

GENERAL GUIDANCE ON G-CLOUD SERVICE DEFINITIONS

1 Preamble

This Document provides an overview service definition for Panlogic's best practice cloud Ongoing Support services included within G-Cloud. This document should be read in conjunction with the pricing, and/or terms and conditions and/or service level information for the specific service, or services required.

2 Who we are

Panlogic provides public, private and hybrid cloud hosting, support and implementation. We are a Public Sector and Public Sector Solution Provider partner helping the public sector embrace the cloud as part of their digital transformation strategies and deploy Digital First public services in line with Government strategy.

Our teams of certified Solution Architects, DevOps Engineers, SysOps Administrators, Certified Developers and Cloud Practitioners work with customers to find the optimum balance of availability, security and affordability for AWS, Azure and other cloud hosted applications.

Our expertise in AWS and Azure and other cloud hosting, along with associated pricing and service models underpins our ability to make recommendations ranging from strategic advice to tactical delivery that both improve performance and improve efficiency whilst saving cost. Whether you are looking to begin your cloud journey or take it to the next level our unrivalled insight and experience will help you innovate and evolve cloud hosting delivery and support.

3 Portfolio

Our portfolio of cloud Ongoing Support services include:

- Product Support
- Incident Management
- Results Analysis
- Technician Dispatch
- User Training
- Continuous Improvement
- Cost Optimisation
- Resource Protection
- Simplified Billing
- Dynamic Monitoring
- Other as required

4 Service definitions

Panlogic provides a comprehensive suite of cloud support services, ensuring seamless operation and peak performance for your organisation. Our offerings encompass robust product support, meticulous incident logging and management, proactive results analysis and reporting, and the efficient dispatch of service technicians. Additionally, we coordinate end-user training and provide other relevant cloud support services guaranteeing a confident and capable user base for all cloud-based services.

4. Service Definitions

4.1 Product Support

Panlogic provides robust, multi-tiered support for all cloud-based services, ensuring operational stability and optimal performance. Our dedicated support teams offer expert assistance, troubleshooting, and guidance, acting as a single point of contact for all service-related enquiries. We ensure that your cloud environment is maintained effectively, allowing your teams to focus on core business objectives while we manage the technical complexities.

4.2 Incident Management

Our incident management process is designed for the efficient logging, tracking, and resolution of all service issues. Utilising an ITIL-aligned framework, we categorise and prioritise incidents based on business impact, ensuring that critical issues are addressed swiftly to minimise downtime. A Root Cause Analysis (RCA) is conducted for major incidents to identify underlying problems and implement preventative measures, ensuring service stability.

4.3 Dynamic Monitoring

We employ live system monitoring to proactively identify and address potential issues before they impact your services. Our monitoring systems track key performance indicators (KPIs) across your cloud infrastructure, including server load, memory, disk space, and traffic levels. This allows us to spot trends, plan for future capacity, and maintain a high level of performance and availability for your applications.

4.4 Results Analysis

Panlogic delivers proactive reporting and in-depth analysis of performance data to provide actionable insights. We conduct regular service management reviews to assess your systems and processes, offering recommendations in key areas such as Cost Optimisation, Security, Fault Tolerance, and Performance. These reports help you understand your cloud usage and make informed decisions to improve efficiency and drive value.

4.5 Technician Dispatch

We provide a coordinated dispatch of certified technicians and engineers to address complex issues that require hands-on intervention. Our dispatch process ensures that the right expertise is allocated to resolve problems efficiently, whether remotely or on-site. This service guarantees that critical incidents are managed by skilled professionals, reducing resolution times and mitigating business risk.

4.6 User Training

To ensure a confident and capable user base, Panlogic facilitates comprehensive end-user training. We offer tailored training programmes, including "Immersion Days" and courtesy onboarding sessions, designed to up-skill your staff on new platforms and services. This empowers your teams to leverage the full potential of your cloud solutions, fostering self-sufficiency and maximising your return on investment.

4.7 Continuous Improvement

Our services are built on a foundation of ongoing refinement and enhancement. Through iterative development, regular feedback loops, and agile methodologies, we continuously seek opportunities to improve service delivery. This commitment to continuous improvement ensures that your cloud environment evolves in line with best practices and your changing business requirements.

4.8 Cost Optimisation

We implement strategies to ensure your cloud usage is as cost-effective as possible. By tracking resource utilisation and analysing spending patterns, we identify opportunities to reduce costs without compromising performance. Our recommendations may include rightsizing instances, leveraging reserved instances, or adopting alternative architectures to deliver better value for your investment.

4.9 Resource Protection

Panlogic establishes robust governance and resource protection measures to ensure the resiliency and compliance of your cloud environment. We implement security best practices, including access controls, data encryption, and regular security reviews, to safeguard your assets. Our governance framework helps you meet regulatory requirements and maintain a secure and reliable service.

4.10 Simplified Billing

We offer a consolidated and streamlined billing service to simplify the financial management of your cloud platforms. By managing the billing process, we provide clear, transparent, and predictable invoicing. This removes administrative overhead and gives you a detailed insight into your cost base, allowing for more effective budget management.

4.11 Service Features

- **Product Support:** Robust assistance for all cloud-based services
- **Incident Management:** Efficient logging and resolution of issues

- **Results Analysis:** Proactive reporting and analysis of performance data
- **Technician Dispatch:** Coordinated deployment of skilled technicians
- **User Training:** End-user education for confident cloud service use
- **Continuous Improvement:** Ongoing refinement and enhancement of services
- **Cost Optimisation:** Strategies to ensure cost-effective cloud usage
- **Resource Protection:** Governance for resiliency and compliance
- **Simplified Billing:** Consolidated and streamlined platform billing
- **Dynamic Monitoring:** Live system monitoring to prevent problems.

4.12 Service Benefits

- **Product Support:** Reduces downtime and keeps services running smoothly
- **Incident Management:** Quickly identifies and resolves faults to minimise disruption
- **Results Analysis:** Improves efficiency and guides better strategic decisions
- **Technician Dispatch:** Speeds issue resolution and improves resource utilisation
- **User Training:** Enables users, boosting productivity and lowering support demand
- **Continuous Improvement:** Elevates service quality and adapts to changing needs
- **Cost Optimisation:** Cuts operational costs while increasing overall value
- **Resource Protection:** Improves compliance and strengthens system resilience
- **Simplified Billing:** Eases financial management and enhances cost transparency
- **Dynamic Monitoring:** Detects issues early to maintain system stability