

CLOUD SUPPORT SERVICES



Do you have the necessary skills and resources to make the Government's Cloud First policy a reality?

At CACI, we've implemented and supported more than 300 cloud services across the public sector and work with all major providers including Microsoft Azure, Amazon Web Services, UKCloud and Sungard.



Cloud readiness, migration, optimisation & support



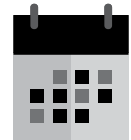
Modular & agile approach



Supporting all major cloud platforms



Billable-by-the-hour model



Flexible 30-day termination notice

CLOUD SUPPORT SERVICES

We offer an end-to-end support model complementing the Cloud providers' service, looking after all of your operating system requirements as well as providing software support services 24*7.

We offer 2 core support services: Operating System Management & Software Support underpinned with our 1st, 2nd and 3rd line software technical support services.

UNLIMITED TECHNICAL SUPPORT

Clients taking our Operating System Management and / or Software Support packages get access to unlimited technical support for fault identification and resolution.

OPERATING SYSTEM MANAGEMENT SERVICE

Configuration, patching and ongoing support for:

- Operating System
- Anti-virus installation & maintenance
- VDC network support
- Help Desk to Help Desk support

WEB SERVER

APPLICATION SERVER

DATABASE

ANTI-VIRUS

OPERATING SYSTEM

VDC NETWORK MANAGEMENT

SOFTWARE SUPPORT SERVICES

This includes everything in OS Management plus:

- Middleware management
- Database support
- Application support
- Web server support