

Service Type	Cloud Setup & Migration
Transputec is a reseller of Amazon Web Services and Microsoft Azure offering necessary consulting and support services for the implementation and ongoing support thereof. Service Description The Cloud Setup and Migration service provides end to end support for implementing cloud environments and migrating workloads to AWS and Microsoft Azure. The service supports organisations in securely transitioning from legacy or on premises platforms to modern cloud architectures with minimal disruption. It covers environment setup and configuration, data auditing and preparation, information structure design, migration planning and execution coordination, project governance, service optimisation, and mobilisation management to enable efficient and controlled cloud adoption. Services Overview Service Features: • AWS and Azure environment setup and configuration • Cloud landing zone design and implementation • Data auditing, preparation, and organisation • Information and workload structure design • Migration planning and execution coordination • Project management and governance support • Service optimisation and right sizing activities • Testing, validation, and post migration stabilisation Service Benefits: • Secure and structured cloud migrations • Reduced downtime and operational disruption • Improved performance and cost efficiency • Clear governance and delivery control • Faster transition to cloud platforms • Optimised cloud environments from day one Service Constraints The suite of services that are provided by each vendor – these can be modified or withdrawn at the vendors timelines, we will endeavour to communicate any such service impacting changes as soon as possible. • Any such pricing changes will be communicated in line with vendor guidelines. • Transputec may act as master payer for each of the vendor services and will invoice the client directly based upon the agreed payment schedules. • By paying for said vendor services, the client will be accepting the vendors terms and conditions for use of such services. Service Levels	

All services provided by Transputec are 24x7x365.

After Sales Support

Transputec provide a complete cloud managed service 24x7x365, for details of the services provided please see the service descriptions above.

Technical Requirement

Not applicable although the vendor may change or withdraw advertised services either globally or for specific geo-locations.

Outage and Maintenance Periods

Where relevant and if site and service resilience is not implemented, then Transputec will carry out monthly maintenance periods to patch relevant services, optimise configuration or resolve any underlying non-time critical request or issues. These will be generally carried out, outside of normal UK working hours unless agreed otherwise.

Security and Compliance

The service incorporates security by design principles, including alignment with cloud security best practice, identity and access management considerations, data protection requirements, and resilience planning. Recommendations are aligned to recognised security standards and AWS and Azure security frameworks.