

Modern Compute & Cloud Platform Managed Services

Secure, Consistent Hybrid Cloud Operations

This service provides ongoing operational management for cloud and hybrid platforms across Microsoft Azure, AWS and Google Cloud Platform (GCP).

It delivers monitoring, configuration, patching, optimisation and governance reporting to maintain secure, resilient and compliant environments while reducing operational risk and supporting continuous improvement.

Service Benefits

- ▶ Strengthened platform stability, resilience and security posture
- ▶ Consistent configuration, governance and compliance across hybrid environments
- ▶ Reduced operational workload through proactive monitoring and issue prevention
- ▶ Improved visibility of performance, utilisation and capacity
- ▶ Lower risk of service disruption with enhanced operational maturity

Managed Service Approach

A modular managed service delivering stable, secure, optimised hybrid cloud operations.

▶ Onboard

Establishing the foundations for effective hybrid cloud management:

Baseline configurations captured across core workloads

Monitoring integration enabling proactive operational insight

Access, identity and governance controls defined and validated

Backup and recovery readiness confirmed

Responsibilities aligned with agreed service boundaries

▶ Operate

Delivering daily management to maintain secure, consistent and predictable operations:

Monitoring alerts triaged with prompt response actions

Patching, updates and configuration changes

Backup checks completed with recovery paths validated

Identity and access maintained to enforce secure operation

Incidents managed and escalated according to agreed procedures

▶ Optimise

Driving continual enhancement of performance, security and operational maturity:

Platform optimisation and improvement activities

Capacity, performance and utilisation assessment insights

Security posture and compliance monitoring actions

Governance improvements and operational risk reduction

Monthly reporting and continuous service improvement tracking

Deliverables

This service provides deliverables aligned to the specific areas selected in scope, which typically include:

- Platform onboarding, baseline configuration capture and service activation
- Monitoring integration, alert routing and operational dashboard setup
- Identity, access and governance control validation for secure daily operation
- Backup, recovery and continuity readiness configuration
- Daily monitoring, alert triage and prompt response actions
- Patching, updates, configuration changes and policy enforcement
- Backup checks, recovery path validation and evidence capture
- Incident handling, escalation and coordination with resolver groups
- Capacity, performance and utilisation assessment insights
- Security posture and compliance monitoring with recommended improvements
- Platform optimisation and improvement activities guided by operational trends
- Governance improvements and operational risk reduction actions
- Monthly reporting, KPI insight and continuous service improvement tracking

Service Levels

Service levels depend on the service areas selected in scope and may include:

- 24x7 monitoring and alert triage (managed service options)
- 9–5 UK time, Monday to Friday, for assessment or uplift activities
- Severity-based response and escalation timelines
- Scheduled service reviews during UK business hours
- Monthly or quarterly reporting cadence

Pricing Model

- Fixed monthly managed service fee
- SFIA-aligned day rates for uplift or project work
- Fixed-price assessment packages available
- Scope and pricing finalised after scoping activities

Service Delivery Roles

This managed service is delivered by a multidisciplinary team, including but not limited to cloud platform engineers and administrators who maintain daily operations; SRE and DevOps specialists who enhance resilience, automation and stability; governance and compliance practitioners who oversee policy and control alignment; and service delivery and service improvement managers who coordinate performance, reporting and continuous optimisation activities.

Security & Compliance

- Staff screened to BS7858:2019.
- NPPV or SC clearance available on request and scoped separately (not included in standard rate card)
- Processes aligned to ISO 27001, 9001, 20000-1 and 14001
- GDPR-compliant handling of customer data

Customer Responsibilities

- Provide access to systems, tooling and stakeholders for operational support
- Maintain governance and change processes for configuration, patching or remediation actions
- Approve operational changes, recommendations and review outcomes
- Supply accurate architectural and operational information as environments evolve
- Participate in service reviews, reporting discussions and decision-making

Offboarding

- Handover of reports, artefacts and documentation
- Transfer of runbooks, configurations and workflow information
- Final posture, risk and service performance summary
- Access removal and secure service closure
- Next-step recommendations and transition guidance



Contact us to discuss your requirements.

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