

Public Cloud Managed Services

Ref no: G-Cloud 15

PREPARED BY
MTI Technology

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1.0 SERVICE DEFINITION

- **Service attributes**

Service type

Lot 3: Cloud Support

- **Service name**

Service name

MTI Public Cloud Managed Services

- **About your service**

Service description

MTI provides 24/7 end-to-end cloud-managed services, specialising in monitoring, cost optimisation, security, compliance, and DevOps for cloud environments. We offer proactive, SLA-based management to optimize and secure infrastructure for enterprises, acting as an extension of internal IT teams.

Service categories

- Cloud Support Services
 - Managed Cloud
 - Managed Public cloud
 - Managed Public IaaS
 - Managed Public SaaS/PaaS
 - Application management

- **Service features and benefits**

Service features and benefits

Service features

- Focus on core business operations.
- Certified experts ensure high availability and disaster recovery.
- Dynamic management of security and regulatory compliance
- Proactive, monitoring with automated responses and engineer follow-ups.

Service benefits

- Optimised cloud capabilities
- Effortless cloud integration
- Seamless cloud transition

- **Service scope**

Service constraints

NA.

- **Reselling**

Supplier type

Supplier type

I'm not a reseller

- **User support**

Email or ticketing support

Email or online ticketing support - Yes

Support response times - Service Schedule defined

User can manage status and priority of support tickets - No

Phone support

Phone support - Yes

Phone support availability - 9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support – No

Support levels

Service Schedule defined

- **Staff security**

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

- **Pricing**

Discount for educational organisations

Yes

2.0 ABOUT MTI

MTI Technology is a technology services and solutions provider with over 200 staff, operating across EMEA with offices in the UK and Germany. Over the last 36 years, MTI has helped thousands of organisations transform their IT operations, enabling them to leverage the latest technologies, reduce operating costs, become more flexible, and mitigate risk.

MTI has considerable experience in designing, delivering, and managing cybersecurity and data centre solutions for our customers across various industry sectors, including Commercial, NHS, central government, local government, Banking, Defence, Finance, and Insurance. This extensive experience ensures your solution is designed and installed by industry-leading MTI experts, guaranteeing a smooth, accurate, and on-time project delivery.

MTI specialise in cybersecurity, data centre modernisation, IT managed services and IT transformation. By employing proven methodologies and best practices, and adopting a consultative approach, MTI helps its customers solve business challenges and provides secure, compliant management of their applications, data, infrastructure, and system environments.

2.1. ACCREDITATIONS

MTI hold the following ISO Standards and Certifications

- ISO 27001 Information Security Management system
- ISO 9001 Quality Management System
- ISO 20000 IT Service Management
- ISO 45001 Occupational Health and Safety Management
- ISO 22301 Business Continuity Management System
- ISO 14001 Environmental Management System
- Cyber Essentials & Cyber Essentials Plus
- NCSC CHECK Scheme Member (CHECK 'Green Light' company since 2003)
- CREST Scheme Member



2.2. AWARDS

Our dedication to maintaining high standards is reflected in our numerous industry awards, including Dell Specialist Partner of the Year 2024, Dell Exceptional Services Delivery Performance 2024, Dell Advanced Services Delivery Partner 2024, Cyber Security Customer Service Award at the Computing Security Awards 2024, Cybersecurity/Data Protection Partner of the Year Award at the CRN Awards 2024, CRN MSSP/Security Reseller of the Year 2023, CRN Security Value Added Reseller (VAR) of the year for 2018, 2019, and 2020, and Penetration Tester of the Year for 2018 and 2020. We have won the UK Service Partner of the Year award twice for excellence in service delivery, in 2023/2024. MTI is committed to delivering exceptional customer service, which is why we have an industry-leading 98% customer satisfaction rating.



2.3. KEY PLATFORMS

MTI is proud to be a Dell Technologies Titanium Black Partner, the highest tier in Dell's Global Partner Program. This elite recognition positions MTI among a select group of global partners that demonstrate exceptional technical expertise, strategic alignment, and a consistent ability to deliver transformational outcomes for customers in today's data-driven, multi-cloud world.



Other key partners include:



2.4. ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG), CSR & SOCIAL VALUE

MTI integrates ESG, CSR and Social Value principles into our business values and operations to meet the expectations of customers, employees, investors, suppliers, the community, and the environment. Our Policy governs responsible and ethical conduct, a positive working environment, support for local communities, fair dealings with suppliers, and respect for human rights.

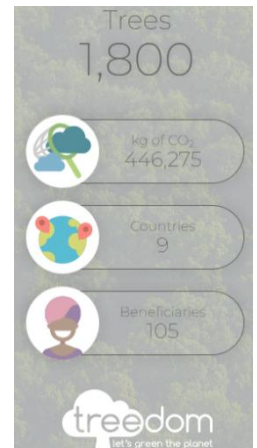
Environmental Management

MTI maintains a documented Environmental Policy Statement, approved by senior leadership, and reviewed annually. Our **ISO 14001 Environmental Management System** incorporates policies and procedures to manage, reduce, and report environmental impacts. We are committed to **Net Zero by 2050** and have achieved **EcoVadis Gold** standard for Social Value policies and procedures.



Sustainability Activities and Achievements

- **Planting of ~600 trees annually** to neutralise our carbon footprint (in partnership with Treedom). Treedom plants a tree on our behalf across Africa, South-East Asia and South America to offset MTI's carbon emissions. They are a certified B Corporation, and every tree on their site has its own online page for tracking. To date, MTI has planted 3,299 trees, resulting in a 6.17 mt CO₂e reduction and driving positive social and environmental impact.
- Reduction targets for business travel, including a digital-first approach, increased virtual meetings, and reduced travel emissions.
- **In 2023, we took one step closer as we are proud to say all our company vehicles are electric.**
- Transition to homeworking/hybrid models, reducing commuting and office energy consumption.
- Use of renewable energy sources for office electricity and optimisation of lighting, heating, and cooling systems.
- Eradication of single-use plastics in all offices.
- Implementation of cloud-based applications to reduce energy consumption.
- Collaboration with carbon-neutral suppliers and annual Supplier Sustainability Assessments.
- Comprehensive waste management systems, with recycling and mandatory staff training.
- Ongoing achievement of ISO 14001:2015 Certification.



Social Responsibility and Value Creation

- Dedicated ESG committee overseeing strategy, risk management, compliance, stakeholder engagement, and continuous improvement.
- Social Value Development Plan tracked by an ESG Manager, with regular reviews and reporting.
- Employer-supported volunteering, offering employees charity days tracked via our ESG application. MTI employees have completed 1,088 hours of volunteering.
- Initiatives supporting disadvantaged groups, including participation in the Disability Confident Scheme.

- Commitment to equal opportunity, diversity, and inclusion in the workplace.
- MTI support Cystic Fibrosis Charity through fundraising events, employee challenges and donations.

**Governance and Assurance**

- Regular supplier assurance activities and annual Supplier Code of Conduct refresh.
- Compliance with ILO standards, UN Global Compact, and Universal Declaration of Human Rights.
- Board-level reporting of CSR compliance and performance.

Public Disclosure and Transparency

- Annual publication of Carbon Reduction Plan/ESG Report on MTI's website - <https://mti.com/about/corporate-social-responsibility/>
 - https://mti.com/wp-content/uploads/2025/10/MTI_Carbon-Reduction-Plan_FY2024.pdf
- Enhanced reporting of ESG performance and promotion of industry certifications - <https://mti.com/wp-content/uploads/2025/12/ESG-Report-FY24.pdf>

Head Office

MTI Technology Limited
3 Lotus Park First Floor
The Causeway
Staines-Upon-Thames
TW18 3AG

Reception: +44 (0) 1483 520 200

Service Desk: +44 (0) 1483 520 349

Web: www.mti.com

About MTI

MTI provides award-winning, end-to-end technology solutions and services across cybersecurity and data centre infrastructure, supporting customers for over 35 years. With over 250 specialists across the UK, France and Germany, we deliver expert consultancy, project delivery, and scalable managed services.

Our mission is to build a secure digital future for our customers. We do this by combining deep technical expertise with a consultative, proven approach – helping organisations accelerate and de-risk transformation while ensuring secure, compliant management of applications, data and IT systems.

