

nimbus Service Definition

Digital & Technology Innovations Accelerating your journey to the cloud with confidence.

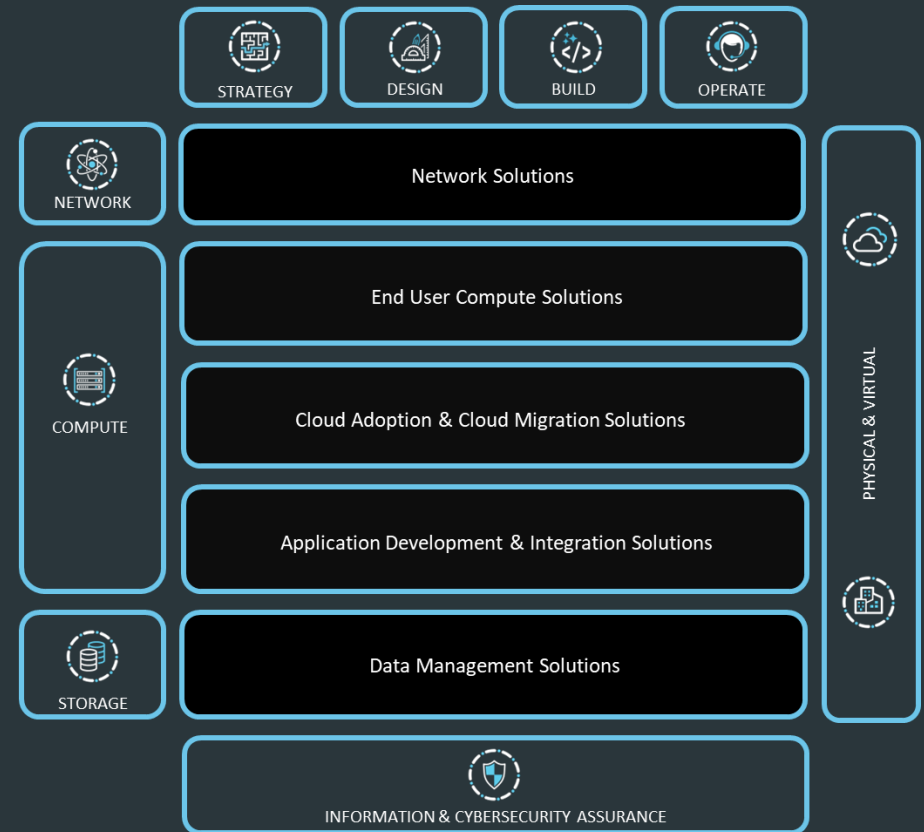
Nimbus provides a comprehensive portfolio of digital and technology services, including expertise in strategy development, design, build, and operation of our customers' applications and services running in the cloud.

Our services can be used individually or collectively to support your digital and technology optimisations and transformations. Enabling you to move your existing legacy workloads into the cloud while supporting you to design, build and operate your next generation of business and IT services in and for the cloud.

We provide an end-to-end collection of services, underpinned by our experience agile architects, designers, developers, infrastructure engineers, testers, and support engineers, including:

- Cloud Hosting Services for Microsoft Azure
- Cloud Software Services for all Microsoft Technologies
- Cloud Support Services
 - Cloud Centre of Excellence (CCOE) Services
 - Cloud Readiness Assessment Services
 - Cloud Service Design & Service Management Services
 - Cloud Adoption, Migration & Transformation Services
 - Cloud Network Design, Implementation & Support Services
 - Cloud End User Compute (EUC) Design, Implementation & Support Services
 - Cloud Application Migration & Support Services
 - Cloud Data Migration & Support Services
 - Cloud Integration & Support Services
 - Cloud Security Operations (SecOps) Support Services
 - Cloud Development Operations (DevOps) Support Services
 - Cloud Technical Operations (TechOps) Support Services

Whether you are considering moving to the cloud or are already in the cloud, we can help you keep up with the fast-changing pace of cloud technologies.



For more information, please contact:
sales@nimbusdti.co.uk, +44 (0) 1789 654 952

Service Name

Cloud Integration & Support Services

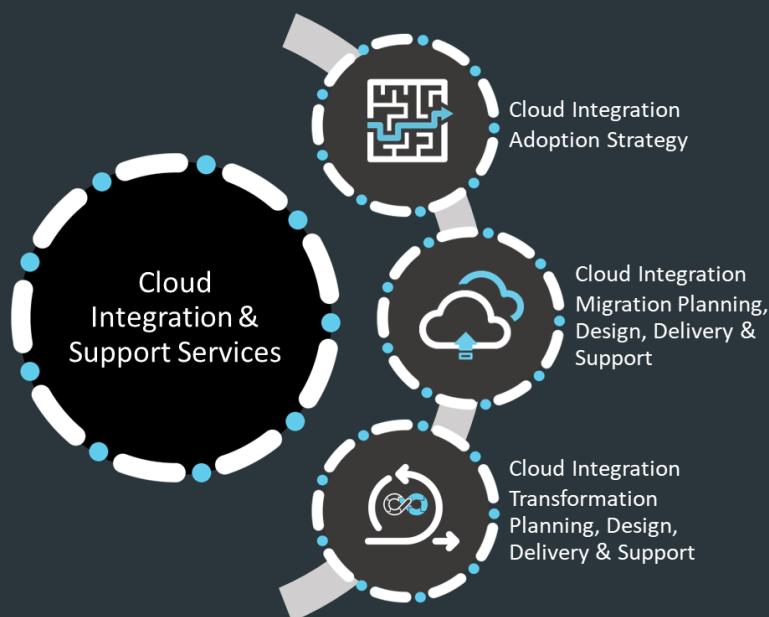
Service Description

Nimbus provides Cloud Integration Design, Implementation & Support Services to help organisations securely connect systems, data, and applications across hybrid and multi-cloud environments. Our Cloud Integration Services include end-to-end Design, automated Implementation pipelines, and live Support for scalable, compliant operations.

Using enterprise-grade tooling and native Cloud technologies, we deliver secure-by-design Integration architecture, API-led connectivity, and CI/CD automation. Our certified engineers support Azure, AWS, GCP, and Oracle platforms, ensuring reliable, agile, and cost-effective Cloud Integration Services tailored to your transformation goals.

Service Overview

Our Cloud practitioners will work with you to establish and operate your applications in the cloud, helping you achieve business and technical agility through the innovative use of modern cloud services.



We can provide experienced experts and leaders to support your Cloud Adoption, Cloud Strategy, and Cloud Governance, alongside Architects and Engineers to design, build, operate, and automate your applications once migrated to the cloud.

We support multi-cloud environments, enable continuous integration and observability, and provide 24/7 support to optimise performance and resilience.



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Service Name

Cloud Integration & Support Services

Service Features

- Cloud integration services delivering secure, scalable digital transformation solutions
- End-to-end cloud integration design, implementation, and comprehensive support services
- Hybrid and multi-cloud integration using secure, enterprise-grade tooling and practices
- Cloud-native architecture with cross-cloud integration, governance, implementation strategies
- Automated CI/CD pipelines enabling secure, seamless integration and rapid deployment
- Cloud integration support for live services, operations, and ongoing optimisation
- API and low-code integration design ensuring interoperability, usability, and agility
- Secure-by-design integration with compliance controls, API security, and cryptography
- Cloud integration across Azure, AWS, GCP, Oracle, iPaaS, and microservices
- Logic Apps, Service Bus, API Management, MuleSoft, and event-driven messaging

Service Benefits

- Accelerated cloud integration through expert design, implementation, and automation
- Improved agility enabled by scalable, secure cloud integration services
- Reduced complexity with automated CI/CD pipelines for seamless deployments
- Enhanced interoperability through API-led, standards-based cloud integration design
- Secure-by-design implementation ensuring compliance, governance, and data protection
- Optimised cloud operations supported by proactive monitoring and expert assistance
- Faster delivery achieved using agile cloud integration lifecycle methodologies
- Multi-cloud flexibility across Azure, AWS, GCP, Oracle, and iPaaS platforms
- Increased reliability delivered through enterprise-grade integration tooling and frameworks
- Greater innovation enabled by modern cloud integration architecture and support



Service Levels

	Standard			Enhanced			Premium		
Service Hours	08:00 – 18:00 Monday to Friday excluding UK Public Holidays								
Service Availability	99.5%			99.7%			99.9%		
Service Levels	Sev	Response Target	Resolution Target	Sev	Response Target	Resolution Target	Sev	Response Target	Resolution Target
	P1	90% in 60 mins	90% in 4 hours	P1	90% in 45 mins	90% in 2 hours	P1	90% in 30 mins	90% in 1 hours
	P2	90% in 60 mins	90% in 16 hours	P2	90% in 45 mins	90% in 8 hours	P2	90% in 30 mins	90% in 4 hours
	P3	90% in 60 mins	90% in 10 b'days	P3	90% in 45 mins	90% in 5 b'days	P3	90% in 30 mins	90% in 2 b'days
	P4	90% in 60 mins	90% in 20 b'days	P4	90% in 45 mins	90% in 10 b'days	P4	90% in 30 mins	90% in 5 b'days
Service Channels	Email 			Email 			Email 		
	Self-Service 			Self-Service 			Self-Service 		
	Web Chat 			Web Chat 			Web Chat 		
	Telephone 			Telephone 			Telephone 		

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