

DevOps and CloudOps Services

G-Cloud 15 Service Description

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Our DevOps and Cloud Services assist businesses in adopting, optimising, and managing cloud solutions across on-premise, public, and private environments. Leveraging our specialised expertise, we guide organisations through their cloud transition by offering comprehensive services. These services span from creating a cloud strategy, designing and executing migrations, to deploying and managing workloads. Our approach is cloud-centric and vendor-agnostic, enabling organisations to optimise emerging utility services as they become available.

Adoption

We understand that harnessing the advantages of cloud computing can pose significant challenges for any organisation, often necessitating changes across the entire enterprise. Collaborating with our cloud teams, we facilitate the development of a comprehensive cloud migration strategy and roadmap. This roadmap not only outlines the path for migrating application workloads but also considers the organisational and team aspects critical to achieving success.

To support adoption initiatives, we offer a diverse range of services. These services encompass deploying new workloads to the cloud or modernising existing workloads, enabling seamless migration now or in the future. Our expertise spans from traditional legacy databases to cutting-edge architectures.

Operating across multiple cloud platforms, we provide guidance and implement solutions based on industry best practices and platform-specific recommendations. Our focus is on ensuring that the infrastructure aligns with your needs, whether that involves remaining on-premise, transitioning fully to the cloud, or adopting a hybrid configuration. Key considerations include availability, resilience, scalability, and robust monitoring. We configure these services “as code,” ensuring broad support—whether managed in-house or by third parties.

Process automation lies at the heart of successful DevOps operations. Exception assists in selecting and implementing a DevOps automation toolchain tailored to your specific requirements. Throughout our engagement, we closely collaborate with our customer teams, continuously coaching, transferring skills and helping to build self-sufficiency.

Operation and Run

Where an organisation does not have in-house capabilities or requires additional resources for migration activities, we offer a managed support and operations service. Our dedicated team of infrastructure engineers, guided by SLA-based targets, ensures the continuous operation of your cloud-based applications. Our team of in-house team of infrastructure engineers will manage the on-going operation of the application ensuring it remains available, up to date and secure. Advanced monitoring and alerting capabilities provide the basis to incident management processes which are aligned to the client’s business continuity and disaster recovery (BCDR) needs.



Service Features

- Creation of detailed cloud strategy and migration roadmaps
- Pathway for application workloads – migration or modernisation
- Planning and assurance to ensure seamless cloud transition success
- Implementation of DevOps toolchain and CI/CD automation pipelines
- Managed operations support and service
- Monitoring, alerting and incident management
- Backup management aligned to Business Continuity /Disaster recovery (BCDR) needs
- Large scale Oracle legacy cloud application transformation
- Cloud application programme
- Commercial options: Fixed Price, T&M, Managed Service, Capped T&M

Service Benefits

- Planning for cloud adoption or migration- aligned to your needs
- Increased agility allowing time to focus on innovation and improvement
- Focus on the development of software rather than its operation
- Accelerated adoption with experienced engineers
- Reliability /continuity-of-service aligned to Site Reliability Engineering (SRE) best practice
- Reduce costs by leveraging the benefits of a cloud-centric approach
- On-going measurement and optimisation of infrastructure costs
- Best practice based processes – repeatable, scalable, easier to maintain
- Develop your internal capability through the transfer of knowledge

1 About Exception

Exception helps organisations transform through the power of digital technology, with a strong track record of delivering high quality, innovative digital solutions and services that drive your organisation forward. We are passionate about technology, innovation and finding better ways of doing things, delivering quality time after time.

2 Our values

- We work hard to ensure our customers are always pleased with our services. Their satisfaction and delight are our key goals.



- Quality, trust and collaboration are values we hold in high regard. We embrace change and encourage innovation and creative thinking.
- We deliver our promises meeting expectations and promise only what we can deliver.
- We build trust and respect. We build respect by operating in a safe, socially responsible, consistent and honest manner and we always operate ethically and responsibly. We listen. In doing so, we treat others as we would wish to be treated ourselves, and challenge when we see something is wrong.
- Our success comes from our commitment and energy to go the extra mile. Proud of what we do, our staff and our track-record, we seek to share our experiences and knowledge with our customers.

3 Clients

Our client base spans both the public and private 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. Our client list includes:

Magnox, Lincolnshire Police, Lloyds Banking Group, Scottish Government, Scottish Prisons Service, South Yorkshire and Humberside Police, The National Archives and Kensington and Chelsea Council.

4 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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