



Red Oak Consulting
Expert advice, exceptional delivery



Service Definition Document

G Cloud 15 Framework – AI

Infrastructure

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Red Oak Consulting
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SERVICES

Our Business

Red Oak Consulting – AI Infrastructure Consultancy & Managed Services

Red Oak Consulting delivers specialist AI infrastructure consultancy and managed services, supporting organisations to design, deploy, and operate scalable, secure, and cost-efficient AI platforms. We work across on-premise, cloud, and hybrid environments, enabling customers to run modern AI workloads including model training, inference, data pipelines, and GPU-accelerated analytics with confidence.

Our consultants bring deep expertise across AI infrastructure architecture, cloud platforms, and high-performance systems. All consultants are certified cloud solutions architects and work closely with organisations to understand business objectives, technical environments, governance requirements, and long-term AI ambitions. This ensures AI infrastructure investments are aligned with measurable business outcomes.

AI Infrastructure Consultancy

Red Oak supports the full AI infrastructure lifecycle, providing end-to-end consultancy from strategy through to implementation:

AI Infrastructure Strategy & Business Case

We help organisations define AI infrastructure strategies aligned to use cases, risk appetite, and budgets, supported by robust business cases and TCO models.

Architecture Design & Technology Selection

We design AI infrastructure architectures spanning compute (GPU/CPU), storage, networking, cloud services, and AI software stacks, ensuring performance, scalability, resilience, and cost efficiency.

Procurement & Vendor Evaluation

Our independent consultants support procurement processes, ensuring AI infrastructure solutions are right-sized, future-proofed, and commercially transparent.

Build, Test & Deployment

We design, build, test, benchmark, and validate AI platforms, supporting AI training and inference workloads across on-premise, cloud, and hybrid environments.

Migration, Benchmarking & Optimisation

We migrate workloads to new AI platforms, benchmark performance, and optimise configurations to eliminate bottlenecks and maximise return on investment.

Knowledge Transfer & Training

We upskill internal teams through structured knowledge transfer and training, ensuring long-term operational success.

Our consultancy engagements are delivered by paired consultants using PRINCE2 project management methodology, ensuring continuity, accountability, and proactive risk mitigation. Consultants remain engaged from initiation through completion, building trusted partnerships that deliver successful outcomes.

AI Infrastructure Managed Services

For ongoing operational support, Red Oak provides AI Infrastructure Managed Services, giving organisations access to a highly skilled team for continuous platform support. This includes:

- AI platform and cloud infrastructure administration
- GPU and accelerator environment support
- Performance monitoring and optimisation
- Incident resolution and operational risk reduction
- Access to senior AI infrastructure specialists when required

Our AI Infrastructure Managed Services provides day-to-day operations for AI platforms (on-prem, cloud, hybrid): capacity, performance, patching, GPU/accelerator environments, observability, incident and request handling, and continual optimisation. Our Support runs Mon–Fri, 08:00– 20:00 and operates within an ITIL framework. Please note disaster recovery is not in scope.

Commercial options:

Contracted service with agreed levels and KPIs, billed quarterly in arrears (annual rates review). Drawdown model billed by time and materials against a pre-approved PO. PO required prior to commencement; standard payment terms 30 days; invoices in GBP; VAT at prevailing rate.

Who We Are

Red Oak Consulting is the UK's leading independent consultancy for AI infrastructure and cloud platforms. We combine strategy, architecture, and hands-on delivery to accelerate AI adoption and value realisation across the public sector. Our team has delivered complex platforms across the UK, EMEA, and USA, bringing proven methods, certifications, and sector knowledge to every engagement.

Our Credentials:

- Certified cloud solutions architects (Azure, AWS, GCP) with extensive AI platform delivery experience.
- Decades of complex project delivery across academia, corporate, public, and government sectors.
- ISO 27001 (Information Security), ISO 9001 (Quality Management), and Cyber Essentials.
- Expertise across UK and EMEA, providing insight and best-in-class solutions for diverse environments.

How We Work:

We staff each engagement with paired consultants for continuity and resilience, and manage delivery via PRINCE2, ensuring structure, clarity, and proactive risk management from kickoff to close.



Hours of Service:

Consultants: Mon–Fri, 09:00–17:30 (excl. UK bank holidays, Christmas Day and Boxing Day).

Managed Services: Mon–Fri, 08:00–20:00 (excl. UK bank holidays, Christmas Day and Boxing Day)

Our Values:

Our success is built on core principles:

- **Professionalism**
- **Integrity**
- **Expertise**
- **Customer First**
- **Reliability**
- **Trust**

Services We Are Able to Offer

- **AI Vision & Strategy:** Define AI platform strategy aligned to mission, service lines, and budgets; produce roadmap, governance, and investment case.
- **Business Case & TCO:** Build robust public-sector business cases and TCO/ROI models for AI infrastructure decisions.
- **Requirements & Readiness:** Capture use cases (training/inference), data flows, security, and compliance needs; assess cloud/on-prem/hybrid fit.
- **Architecture & Technology Selection:** Design end-to-end stacks: GPU/CPU compute, storage, networking/fabric, orchestration, MLOps, observability, security.
- **Procurement Support:** Vendor-neutral specifications, evaluation, and commercials to right-size and future-proof investments.
- **Build, Test & Validation:** Deploy clusters and cloud stacks; execute performance validation and benchmarking for targeted models/datasets; optimise cost/perf.
- **Migration & Integration:** Migrate data, models, and pipelines; integrate identity, monitoring, backup, and finops.
- **Optimisation & FinOps:** Eliminate bottlenecks; tune schedulers, fabrics, storage tiers; drive sustained cost efficiency.
- **Knowledge Transfer & Training:** Skills uplift via documentation, workshops, and shadowing to enable self-sufficiency.
- **Managed Services:** Ongoing platform administration, performance monitoring, incident resolution, and service improvements under ITIL-aligned operations.

Why Red Oak?

Independent & Unbiased

We have no vendor affiliations—our advice is always in your best interest.

Proven Track Record

Decades of experience delivering complex HPC and cloud solutions.

Delivery & Governance

We deliver via PRINCE2, with a named project manager, RACI, and fortnightly progress reporting against Time, Budget, Deliverables, Risks, and Issues. Each engagement is staffed by two consultants for continuity and risk mitigation.

Service Management (Operations)



Our Managed Services operate within an ITIL framework, providing incident, request, change, and problem management, with service reviews and continual improvement planning during business hours 08:00–20:00, Mon–Fri (excl. UK bank holidays, Christmas Day and Boxing Day).

Security & Quality

Red Oak is ISO 27001 and ISO 9001 certified and Cyber Essentials compliant.

Commercial & Contracting

PO required prior to commencement; 30-day payment terms; invoices in GBP; VAT at prevailing rate. Managed Services available as contracted quarterly service (with annual rates review) or drawdown model billed by effort.

Service Hours & Exclusions

Consultancy availability 09:00–17:30 (Mon–Fri). Managed Services 08:00–20:00 (Mon–Fri). Disaster Recovery is not included.

Knowledge Transfer & Sustainability of Outcomes

Knowledge transfer embedded via documentation, workshops, shadowing, and handover runbooks; promotes in-house capability and reduces supplier dependency.

Social Value & Skills Transfer

Upskill customer teams through structured coaching;
Carbon impact reporting of AI infrastructure options (on-prem vs cloud), recommending energy-efficient SKUs and right-sizing to minimise waste;
Local economic value via UK-based delivery and knowledge retention in the public sector.

OUR CONSULTANTS

At Red Oak Consulting, our consultants are more than technical experts—they are seasoned professionals with diverse backgrounds and decades of experience across multiple industries. Their expertise has been shaped by working in global corporate enterprises, high-performance sectors such as Formula 1, leading research institutions and across both government and academia, giving them a unique ability to tackle complex challenges from every angle. This breadth of experience means our team understands the pressures, priorities, and nuances of different environments, enabling them to deliver solutions that are both innovative and practical.

What truly sets our consultants apart is their passion for excellence, professionalism, and unwavering commitment to customer success. They combine deep technical knowledge with a collaborative approach, building trust and forging long-term partnerships with clients. Whether navigating intricate HPC architectures or designing hybrid cloud strategies, our consultants bring clarity, confidence, and results.

What Makes Our Team Unique

- **Diverse Industry Expertise:** From cutting-edge research to high-pressure corporate environments, our consultants understand the unique demands of different sectors.
- **Proven Track Record Across Key Sectors:** We have **leading expertise in academia and government**, as well as corporate and public sectors, enabling us to deliver solutions that meet the highest standards of compliance, security, and performance.
- **Passion and Professionalism:** Every consultant shares a commitment to excellence and a personal drive to deliver success for our clients.
- **Building Trust and Partnerships:** Our approach fosters confidence and long-term relationships, even in the most complex projects.
- **Innovation and Practicality Combined:** We don't just design solutions—we ensure they are future-ready, cost-effective, and aligned with your strategic goals.



- **Continuous Learning and Thought Leadership:** Each consultant completes up to 40 hours of professional development annually, and our team regularly speaks at leading industry conferences, keeping us at the forefront of HPC, cloud, and AI advancements.
- **Risk Management and Delivery Excellence:** Our industry-leading processes and methodologies ensure projects are delivered on time, on budget, and with minimal risk to your business.

OUR COMMITMENT TO EXCELLENCE

At Red Oak Consulting, we don't just deliver projects—we deliver outstanding results and exceptional service. Our promise to every customer is simple: unmatched expertise, deep industry knowledge, and best-in-class IT solutions every time. Backed by industry-leading processes and proven methodologies, we ensure that every engagement creates measurable value and long-term sustainability.

KEY PEOPLE

We recognise that our people are fundamental to the success of every AI infrastructure engagement. It is through their deep expertise, practical knowledge, and commitment to excellence that we deliver clear insight and robust solutions in what is often a complex and rapidly evolving AI landscape. Our consultants combine technical rigour with a strong customer-first mindset, enabling confident decision-making and successful outcomes.

Red Oak Consulting operates an agile and flexible delivery model, supported by a team of highly skilled consultants specialising in AI infrastructure, cloud platforms, and high-performance systems. Our consultants bring extensive experience across GPU-accelerated environments, data-intensive platforms, and cloud-native AI services. This breadth of capability allows us to provide the right level of expertise for every engagement—from highly technical delivery through to strategic and advisory support.

Our consultancy team spans multiple levels, including Technical Consultants, Senior Consultants, Principal and Senior Principal Consultants, Lead Consultants, Technical Advisors, Technology Fellows, Managing Consultants, and Senior Partners. This structure ensures continuity, depth of knowledge, and access to senior expertise throughout the lifecycle of an AI infrastructure project.

Each consultant is experienced across the full AI infrastructure lifecycle, including platform design, architecture analysis, migration, commissioning, benchmarking, storage and data platform design, and requirements capture. Our team excels at translating complex technical detail into clear, actionable recommendations, enabling effective communication with both technical teams and senior stakeholders. This ability to address technical and financial considerations in parallel has enabled Red Oak to consistently remove delivery obstacles and build trusted, long-term partnerships.

TESTIMONIALS

We are very proud of our on-going customer partnerships, which continue to stand the test of both time and technological evolution. Our customer partnerships have been built on the foundation of trust, respect and honesty. It is from this foundation we work with our customers to guarantee both success and sustainability.





For testimonials, please go to <https://www.redoakconsulting.co.uk/testimonials>. We can provide client references upon request.

Please contact sales@redoakconsulting.co.uk.

QUALITY ASSURANCE

Red Oak Consulting is unwavering in its commitment to excellence and continuous improvement. We hold accreditation to ISO 9001:2015 for Quality Management Systems and ISO 27001 for Information Security Management, reflecting our dedication to robust standards and best practices. In addition, we are Cyber Essentials certified, ensuring the highest level of security and compliance.

As part of our quality assurance framework, we conduct a customer satisfaction review following every project. This process captures valuable feedback on the client experience and reinforces our exceptional track record—maintaining a 100% customer retention rate, with all clients confirming they would recommend or re-engage with Red Oak Consulting.

What sets us apart is our unique performance monitoring approach. Our proprietary dashboard measurement tool provides transparent, real-time oversight of project progress. Configured at project initiation and updated fortnightly by the project manager, this dynamic tool tracks critical success factors: Time, Budget, Deliverables, Risks, and Issues. Shared with our Senior Partner, it ensures live visibility and accountability throughout the engagement, forming a cornerstone of our quality assurance and governance program.

INFORMATION SECURITY CONFIDENTIALITY

At Red Oak Consulting, we take confidentiality seriously. Any confidential information or intellectual property shared is provided exclusively for the purpose of Red Oak delivering the services and tasks as agreed with the customer.

Red Oak Consulting operates a robust Information Security Management System designed to safeguard intellectual property, protect customer data, and ensure compliance with legal and regulatory obligations. Our security measures include:

Secure Data Hosting: Customer data stored in ISO 27001 and SOC 2 certified UK-based data centres.

Compliance Framework: Policies and procedures aligned with all relevant regulatory and legislative requirements, including data protection laws.

Information Classification: Clear categorisation and security markings for all sensitive information.

Controlled Access: Access granted only to authorised personnel with a legitimate business need.

Employee Awareness: Regular training and contractual obligations covering confidentiality, anti-bribery, and code of conduct.



COMMERCIAL OFFERING

Consultancy Services

Red Oak Consulting's commercial terms are structured on the level of consultant for the project and the amount of time and effort required to complete the project. Prior any project we meet with the customer to understand what it is they require to deliver on their objectives and for their expectations to be met. Once this initial conversation has been held Red Oak Consulting will scope the necessary tasks which would be fulfilled to deliver the project, successfully. Once scoped, we assign the number of consultancy days of effort against each task.

We outline the actual actions which our consultants will complete and the deliverables each task will produce. We submit this scope in the form of a proposal or statement of work. We will add together all the days of the effort and advise on an initial level of liability for budgetary purposes. The figure will be based on the scope.

Any change to the requirements and or scope may result in an amendment to the number of consultancy days which will affect the cost of the project.

- All our daily rates are presented excluding VAT and are subject to VAT at the current prevailing rate.
- All our daily rates include travel except for international travel and domestic flights.
- Our payment terms are 30 days from date of invoice.
- Red Oak would require a valid PO prior any project can commence.

HPC Managed Support

Red Oak Consulting provides a managed support service unique to each organisation. We offer two types of commercial arrangements for the provision of Managed Services.

Option One: Contractual:

Together, we will mutually agree on what level of support is required (L1, L2 and or L3) for your organisation and users. We will also require the number of users, applications and age of the cluster, all factors which will be taken into consideration when looking at the cost of a support service. Other areas of consideration will be the service levels (KPIs) and the length of the contract. Once all the information is discussed and agreed Red Oak will propose a Quarterly Management Fee for the provision of Managed Services. This fee will be paid each quarter, in arrears with an annual review of rates every 12 months.

Option Two: Drawdown:

This method allows support to be charged on an hourly basis, drawn down from a pre-approved PO held on file. It is particularly convenient for customers who:

- Are unsure of the exact level of support required;
- Prefer not to commit to a long-term contractual arrangement.

This approach provides flexibility and ease of access to support services as needed, without the constraints of a fixed-term agreement.

When support is required, we would draw down from the PO based on the time and effort required to complete the issues logged. The value of the PO is open to discussion; there is no minimum value. As part of the operational review, the number of tickets and the time allocated to complete the ticket will be shown. The minimum billing effort would be 15 minutes.

A monthly invoice will be issued based on the amount of time and effort conducted to complete the ticket (s) raised. The invoice will be issued a month in arrears.



Red Oak invoices in GBP and all rates / quotes exclude the prevailing rate of VAT.

