not legally mandated to produce a modern slavery statement, however we adhere to best practice by producing a statement and robustly review it every year, ensuring complete compliance throughout our supply chain.



Wellbeing

We prioritise stakeholder wellbeing with comprehensive benefits, including private healthcare, mental health support, critical illness aid, and family assistance.

Our Customers

Our customer base spans both the public, private and third sectors. This allows us to add value to our engagements and enhance our knowledge sharing capability by bringing examples of cross sector best practice where appropriate.



Contact Details

We encourage potential customers to contact us to discuss their specific needs and to explore how Exception can help you to achieve your objectives.

Please contact:

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