

G-Cloud 15

Cloud Set Up & Migration

Service Definition Document



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1. FarrPoint

1.1 About Us

FarrPoint is an independent technology consultancy which specialises in digital connectivity, digital services, and data.

We provide independent advice on the commercial and technical considerations of the design and deployment of digital infrastructure and services, cloud and data strategies, technical planning and modelling, use-case development, procurement support, and implementation assurance.

Our team comprises a mix of consulting technologists, economists, and data scientists who work together to provide clients in the public and private sectors with experience, expertise, and complementary resources.

1.2 Our Approach

Our approach is unlike many other consultancies. What clients get from FarrPoint is pragmatic guidance from a team that understands both the commercial, regulatory, and policy considerations, as well as how these connectivity and technology solutions can be delivered on the ground to deliver the desired benefits.

As trusted advisers, we build strong relationships with our clients based on empathy, flexibility and independence.

1.3 Our Expertise

Our team has decades of experience advising clients on connectivity, digital services and enterprise IT. This includes the latest IoT and smart solutions, cloud services, fixed and mobile connectivity and AI.

We believe that connectivity is the underlying mechanism to bringing social and economic benefits to societies and communities.

Find out more about us and our services at www.farrpoint.com.

2. Cloud Set Up & Migration

2.1 Service Detail

FarrPoint's Cloud Set Up & Migration service provides independent support and advice to organisations to allow them to plan and deploy cloud services.

Our services cover the whole project lifecycle and include:

- **Service Definition and Procurement:** FarrPoint supports clients with service definition and procurement. This support can include developing tender specifications, market engagement, tender evaluation, and supplier negotiation. FarrPoint often completes this support working as part of a team with the client's staff; however, in some cases, FarrPoint is entirely responsible for the procurement process. Our experience covers the procurement of a full range of technology, data and services, with procurement values from tens of thousands through to several hundred million pounds.
- **Migration and Onboarding Support:** FarrPoint can provide resources to manage the processes for setting up and migrating to cloud services and new data uses.
- **Research and Business Analysis:** FarrPoint completes research on behalf of clients, for example, market reviews to identify use cases, best practices, success criteria, emerging technologies, services, and potential suppliers. Projects can include FarrPoint engaging directly with stakeholders, including internal users, partners, and citizens who will use digital services to gather feedback and requirements. We also conduct business analysis, including requirement capture, service usage analysis, process mapping, etc.
- **Options Analysis:** FarrPoint analyses the technology and delivers options available to clients and recommends the approach that best meets business, technical, and commercial requirements. This can include identifying and analysing delivery approaches, for example, in-house, managed, SaaS, and vendor choice.
- **Data Structure and Processing:** FarrPoint identifies, recommends and develops structures and processing arrangements that meet clients' existing and future data requirements.
- **Communication Strategies:** FarrPoint can develop communication strategies and supporting materials to convey changes in technology, applications, and data use to internal and external stakeholders.

Our cloud setup and migration services can be tailored to meet requirements from ad hoc support through to major strategic and design projects.

2.2 Further Service Information

Details of the level of backup and restore and disaster recovery that will be provided;	FarrPoint has disaster recovery and business continuity procedures in place to ensure continuity of our services and backup of data.
On-boarding and Off-boarding processes, scope etc.;	On-boarding arrangements are dependent on the scope of the assignment; however, we can usually provide resource within one week of receipt of an order. Off-boarding arrangements are also dependent on the scope of the assignment and would be agreed with the client prior to, or soon after, the assignment commencing.
Pricing (including unit prices, volume discounts (if any), data extraction etc.)	Please see separate pricing document for consultant day rates.
Service management and after sales support;	As part of FarrPoint's quality processes a Lead Consultant is assigned to each client. The Lead Consultant provides a single point of contact for the client for all aspects of management of FarrPoint services.
Service constraints (e.g. maintenance windows, level of customisation permitted);	N/A
Service Levels (e.g. performance, availability, support hours, etc.);	Our assignments are usually completed during normal working hours (Monday-Friday 0900 - 1700). Requirements for work outside these hours can be accommodated and are agreed with clients, as required. Quality criteria for our service will be agreed with the client as part of initiation and will be monitored by our lead consultant throughout project delivery.
Financial recompense model for not meeting service levels;	As part of the definition of an assignment the deliverables, service levels and quality criteria are agreed as will be any payment model associated with these deliverables.
Training;	FarrPoint preference is always to work closely with our clients. This approach means that knowledge transfer happens on a continuous basis through the assignment.

	If more structured training is required, this can be discussed and agreed with clients, as required.
Ordering and invoicing process;	Ordering process is via a written instruction from the client and completion of the necessary call off documentation. Invoicing terms will be agreed with the client and can be monthly in arrears or based on the achievement of milestones or deliverables.
Consumer responsibilities;	Client responsibilities are agreed prior to, or soon after, the assignment commencing.
Technical requirements (service dependencies and detailed technical interfaces, e.g. the client side requirements, bandwidth, latency requirements etc.);	N/A

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1.0	Issued	RP	AM	AM	RP	05/01/2026

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