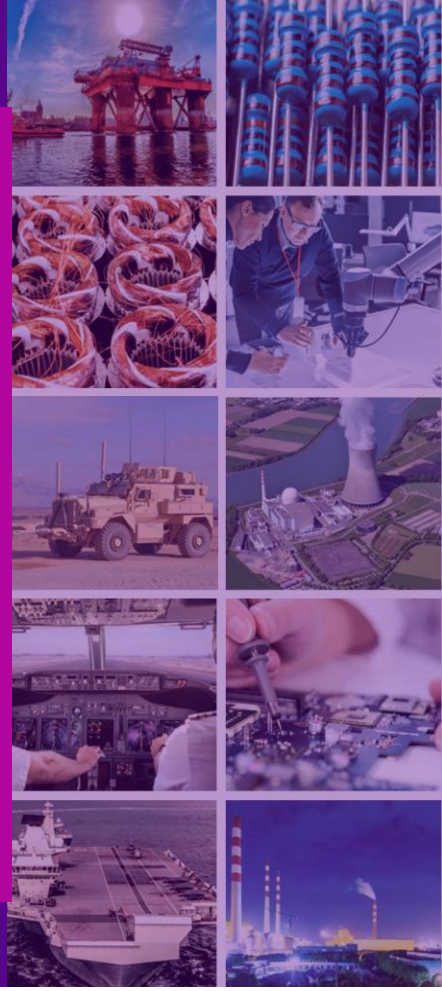
COMMERCIAL IN CONFIDENCE

AllanWebb

Elevating Your Asset Performance



G-Cloud 15 - Lot 3 Cloud Support

Asset Management: Managed Services and Optimisation

Service Definition

ISSUED: **30-01-26**

Contents

ABOUT US 3

OUR SERVICE PRINCIPLES 4

SERVICE OVERVIEW 5

ONBOARDING AND OFFBOARDING 6

SERVICE CONTRAINTS & SLA 7

ORDERING AND INVOICING PROCESS 7

ABOUT US

Who we are

From support engineering and training services through to comprehensive obsolescence management, Allan Webb works with organisations all over the world to reduce whole life cost, increase operational availability and deliver a seamless support solution. Security and quality are at the core of everything we do, and we're committed to providing the right service first time, on time.

Over the past 60 years we have developed a portfolio of evidence-based solutions to help organisations build robust systems that last longer and deliver more. With powerful AI and data science on our side, we provide support with obsolescence, technical documentation, Integrated Logistics/Product Support (ILS/IPS), NATO codification and more.

We work with a wide variety of sectors where security, quality and delivering productivity to tight deadlines are paramount, including Defence, Energy, Aerospace and Rail. Our expertise, state-of-the-art technology and skills help us help you.

We are proud to support and work with the Armed Forces. As part of our pledge, we have signed and uphold the Armed Forces Covenant, supporting those who serve and have served, including veterans in our workforce

Our Approach

We are technology-agnostic and outcome-focused. Our "right first time" philosophy ensures that we transition business-critical solutions into secure cloud environments with precision. We do not lock clients into specific proprietary tools; instead, we align our deep technical expertise with your existing technology investments and digital strategies to ensure long-term sustainability.

Security & Quality Assurance

Security and quality are at the core of everything we do. Allan Webb has the following certifications:

- **Cyber Essentials Plus**
- **ISO 9001 (Quality Management)**
- **ISO 14001 (Environmental Management)**
- **ISO 20000 (IT Service Management)**
- **ISO 27001 (Information Security Management)**

OUR SERVICE PRINCIPLES

To ensure maximum flexibility and compliance for our clients, our cloud services are delivered according to the following principles:

- **Modular & Selectable:** Our services are designed to be modular. Clients can select specific technical pillars—such as NATO Codification, ILS/IPS, or Obsolescence Management—at any stage of the cloud lifecycle.
- **Evidence-Based Solutions:** We use data intelligence to de-risk cloud transitions, ensuring that roadmaps and strategies are backed by 60 years of technical documentation and engineering expertise.
- **Interoperable Standards:** We ensure all digital assets comply with international standards (e.g., S1000D, ASD, and NATO standards), providing a robust foundation for long-term asset management.
- **Knowledge Exchange:** We are committed to a professional handover. Every engagement includes structured knowledge exchange to ensure your organisation can manage cloud-hosted engineering assets effectively.
- **Seamless Support:** We focus on the "Whole Life Cost" of an asset, ensuring that cloud adoption leads to increased operational availability and reduced long-term expenditure.

SERVICE OVERVIEW

Service Description

Allan Webb provides comprehensive managed services to support and optimise your cloud-based solutions. We reduce whole-life cost through managed obsolescence, ILS/IPS, and technical documentation. Our state-of-the-art AI and data science techniques increase operational availability for asset management, delivering a seamless support solution for organisations of all sizes.

Service Features

- Cyber Essentials Plus, ISO 9001, 14001, 20000 and 27001 certified.
- Managed modular service for cloud-hosted monitoring and mitigation.
- Managed software updates and upgrades.
- Continuous Codification and technical master data maintenance services.
- Specialist improvement and support for cloud-native applications.
- Technical insights and data optimisation via AI.
- Managed digital supply-chain resilience and continuous vendor monitoring.
- Safety-case management and digital assurance services.
- On-demand document digitisation for continuous cloud data ingestion.
- Managed project office (PMO) support for ongoing cloud portfolios.

Service Benefits

- Increases availability through proactive managed obsolescence (IEC 62402:2007).
- Reduces whole-life costs via cloud-based data optimisation.
- Ensures technical documentation remains accurate and digitally accessible.
- Maintains high data integrity for international technical standards.
- Provides expert modular technical support for cloud-native engineering software.
- Enhances safety through continuous, auditable digital safety-case management.
- Improves supply-chain reliability via persistent digital risk monitoring.
- Delivers scalable support that evolves with cloud system requirements.
- Frees up internal resources to focus on core operations.
- Maximises value through cloud system performance tuning.

ONBOARDING AND OFFBOARDING

Onboarding

We follow a structured, "right first time" onboarding process designed to integrate our expertise seamlessly with your internal teams. Our approach is modular and can be scaled to suit the complexity of the requirement:

- **Discovery & Alignment:** We begin with a technical stakeholder session to align our asset management expertise with your specific cloud objectives and security requirements.
- **Knowledge Extraction:** Our specialists work with your SMEs to identify and access legacy data, technical documentation, or engineering records required for the project.
- **Environment Validation:** We ensure the target cloud environment meets the necessary information assurance standards (matching our ISO 27001 and Cyber Essentials Plus benchmarks).
- **Project Governance:** Establishing clear P3M communication channels and milestones to ensure delivery is on time and within budget.

Offboarding

We ensure that the conclusion of a contract provides a clean transition, leaving your organisation with a robust foundation for long-term asset management:

- **Data Return:** At the end of the engagement, all data is returned to the client in a government open standard format to ensure seamless interoperability and continuity.
- **Professional Handover & Knowledge Exchange:** We provide a structured professional handover at the conclusion of the engagement. This ensures that your internal teams receive all necessary technical insights and contextual intelligence required to manage the digital assets or cloud-hosted systems effectively.
- **Secure Decommissioning:** If required, we will securely purge client data from our support environments in accordance with ISO 27001 standards.
- **Final Review:** A formal project closure report is provided, detailing the value delivered and recommendations for future whole-life cost optimisations.

SERVICE CONTRAINTS & SLA

To ensure our support model aligns precisely with your operational requirements, we offer flexible service levels and maintenance schedules that are tailored to the criticality of each engagement:

- **Support Hours:** Standard support is provided during business hours (09:00 - 17:30, Monday to Friday, excluding Public Holidays). Extended support hours and bespoke response times can be negotiated via a Statement of Work (SoW).
- **Service Levels:** Specific Service Level Agreements (SLAs) regarding system availability, response times, and resolution targets will be mutually agreed upon within the SoW to align with the criticality of the specific project.

ORDERING AND INVOICING PROCESS

Ordering

Purchasing our services via the G-Cloud framework is a streamlined process:

- **Initial Consultation:** We engage in a discovery session to understand your requirements, existing cloud infrastructure, and security needs.
- **Statement of Work (SoW):** Following the consultation, we provide a detailed Statement of Work outlining the project scope, milestones, and deliverables.
- **Call-Off Contract:** Once the SoW is agreed upon, the order is finalised through the standard G-Cloud Call-Off Contract.

Invoicing

Our invoicing process is transparent and designed to align with government financial standards:

- **Capability Alignment:** Invoicing is based on our published rate card, with day rates mapped to the specific roles and competencies defined by the Government Digital and Data Profession Capability Framework.
- **Milestone Billing:** Invoices are typically issued monthly in arrears or upon the successful completion of agreed project milestones.
- **Payment Terms:** Our standard payment terms are 30 days from the date of the invoice, though we are committed to the Prompt Payment Code.
- **Clear Documentation:** Each invoice includes a breakdown of the services provided, ensuring an easy audit trail for your finance department.

AllanWebb



SUPPORTABILITY ENGINEERING

Our supportability engineers help you manage your project from start to finish, ensuring your systems remain supported and secure with solutions tailored to fit your business.



OBSOLESCENCE MANAGEMENT

We offer a complete portfolio of obsolescence management services – from statusing and monitoring, risk analysis and case management to capability development, training and consultancy. We give you the confidence to support your systems throughout their life and identify problems as early as possible.



CODIFICATION

NATO Codification is the primary means of item identification and management used internationally, establishing the common supply language for all logistics operations. It has vast benefits, which we've applied to a number of industries since our beginnings in 1960.





SUPPLY CHAIN AND LOGISTICS

From procurement to inventory management, we utilise our extensive expertise to ensure your supply chain operates as efficiently as possible. Our ILS/IPS services are applicable in both a military environment and the commercial world.



TECHNICAL DOCUMENTATION

No matter the industry, we can deliver the ideal documentation solution, including user guides, maintenance manuals and much more. However complex the product or service, we'll communicate the right information to your target audience in a clear and concise manner.



TRAINING

Through our Supportability and Obsolescence Subject Matter Experts, we've been delivering training support for decades. With specialised training in key areas and bespoke delivery services, you can ensure that your team is armed with the knowledge they need, wherever you're based.

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IET The Institution of Engineering and Technology Enterprise Partner
CYBER ESSENTIALS CERTIFIED PLUS
SC21 Silver Award
ARMED FORCES COVENANT EMPLOYER RECOGNITION SCHEME GOLD AWARD