

Service Type	Cloud Operations Support
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 Operations Support service provides ongoing managed operational support for cloud environments hosted on AWS and Microsoft Azure. The service ensures the stable, secure, and efficient day to day operation of cloud infrastructure and platform services. It covers continuous monitoring, incident management, routine maintenance, security operations, performance optimisation, capacity management, and service governance to support high availability and operational resilience across cloud environments. Services Overview Service Features: • 24x7 monitoring of AWS and Azure environments • Incident management and service restoration support • Routine maintenance and patch coordination • Performance monitoring and optimisation • Capacity planning and resource management • Security operations and threat monitoring • Change management and configuration control • Reporting on service performance, usage, and health Service Benefits: • Improved availability and reliability of cloud environments • Faster response to incidents and operational issues • Enhanced security posture and risk management • Optimised performance and cost efficiency • Reduced operational burden on internal teams • Continuous improvement and best practice alignment Service Constraints The suite of services that are provided by each vendor – these can be modified or withdrawn at the vendors timelines, we will endeavour to communicate any such service impacting changes as soon as possible.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.