



Frontline

IT Consultancy

**Managed IT and
Service Desk Support**

Frontline Consultancy and Business Services Ltd offers a G-Cloud-compliant suite of Managed IT and Service Desk Support services, designed to deliver secure, resilient, and efficient IT operations for public sector organisations. Our portfolio provides comprehensive coverage across endpoints, servers, storage, hosting, virtualisation, and print, all underpinned by ITIL-aligned service management and a focus on compliance, transparency, and value for money.

Key Service Components:

Managed Service Delivery: Each client is assigned an ITIL-certified Service Delivery Manager, ensuring strategic alignment, regular KPI and SLA reviews, and continuous service improvement. This dedicated engagement guarantees that IT services are closely aligned with business objectives and that performance is proactively managed.

Endpoint & Desktop Management: Managed Desktop and Managed VDI provide proactive, automated patching, antivirus protection, remote troubleshooting, and inventory reporting for both physical and virtual desktop environments. These services reduce IT overhead, enhance security, and ensure compliance with regulatory requirements.

Server & Hypervisor Management: Managed Server, Managed Server Lite, Managed Hypervisor, and Managed IBMi Server deliver proactive monitoring, patching, backup routines, and compliance management for Windows, IBM i, and virtualised environments. These services are designed to minimise downtime, enhance security, and ensure regulatory alignment.

Storage & Hosting: Managed Storage and Managed Hosting provide secure, scalable, and resilient infrastructure, hosted in UK-based, ISO 27001/9001-certified data centres. Services include proactive monitoring, firmware updates, disaster recovery options, and predictable cost models, supporting business continuity and compliance.

Managed Print: A cloud-native, serverless print management platform with secure release printing, mobile/remote capabilities, and advanced reporting. This reduces IT complexity, enhances security, and provides transparent, per-printer pricing.

G-Cloud Compliance & Public Sector Benefits

Security & Governance: All services are aligned with industry standards (ISO 27001, ITIL) and G-Cloud requirements for transparency, data protection, and auditability.

Operational Efficiency: Proactive management, automation, and expert support reduce internal IT burden and improve service quality.

Accountability & Transparency: Regular service reviews, KPI/SLA tracking, and customer portal access ensure clear communication and measurable outcomes.

Value for Money: Predictable, scalable pricing models and consolidated service delivery support G-Cloud's value and efficiency principles.

Business Continuity: Resilient infrastructure, disaster recovery, and rapid response capabilities minimise disruption and support uninterrupted public service delivery.

Frontline's Managed IT and Service Desk Support portfolio enables public sector organisations to focus on their core mission, confident that their IT environment is secure, compliant, and optimised for performance.



Managed Server – Reliable Server Management Made Simple

Why Frontline?



Frontline combines industry-leading tools, certified experts, and a customer-first approach to deliver reliable, secure, and efficient managed services. Our commitment to quality and compliance ensures your IT infrastructure remains robust and future-ready.

What is Managed Server?

Managing a server estate without the correct skills and tools can be a never-ending task. As are the risks associated with the combinations of vulnerabilities caused by a poorly managed server estate.

Your server estate is at the forefront of your business and needs to run at maximum efficiency so that your business can too. By utilising state of the art monitoring tools, and a skilled team of technicians, Frontline can provide a service that keeps your servers operating at peak performance, running efficiently and securely.

The Frontline Managed Server service provides proactive management & technical support for your Windows Servers. Those servers receiving the service are managed with standard operating processes, tools, and policies. Remote administration tools are used to minimise interruptions and provide a faster, more seamless service.

The Managed Server service will also help to keep track of your Server estate, providing you with reports on age, warranty, hardware, and software, whilst keeping your environment secure by efficiently managing security updates.



Why Choose Managed Server?



Software Inventory Reporting:
Where requested, a report can be provided showing software installed across your server estate, highlighting areas of interest or concern (subject to fair use policy).

Compliance:
Reduce your IT infrastructure risk through well-managed changes and ensure on-going compliance

Focus on Your Business:
Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming server issues and maintenance.

Frontline Customer Portal:
Access to the customer portal provides a fast, straightforward way for you to open and track tickets for your Managed Server service. This means less service desk calls, and better overall quality of service for all Frontline customers.

Expert Management:
Allow a team of experts, enabled with state-of-the-art tools and technology, to efficiently manage your server environment.

Simple and Cost Effective:
Reduce the excessive management overheads associated with day-to-day IT provision, by incorporating a standardised and predictable cost model for server support.

Security Focused:
Keep your Server environment secure and current with the latest operating system and application updates from Microsoft as well as for supplier approved 3rd party applications. Endpoint security, antivirus protection, patching of vulnerabilities and outdated software helps to improve customer user productivity by minimising downtime.

Remote Monitoring and Monitoring Tools:
Frontline support technicians are equipped with remote access to your listed servers. This gives them enhanced troubleshooting capabilities, which in turn helps to reduce potential down time and improve end user productivity.

Pain Points vs Solutions

Market Pain Point	Customers Experience	How Managed Server Solves It
Poorly managed server estate	Security vulnerabilities, inefficiency	Proactive management and patching
Server security risks	Malware, ransomware, data loss	Antivirus, malware management, regular updates
Complex troubleshooting	Lost productivity, frustrated users	Expert remote support and monitoring
Asset and configuration tracking	Incomplete records, slow support	Comprehensive asset and configuration management

Optional Add-Ons-
Additional Frontline Services can be purchased
as add-ons to this service.



£107.00 base
charge per month,
per virtual server.

Out of hours
negotiable at SFIA
rate.



**Managed VDI (Virtual Desktop Infrastructure) –
Modern Virtual Desktop Infrastructure Made
Simple**

Why Frontline?



Frontline combines industry-leading tools, expert knowledge, and a customer-first approach to deliver secure, efficient, and scalable virtual desktop solutions.

What is Managed VDI (Virtual Desktop Infrastructure)?

What is Managed VDI (Virtual Desktop Infrastructure)? The Frontline Managed Virtual Desktop Infrastructure service provides a virtual endpoint for users to connect as an alternative to traditional multi session servers. Multi session servers allow connectivity from multiple users that all share and compete for the same compute resources which frequently leads to a drop in performance. The Managed VDI service addresses this by dynamically deploying a scalable virtual workstation that is dedicated to the user to eliminate any performance bottlenecks.



Why Choose Managed VDI (Virtual Desktop Infrastructure)?



Simple and Cost Effective.

Reduce the excessive management overheads associated with day-to-day IT (Information Technology) provision, by incorporating a standardised and predictable cost model for endpoint support.

Allow a team of experts, enabled with state-of-the-art tools and technology, to efficiently deploy and manage your virtual desktop estate.

Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming endpoint issues and maintenance.

Frontline Customer Portal.

Maximum efficiency – Remote Monitoring and Monitoring Tools.

Security focused.

Reduce your IT infrastructure risk through well-managed changes and ensure on-going compliance.

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed VDI (Virtual Desktop Infrastructure) Solves It
Performance Bottlenecks	Slow response and shared resources	Dedicated virtual workstations eliminate bottlenecks
Security Risks	Unpatched systems and vulnerabilities	Regular updates and endpoint security included
Complex Management	High overhead for IT teams	Frontline experts manage and monitor infrastructure

Optional add ons-

Additional compute can be added to individual VM's upon agreement.



£40.00 base charge per month, per VDI instance.

Additional OOH fee:
N/A



Managed Backup – Reliable Data Protection Made Simple

Why Frontline?



Frontline combines industry expertise with advanced technology to deliver reliable, secure, and efficient backup solutions. Our commitment to customer service ensures peace of mind and operational continuity.

What is Managed Backup?

Frontline's Managed Backup service provides a backup of data to an agreed location whether that be to the cloud or to tape. Should you encounter any issues with your primary site, you will have a safe copy of all your important data in a separate location, ready to restore according to your disaster recovery plans. As part of the service, monitoring is included to ensure that all the agreed policies and retention periods are adhered to. When failure occurs our in-house team of professionals will work quickly to resolve the issues.



Why Choose Managed Backup?



Security Focused:

Where servers are hosted by Frontline, end-to-end encryption is standard, so you can be assured that all your data is encrypted at source.

Focus on Your Business:

Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming backup issues and maintenance.

Maximum Efficiency – Remote Monitoring:

Frontline will fully monitor your backups to ensure completion and resolve any issues within your contracted service hours.

Expert Management

Allow a team of experts, enabled with state-of-the-art tools and technology, to efficiently manage your backup estate.

Frontline Customer Portal:

Access to the Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for your backup service. This means less service desk calls, and better overall quality of service for all Frontline customers.

Simple and Cost Effective

Reduce the excessive management overheads associated with day-to-day backup management, by incorporating a standardised managed service to adopt the day-to-day needs of your backup requirements.

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed Backup Solves It
Backup Failures	Data loss risk and downtime	Continuous monitoring and rapid issue resolution
Complex Management	High overhead and resource drain	Standardised managed service with expert team
Security Concerns	Exposure to data breaches	End-to-end encryption and compliance with policies

Optional Add-Ons-

Premium options available for enhanced backup capabilities and additional services.



£35.00 base charge per month, per server excludes back up media.

Out of hours negotiable at SFIA rate.



Managed Hypervisor – Modern Hypervisor Management Made Simple

Why Frontline?



Frontline combines industry-leading tools, certified experts, and a customer-first approach to deliver reliable, secure, and efficient hypervisor management. Our services are designed to reduce risk, improve performance, and allow your business to focus on growth.

What is Managed Hypervisor?

Managing a hypervisor estate without the correct skills and tools can be a never-ending task. As are the risks associated with the combinations of vulnerabilities caused by a poorly managed hypervisor estate.

Your hypervisor estate is at the forefront of your business and needs to run at maximum efficiency so that your business can too. By utilising state of the art monitoring tools, and a skilled team of technicians, Frontline can provide a service that keeps your servers operating at peak performance, running efficiently and securely.

The Frontline Managed Hypervisor service provides proactive management & technical support for your Hypervisor systems. Those systems receiving the service are managed and monitored with our industry leading tools, monitoring solutions and policies. Remote administration is performed via hardware lights out services so hypervisors can be managed at the hardware layer.

Why Choose Managed Hypervisor?

Simple and Cost Effective:
Reduce the excessive management overheads associated with day-to-day IT provision, by incorporating a standardised and predictable cost model for server support.

Expert Management:
Allow a team of experts, enabled with industry leading tools and technology, to efficiently manage your hypervisor environment.

Focus on Your Business:
Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming hypervisor issues and maintenance.

Frontline Customer Portal:
Access to the Mobile Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for your Managed Server service anywhere anytime. This means less service desk calls, and better overall quality of service for all Frontline customers.

Maximum Efficiency:
Frontline support technicians are equipped with remote access to your listed hypervisors. This gives them enhanced troubleshooting capabilities, which in turn helps to reduce potential down time and improve end user productivity.

Security Focused:
Keep your hypervisor environment secure and current with the latest operating system and application updates from Microsoft or VMware. Reduce your IT infrastructure risk through well-managed changes and ensure on-going compliance.

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed IBM i Server Solves It
Complex IBM i Management	Difficulty maintaining performance and security.	Proactive monitoring and expert support ensure optimal operation.
Limited Internal Expertise	Reliance on scarce in-house skills.	Access to a team with 80+ years combined IBM i experience.
Downtime Risks	Unplanned outages disrupt business processes.	24x7x365 monitoring and rapid escalation minimise downtime.

Optional Add-Ons-

- Extended reporting and analytics.
- Custom workload scheduling.
- Enhanced security assessments.



£105.00 base charge per month, per hypervisor.

Out of hours negotiable at SFIA rate.



Managed IBM i Server – Enterprise-Class Reliability Made Simple

Why Frontline?



Frontline combines decades of IBM i expertise with industry-leading tools and a commitment to security and compliance. Our managed services are designed to reduce risk, improve efficiency, and deliver peace of mind for businesses that rely on IBM i systems.

What is Managed IBM i Server?

Your IBM i systems are at the forefront of your business and need to run at maximum efficiency so that your business can too. By utilising state-of-the-art monitoring tools and a skilled team of technicians, Frontline provides a service that keeps your servers operating at peak performance, running efficiently and securely. The IBMi managed service delivers proactive management & technical support for your IBM Servers. Those servers enrolled within the service are managed with advanced monitoring tools and hands-on expertise from a team with over 80 years of combined experience. Frontline offers 24x7x365 IBMi monitoring so that issues can be escalated to your internal staff in the event of software failures and, where required, can perform out-of-hours workloads (backups, month-end routines and system maintenance) as per your requirements.



Why Choose Managed IBM i Server?



Expertise On-Demand:
Access to a team with decades of combined IBM i experience.

24x7x365 Monitoring:
Continuous monitoring to ensure uptime and rapid issue escalation.

Operational Efficiency:
Reduce internal overheads and free your team to focus on core business activities.

Security & Compliance:
Ensure systems are patched, monitored, and maintained in line with best practices.

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed IBM i Server Solves It
Complex IBM i Management	Difficulty maintaining performance and security.	Proactive monitoring and expert support ensure optimal operation.
Limited Internal Expertise	Reliance on scarce in-house skills.	Access to a team with 80+ years combined IBM i experience.
Downtime Risks	Unplanned outages disrupt business processes.	24x7x365 monitoring and rapid escalation minimise downtime.

Optional Add-Ons-

Extended reporting and analytics.
Custom workload scheduling.
Enhanced security assessments.



**£162.00 base
charge per month,
per IBM Production
LPAR.**

**Out of hours
negotiable at SFIA
rate.**



Managed Service Delivery – Modern IT Service Management Made Simple

Why Frontline?



Frontline combines decades of experience with industry-leading practices to deliver exceptional managed services. Our commitment to customer success ensures that your IT strategy is aligned with your business goals, supported by a dedicated team of experts.

What is Managed Service Delivery?

Our Managed Service Delivery offering ensures that one of our experienced Service Delivery Managers is assigned to your business to focus on your IT requirements and work with you to align your IT strategy to your Frontline services. Our Service Delivery Managers are all ITIL certified and are time served with experience across many different industry sectors. Your Service Delivery Manager will meet with internal stakeholders to review levels of service and report on the KPIs, and SLAs associated with your managed service contracts.



Why Choose Managed Service Delivery?



Adopt ITIL framework guidelines:
Ensures best practice for Service Delivery and Transition.

Dedicated Service Delivery Manager:
Understands your business and aligns IT strategy.

Documented escalation processes:
Clear communication routes for issue resolution.

Regular service review meetings:
Discuss incidents, KPIs, procedures, and improvement plans.

Dedicated contact for escalations:
Direct access to Frontline Service Team for urgent needs.

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed Service Delivery Solves It
Lack of IT strategy alignment	Disjointed IT services and business goals	Dedicated Service Delivery Manager aligns IT strategy with business objectives
Poor communication	Unclear escalation paths and delayed resolutions	Documented escalation processes and regular review meetings
Limited visibility	Difficulty tracking KPIs and SLAs	Regular reporting and service reviews provide transparency

Optional Add-Ons-

Additional consultancy or technical services can be purchased to complement the Managed Service Delivery offering.



£234.00 base charge per month (30 minutes per week).

Additional time can be added at SFIA rates.



Managed Server Lite – Simplified Server Management

Why Frontline?

Frontline combines industry-leading tools, certified experts, and a customer-first approach to deliver reliable, secure, and efficient managed services tailored to your business needs.



What is Managed Server Lite?

Managing server infrastructure without the correct skills and tools can be a never-ending task. As are the risks associated with the combinations of vulnerabilities caused by a poorly managed server estate. Your server estate is at the forefront of your business and needs to run at maximum efficiency so that your business can too. By utilising state-of-the-art monitoring and management tools, Frontline can provide a service that keeps your servers operating at peak performance, running efficiently and securely. The Frontline Managed Server Lite service provides basic proactive monitoring and maintenance for your Windows Servers. Those servers receiving the service are monitored and patched using automated tools to ensure your server operating systems are available, and up to date with the latest security fixes and updates.



Why Choose Managed Server Lite?



Simple and Cost Effective-
Reduce the excessive management overheads associated with day-to-day IT provision, by incorporating a standardised and predictable cost model for server maintenance.

Security Focused –
Keep servers secure and up to date with OS and app patches, antivirus, and vulnerability fixes. This minimises downtime and boosts user productivity.

Frontline Customer Portal-
Access to the mobile Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for your Managed Server Lite service anytime, anywhere.

Maximum efficiency –
Remote Monitoring and Management Tools
Frontline support technicians are equipped with remote access to your listed servers. This gives them enhanced troubleshooting capabilities, which in turn helps to reduce potential down time and improve end user productivity.

Software Inventory Reporting-
Where requested, a report can be provided showing software installed across your server estate, highlighting areas of interest or concern (subject to fair use policy).

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed Server Lite Solves It
Unpatched servers	Security vulnerabilities and downtime	Automated patching and proactive monitoring
High management overhead	Time-consuming maintenance tasks	Standardised cost model and remote support
Limited visibility	Difficulty tracking software and compliance	Software inventory reporting and compliance management

Optional Add-Ons:
Additional services can be purchased as premium options to enhance your Managed Server Lite experience.



£44.00 base charge per month, per virtual server.

Out of hours negotiable at SFIA rate.



Managed Storage – Modern Storage Management Made Simple

Why Frontline?



Frontline combines industry-leading expertise with advanced tools to deliver reliable, secure, and efficient managed services. Our commitment to proactive management and customer satisfaction ensures your business remains resilient and competitive.

What is Managed Storage?

Frontline understand the importance of maintaining peak performance for your IT solutions, and as a managed service provider we offer a full catalogue of services intended to fill all the gaps. Businesses often naively overlook monitoring and management of storage and network devices in favour of server and desktop services, but what happens when an issue is narrowed down to the unmanaged components within your infrastructure?



Why Choose Managed Storage?



Simple and Cost Effective.

Security focused – Keep your on-premise storage solutions current with the firmware and storage application updates.

Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming issues and maintenance.

Allow a team of experts, enabled with industry leading tools and technology, to efficiently manage your storage infrastructure.

Reduce your IT infrastructure risk through well-managed changes and ensure on-going compliance.

Frontline Customer Portal – Access to the mobile Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for your Managed Server service anytime, anywhere.

Reduce the excessive management overheads associated with day-to-day IT provision, by incorporating a standardised and predictable cost model for storage support.

A standardised environment helps to streamline incident response, allowing for more effective resolution of customer issues.

Remote Monitoring Tools – Our support technicians use secure remote access to your devices for faster troubleshooting, reducing downtime and boosting storage performance.

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed Storage Solves It
Unmanaged storage devices	Performance issues and downtime	Proactive monitoring and management with industry leading tools
Complex troubleshooting	Extended downtime during incidents	Remote administration tools for fast resolution
Security vulnerabilities	Risk of data breaches and compliance failures	Regular firmware updates and security patching

Optional Add-Ons:
Additional services can be purchased as premium options to enhance your Managed Server Lite experience.



£101.00 base charge per month, per storage device, excludes media.



Managed Print – Modern Print Management Made Simple

Why Frontline?



Frontline delivers reliable, secure, and efficient managed services backed by expert support and a customer-first approach.

What is Managed Print?

Managed Print is a cloud-native platform that helps organisations eliminate print servers, transforming their print management processes.



Why Choose Managed Print?



Simple and Cost Effective:
A monthly per printer charge and a simple process to add or remove printers from the service.

Frontline Support:
Frontline support to resolve issues quickly and efficiently.



Key Features

Cloud-native print management platform.

Monthly per printer charge.

Simple process to add or remove printers.

Frontline support for issue resolution.

Pain Point	What Users Experience	How Managed Print Solves It
Complex Print Server Management	High maintenance and cost	Eliminates print servers with a cloud-native platform
Limited Visibility	Difficulty tracking printer usage	Centralised management and reporting
Slow Issue Resolution	Downtime and user frustration	Frontline support and customer portal for quick resolution

Optional Add-Ons:

Secure Release Printing – Secure release, mobile, and remote printing for a distributed workforce.
Full or Partially managed printer estate options can be provided including consumables replacement and lease options.



£15.00 Base charge per month, per Printer.

Excludes printer and consumables.

Support Cost Calculation Approach

Our support pricing model is designed to be transparent, fair, and aligned with the specific needs of the procuring entity. The total cost of support will be calculated based on the projected time required, which is determined through a collaborative assessment during the onboarding or procurement phase. This projection will consider the following key factors:

Benefits of This Approach

Transparency:

Customers have full visibility into how costs are derived.

Flexibility:

Pricing scales with actual support requirements, avoiding unnecessary overhead.

Compliance:

Aligns with G-Cloud principles and SFIA framework standards.

Complexity of the Delivered Solution-

The level of technical complexity, including:

Integration with existing systems

Custom configurations or bespoke development

Security and compliance requirements

Higher complexity typically requires more specialised resources and extended support coverage.

Hours of Operation -

Support costs will reflect the agreed service window:

Standard Business Hours (e.g., 09:00–17:00, Monday–Friday)

Extended Hours or 24/7 coverage, if required

This ensures flexibility for customers who need critical support outside normal operating hours.

Commercial Model -

All pricing will be based on the submitted SFIA rate card, ensuring:

Full compliance with G-Cloud pricing transparency requirements

Clear linkage between resource roles, skill levels, and associated costs

Rates are applied to the projected time for each role involved in delivering support.

Methodology for Cost Estimation-

Initial Assessment

We work with the customer to understand the solution architecture, operational requirements, and anticipated support needs.

Time Projection

Using the complexity and operational factors, we estimate the number of hours required for each SFIA role.

Cost Calculation

The projected hours are multiplied by the corresponding SFIA rate, producing a clear and auditable cost breakdown.



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