

Cloudflare Catalyst Quickstart

G-Cloud 15

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Service Overview

CDS' Quickstart service provides flexible, on-demand access to world-class Cloudflare expertise via video conference sessions. This service is designed to give you immediate expert support when you need it most, without the commitment of a full project engagement.

Whether you need validation of an architecture design, troubleshooting support, guidance on best practices, or training for your team, our Quickstart service puts experienced Cloudflare specialists at your fingertips.

World class expertise on the end of a phone.

About CDS

CDS is Cloudflare's first Authorised Service Delivery Partner (ASDP) in EMEA, and one of their most certified.

Our Cloudflare Catalyst onboarding services offers expert consultancy and hands-on support, enabling organisations to fully harness Cloudflare's global network for enhanced security, performance, and scalability.

We've deployed and managed Cloudflare for multiple organisations across government, finance, retail, entertainment, media, and professional services including:

- **National Police Chiefs' Council** - Single Online Home digital policing platform used by 41 out of 43 police forces (available to 90+% of citizens in England and Wales) to report non-emergency crime
- **David Lloyd** - high profile national chain of health clubs with 730,000 members across 133 clubs and in nine countries.
- **National Rail Enquiries** - gateway to Britain's National Rail network, receiving an average of 2.5 million visitors per day using the website's Journey Planner.

Features and Benefits

Features

1. Flexible hourly packages from 5 to 50 hours support
2. On-demand access to experienced Cloudflare architects and engineers
3. Video conference delivery for convenient remote collaboration
4. Expert guidance without requiring Cloudflare account access
5. Consultation approach: Listen, Review, Validate, Reassure, Challenge, Solve
6. Multiple use cases from architecture review to training delivery
7. No long-term commitment required for expert support access
8. Scalable packages to match your specific needs.

Benefits

1. Rapid access to expert knowledge when you need it
2. Cost-effective alternative to full project engagements
3. Reduce risk through expert validation of designs and approaches
4. Accelerate problem resolution with specialist troubleshooting support
5. Improve team capability through targeted training and knowledge transfer
6. Gain confidence in your Cloudflare strategy and implementation decisions
7. Flexible consumption model allows pay-as-you-go expert support
8. Non-intrusive consultancy without requiring platform access.

Service Scope

Support is accessed via packages of hours, delivered through video conference sessions. Our flexible and tailored approach can be used for a wide range of consultation needs:

Architecture & Design

- Review architecture designs
- Challenge or validate thinking and approach
- Provide design recommendations
- Assess solution feasibility.

Problem Solving

- Listen to and answer queries
- Troubleshoot configuration issues
- Provide expert guidance
- Offer solution alternatives.

Knowledge Transfer

- Training sessions
- Demo functionality
- Best practice guidance
- Skills development.

Documentation & Resources

- Direct to available documentation
- Explain complex concepts
- Reference material guidance
- Implementation examples.

Important Note:

We will not have access to your Cloudflare account so cannot provide hands-on support. This service is consultation-based, focusing on guidance, validation, and knowledge transfer rather than direct implementation.

Service Approach

Our consultation methodology follows a structured approach designed to maximise value from every session:

- **LISTEN** - Understand your context
- **REVIEW** - Assess your approach
- **VALIDATE** - Confirm direction
- **REASSURE** - Build confidence
- **CHALLENGE** - Question assumptions
- **SOLVE** - Provide solutions.

All sessions are conducted via video conference, allowing for screen sharing, collaborative discussion, and real-time guidance regardless of your location.

Roles & Responsibilities

CDS Responsibilities

- Provide experienced Cloudflare specialists for consultation sessions
- Deliver expert guidance, recommendations, and best practice advice
- Review and validate architecture designs and approaches
- Answer questions and provide troubleshooting guidance
- Provide session summaries and follow-up notes
- Track hour consumption and provide usage updates.

Client Responsibilities

- Schedule sessions with adequate notice
- Prepare and share relevant materials in advance of sessions
- Attend scheduled sessions with relevant stakeholders
- Clearly articulate questions, challenges, or objectives for each session
- Implement recommendations at own discretion and responsibility
- Manage own Cloudflare account and configurations.

Ideal Use Cases

Quickstart consultation service is particularly valuable for:

Pre-Implementation Validation

Review architecture before committing resources to implementation.

Problem Resolution

Get expert help troubleshooting specific issues or challenges.

Team Enablement

Upskill internal teams on specific Cloudflare features or capabilities.

Strategic Guidance

Discuss approaches and get expert perspective on strategic decisions.

Configuration Review

Walk through proposed configurations and validate against best practices.

Knowledge Gaps

Fill specific knowledge gaps on demand without full training programs.

What's Included

- Access to experienced Cloudflare architects and engineers
- Video conference sessions with screen sharing capabilities
- Review of provided documentation, designs, or configurations
- Expert recommendations and guidance
- Session summary notes
- Flexible scheduling within purchased hour package
- No minimum session length restrictions.

Exclusions

- Direct access to or configuration of client Cloudflare accounts
- Hands-on implementation or deployment activities
- Written deliverables beyond session summary notes
- Formal documentation (HLD/LLD) or architecture design documents
- Project management or ongoing support outside of sessions
- Cloudflare licensing or platform costs
- On-site visits (service delivered remotely only).

Terms & Conditions

Session Booking Notice Requirements

To ensure appropriate resource allocation and preparation, sessions must be booked in advance with the following minimum notice periods:

Length of session	Notice
1-2 hour sessions	Minimum 2 business days advance notice
3-4 hour sessions:	Minimum 5 business days advance notice

Half-day (4+ hours) or full-day sessions:	• Minimum 10 business days advance notice
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Subject to availability, shorter notice may be accommodated but cannot be guaranteed. For immediate support requirements, please enquire about our Managed Services offering.

Hour Package Validity

Purchased hours are valid for 12 months from date of purchase unless otherwise agreed.

Cancellation Policy

Sessions can be cancelled or rescheduled with minimum 24 hours notice. Late cancellations may result in hour deduction.

Unused Hours

Unused hours expire after validity period. No refunds for unused hours.

Limitation of Service

This is a consultation service only. CDS provides guidance and recommendations but is not responsible for implementation or outcomes.

Related Services

If you require more comprehensive support, consider these complementary services:

- **Cloudflare Audit:** Comprehensive assessment of existing configuration (£5,000 fixed price)
- **Implementation & Migration:** Full project delivery from design through deployment
- **Managed Services:** Ongoing 24/7 support with SLA-backed incident response
- **Professional Services:** Periodic management, optimisation, and consultancy

Business continuity and disaster recovery plans

CDS is committed to minimising and managing its exposure to disruption to the business and the services provided to our customers. This encompasses robust systems and processes necessary to maintain continuity of service and operations.

CDS maintains a comprehensive Business Continuity and Disaster Recovery (BCDR) plan, certified to **ISO 23001**, that defines clear roles, responsibilities, processes, and procedures for assessing and responding to disruptions to ensure continuity during disruptions. **Our plan is tested annually with lessons learned incorporated into plan improvements.**

Our Business Continuity Management System (BCMS) is underpinned by regular business impact assessments and threat and risk analyses, and annual tests to ensure all contingencies remain effective, current, and fit for purpose.

Onboarding and offboarding

Onboarding

CDS provides a tailored onboarding pathway, based on clients' individual requirements.

Onboarding is a collaborative process, through which we fully understand our clients' short-, medium- and long-term goals, and plan our service accordingly, to deliver best value and appropriate resourcing, governance, communication and planning.

Our multi-disciplinary agile teams will work with project stakeholders to understand the client and project needs and requirements.

We will define and capture ways of working, including definitions of 'ready' and 'done', and identify acceptance criteria for each sprint, underpinned by modern test practices and OKRs.

Offboarding

Upon starting the engagement, CDS will provide an exit plan for client approval. This will cover matters such as knowledge transfer and documentation, roll-off schedules, data and asset transfer, intellectual property and removal of access / permissions and return of devices / equipment.

Ownership of data contained in any solution belongs to and rests with the client; as the service is decommissioned, raw data will be transferred to the client. CDS is certified to ISO 27001 for data security and will always adhere to these standards – including data removal and destruction.

Ways of working

At CDS we apply agile principles across our projects, primarily using the SCRUM Agile methodology. We operate multi-disciplinary squads that combine domain expertise with technical excellence, delivering value early and iteratively through two-week sprints. Our approach is underpinned by the following core practices:

- **Daily standups:** A team call for 15 minutes each morning to track progress, surface blockers and ensure sprint goals are achieved.
- **Sprint planning:** Held at the start of each sprint to prioritise the work, align on objectives and ensure the team is fully prepared.
- **Sprint review:** At the end of the sprint, the team demonstrate to all stakeholders the deliverables achieved and present the sprint goal for the next sprint.
- **Sprint retrospective:** For each sprint the team will review what went well, identify areas of improvement and embed lessons learned to drive continuous improvement.

Additionally, we have an Agile mindset and culture at CDS, in which we apply:

- **User-centred design and customer-focus:** Through collaboration and partnership working we deliver outcomes that meet user needs.
- **Adaptability and flexibility:** Short feedback loops enable us to respond quickly to change, with teams empowered to pivot as required.
- **Continuous learning:** Retrospectives encourage open, honest feedback to continually improve ways of working and delivery effectiveness.
- **Partnership and teamwork:** We create a one-team culture with our clients and their supplier partners, working collectively towards shared project goals.

Training

As well as continual ‘on the job’ knowledge transfer to upskill client teams, CDS can provide formal, comprehensive training for administrators and users prior to handover and go live designed to support successful change management, ensure smooth implementation and embed solutions that are integral to business operations. Our training also builds internal technical capability, empowering teams to become self-sufficient and reduce the long-term cost of change.

In most cases, we adopt a ‘train-the-trainer’ model, delivered through a blend of on-site and remote sessions. This is supported by comprehensive training materials and easy-to-follow digital end-user guides, written for non-technical audiences and compliant with WCAG 2.2 accessibility guidelines.

Quality assurance and performance testing

CDS applies rigorous testing as part of our Quality Assurance process (ISO9001) to ensure we maintain quality across our deliverables and that outcomes are fit for purpose and fulfil functional and performance requirements.

Our testing capability is led by ISTQB (International Software Testing Qualifications Board) qualified testing experts with all the skills and expertise to quality assure AI, technology & cloud services.

We use a flexible, agile testing approach utilising tools and techniques tailored to each client's context to ensure solutions meet business objectives and success criteria.

We adopt an automation-first approach, embedding high-quality automated checks into robust CI/CD pipelines to ensure quality is treated as a first-class citizen throughout the deployment process.

Our testing services include:

- Test strategy
- Test planning
- Automated test frameworks
- Testing, defect management and reporting
- Support of customer UAT
- Security (perimeter/application) testing / DevSecOps
- Performance and stress testing.

Security services

CDS holds certifications to international standards - Cyber Essentials Plus and ISO27001 Information Security, encompassing physical security, personnel security, storage, electronic data handling and secure destruction.

We embed 'secure-by-design' principles in our standard service design approach, aligned with security best practises and in addition we provide expert security consultancy.

CDS works closely with National Cyber Security Centre CHECK-accredited providers to conduct IT Health Checks (ITHC)/penetration testing in line with best practice.

CDS staff are BPSS cleared as a minimum. We can deploy SC, NPPV cleared teams and staff with DV clearance, if required.

Service constraints

Attainable service levels will be dependent upon the service performance of cloud suppliers within the service chain. Maintenance windows may apply, and clients should refer to the SLA for the specific service in use.

Ordering and invoicing

We recommend contacting CDS before placing an order via G Cloud 15, to confirm and agree scope, scale, SLAs, KPIs, outcomes, etc. We will be pleased to support clients to define statements of work that reflect their requirements.

Invoices are issued monthly in arrears, with payment terms of 30 days.

Pricing

Timescales and costs vary, depending on several factors; we recommend a preliminary review to provide a firm cost.

Please refer to our pricing document.

Industry standards

CDS delivers all its services to internationally recognised standards. CDS is accredited to the following standards:

- ISO 9001 Quality Management System.
- ISO 27001 Information Security Management.
- ISO 20000 IT Service Management and IASME certified.
- ISO 14001 Environmental Management.
- BSI 1008 Electronic Information.
- ISO 22301 Security and Resilience (Business Continuity).
- ISO 45001 Health and Safety Management.
- ISO 10008 Evidential Weight and Legal Admissibility of Electronic Information.
- ISO 50001 Energy Management Standard.
- Cyber Essentials Plus.
- IASME certified.
- ITIL compliant service desk.
- PlanetMark Sustainability.

We comply with the Data Protection Act 2018 and UK GDPR regulations.

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