Frontline
IT Consultancy

FRONTLINE CONSULTANCY AND BUSINESS SERVICES LTD

MANAGED PRIVATE CLOUD

G-CLOUD 15

SERVICE DEFINITION DOCUMENT

Document Control

Prepared by

Version	Author	Date
V1.0	Lee Jones	15/12/2025

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Name	Position	Date
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Phil Burgess	Head of Product Management	26/01/2026

Distribution

Name	Position	Date

Contents

G-Cloud – Managed Private Cloud Service Description.

Frontline is a leading provider of IT infrastructure solutions, specialising in private hosting services across a network of Teir 4 by design aligned data centres from which our managed hosting services are delivered. With over 30 years of experience, we have established ourselves as experts in managing complex migrations and delivering robust, high-performance solutions tailored to our clients' needs.

Founded in 1991, Frontline has grown from a small consultancy to a market leader in IT infrastructure services. Our commitment to excellence is reflected in our adherence to ISO 9001, ISO 20000, and ISO 27001 standards, ensuring the highest levels of quality and security in all our offerings.

Our team comprises dedicated professionals with deep expertise in IT infrastructure and cloud services. We have successfully managed challenging migrations, even when current providers have been non-cooperative. Our track record includes seamless transitions for major clients across various sectors, demonstrating our ability to deliver under pressure.

We have partnered with renowned organisations, ensuring their IT environments are not only stable and secure but also optimised for performance. Our portfolio includes successful projects with both private and public sector organisations. Strategic partnerships and the use of innovative technology through collaboration with industry leaders such as IBM, HPE, Dell, Juniper, Fortinet as well as operating the latest hypervisor technologies from VMWare, Microsoft, and Nutanix.

Our solutions leverage these technologies to ensure high availability and zero downtime for mission critical workloads. We provide governance and assurance through adoption of comprehensive frameworks, with regular audits and continuous improvement processes. This alignment to controls and best practices ensures our clients receive reliable, secure, and efficient services that fully align with present and future organisational strategies.

What we do

Frontline provides secure private, public and hybrid hosting solutions to our customers either via our UK and Europe based data centre locations, or migration to core public cloud services such as Microsoft and AWS. Service is at the forefront of everything we do, from collaborating with our clients to fully understand their requirements, to providing a comprehensive portfolio of services to better support the needs of our customers. Our aim is to become a long-term strategic partner to our clients through collaboration, guidance, delivery, and excellent service.

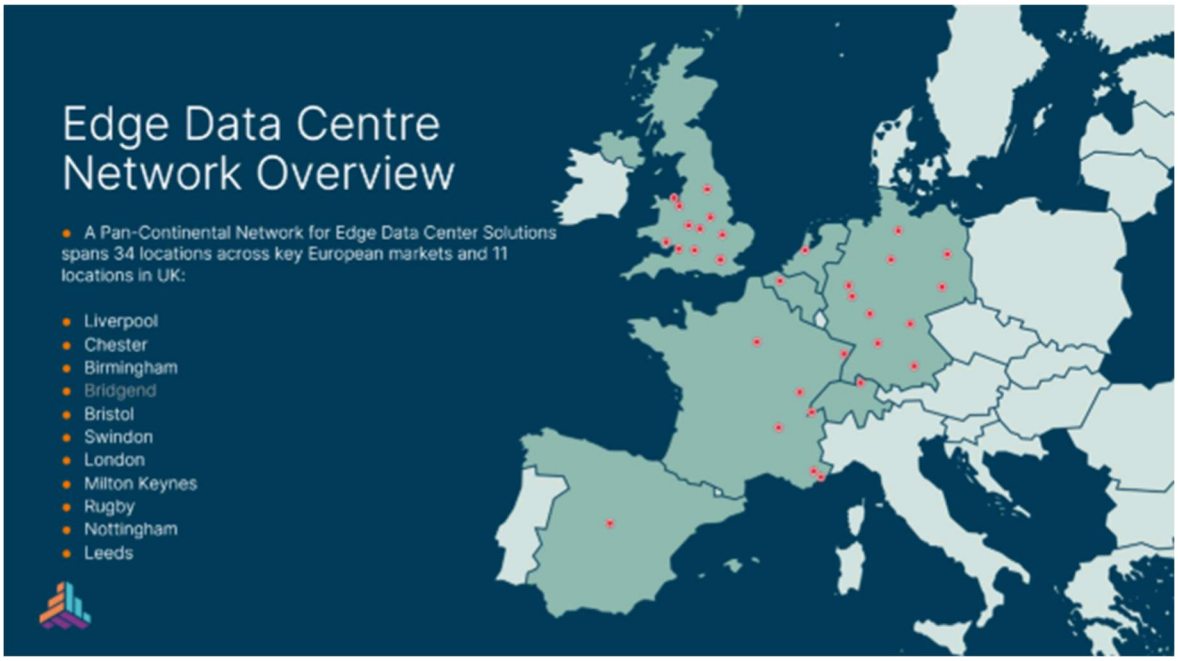
Frontline Data Centres

Frontline currently have three data centres in the UK, Chester, Liverpool, and Birmingham which are part of a wider network of 34 interconnected data centres across seven European countries, allowing for seamless low-latency connectivity for local industries, enterprises, and mobile users. The data centre estate offers multiple advantages for our customers.

Our Data Centres are strategically located to minimise data travel distances, ensuring sub-5ms latency for organisations requiring real-time data processing, content delivery, and cloud applications. The distributed

nature of the network allows organisations to implement geo-redundant architectures and disaster recovery solutions, enhancing operational resilience.

Our data centres provide direct access to multiple Tier 1 carriers, ISPs, and cloud on ramps, offering diverse routing and peering options for uninterrupted operations. With facilities across multiple European jurisdictions, customers can ensure compliance with GDPR and local data sovereignty regulations by selecting the best location for their workloads. Our data centres have extensive capacity for growth allowing our customers to optimise their deployment models as their organisation evolves and data requirements change.



Our data centre estate offers industry leading security measures including ISO27001 accreditation, 24/7 surveillance, biometric access controls, including meeting the 5 lines of defence target ensuring data protection and compliance. Our customers benefit from carrier neutral facilities, providing direct access to a batch of top tier network providers including dark fibre, MPLS, and peering exchanges resulting in high performance, low latency connectivity to customer workloads.

Our data centres meet Tier 4 Design resiliency specifications, addressing Tier 4 requirements by focusing on key elements that address the perceived gap.

- 3N/2 Redundancy Model – All of our Tier 4 Design sites feature a 3N/2 redundancy design, offering a highly resilient infrastructure that ensures uptime and fault tolerance, comparable to Tier 4 reliability.
- Guaranteed 99.999% Uptime – Designed with 3N/2 architecture, we can confidently provide five nines (99.999%) uptime, delivering Tier 4 performance.
- Operational Excellence – All of our facilities operate under stringent SLA-backed uptime commitments, supported by best-in-class infrastructure, ensuring a consistent and reliable service.
- Multi-Site Disaster Recovery – By leveraging the wider distributed network, customers can achieve Tier 4 resilience through geo-redundant deployments, eliminating single points of failure.

- Customisable Solutions – We always collaborate closely with our customers to design tailored high-availability architectures, including dual-site active-active setups and redundant interconnectivity.

All our data centre facilities are designed from the ground up for maximum uptime, with redundant power, cooling, and network paths. All our data centres offer 99.999% availability, giving our customers confidence that their systems will have minimal service interruptions. The data centre estate offers geographically diverse redundancy for failover and disaster recovery strategies removing any single point of failure.

We are continuing to invest in innovative security frameworks, AI driven threat detection, and compliance certifications to address evolving regulatory and cyber security requirements. Edge infrastructure and AI are key growth areas and investment is being made in high-density compute environments, liquid cooling technology and advanced networking and connectivity solutions, including Interconnection enhancements and increasing carrier presence, peering opportunities and cloud service on ramps to deliver best of breed connectivity solutions to our customers.

Information Assurance

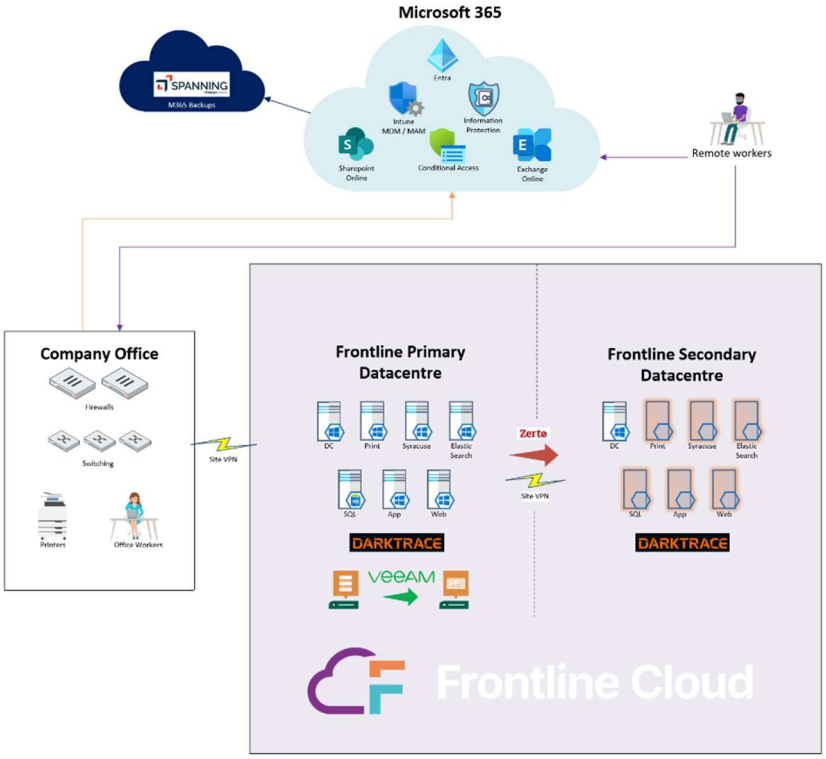
All our data centres hold ISO27001, ISO14001 and ISO 23001 accreditations with a program in place for PCI-DSS, SOC1, SOC2 by the end of 2026.

Environmental

Energy sustainability is an important consideration for customers using data centre services, and we are advancing initiatives in waste heat recovery, on site renewable energy generation and grid stabilisation technologies, aligning our goals of integrating data centres into local energy infrastructure.

Managed Private Cloud

All our solutions are configured to be bespoke to the client, built on our secure, high performance private cloud platform. Our platforms provide reliability, high availability, and multiple levels of redundancy with dedicated compute and resource offerings to ensure that we can meet the most challenging of customer requirements.
Our hosted platforms have been designed with security as a key requirement and is at the foundation of the service, from data encryption, secure firewalls, web application appliances and AI driven machine learning solutions that monitor, learn and adapt to unexpected events to ensure that our customers data is fully always protected.
Our wider service operates on the latest virtualisation technology platforms from VMware/Broadcom, Microsoft, and Nutanix to fully optimise IT infrastructure performance and efficiency to maximise and transform the offerings to our customers at the best possible cost.



Benefits

Capacity and Resilience	Governance and Assurance	Cost / ROI
Our Managed Private cloud offering is designed with resilience, security, and performance as key design features. We monitor capacity continuously and the scalability of the solution allows you to flex your requirements up and down as demand changes. The service offers high availability as standard and reduces the impact of unplanned outages to almost zero.	Our Managed Private hosting platform is housed in our ISO accredited, secure data centres on a service that has been built with security at its foundation. Combined with our networking and security technologies you can be sure that your data is in the best possible hands.	Substantial CAPEX and OPEX savings can be achieved by leveraging the maximum benefit from the services we offer. Virtualisation enables consolidation and additional function to deliver maximum ROI and remove both hardware cost and management effort.

Product Features

Hardware Hosts

Frontline use the latest technologies available to provide scalable compute performance. Utilising HPE Synergy blade infrastructure and Dell XC 17th generation servers enables us to deliver resource in any configuration the customer requires. Fully resilient and redundant the customers service can be spread across multiple hypervisor nodes.

Storage

We offer performant multi-tiered hyper converged or external storage solutions based on alignment with the customers' requirements. All our storage offerings are fully redundant, offer encryption at rest (AES-256) with SSD/NVMe drives to maximise security and performance for the most demanding applications.

Communications / Networking

Our data centres are interconnected and feature a high bandwidth, fully resilient communications infrastructure with clustered commercial firewalls and high-performance switches with internet provision spread across multiple providers for full redundancy. Frontline own many dedicated public IP addresses, which can be immediately switched between data centres using BGP either for disaster recovery, or to mitigate the failure of any single communications circuit by routing traffic automatically across our diversly routed inter data centre links.

In situations where the customer requires their own connectivity solutions, these can also be hosted and integrated within our data centres, with dedicated provision to their hosted service. All networking requirements are bespoke, as part of our onboarding process these will be fully scoped, defined and agreed before configuration. Customer networking requirements are built from a position of zero trust so you can be assured that your solutions are secure. VLAN's (single or multiple) can be configured with defined access control lists to further enhance network security.

Automation

Frontline offer automation technologies such as Ansible and Terraform to deploy customer infrastructure. These can automate the deployment of virtual machines, wider infrastructure and streamline system and software configuration tasks reducing the cost of deployment. All virtual machine deployments are built with the latest CIS security templates and best practice dependant on the appliance or operating system being created.

Backup and Disaster Recovery

Backups are the foundation to any recovery solution and defining the correct strategy for the requirements of the customer is critical. We understand this and offer several different solutions to be able to meet the needs of any solution.
We have a comprehensive backup solution that services our hosting platform, so we can offer a guaranteed standard service, alongside some additional components to further improve recoverability.
Our standard service includes: -

- A fully automated virtual machine backup with a 14-day retention cycle (This can be increased for an additional charge)
- Fully immutable remote site copy of backup files

- Backup to disk for rapid restoration of data
- Application aware backup processing (SQL, Exchange etc)
- Full AES-256 encryption of all backup data at rest
- Backups are written daily to tape and held off site at a secure environmentally controlled facility
- Duplication and compression to reduce storage charges
- Restoration of full VM, folder, file level on request

We can also offer the following additional services (please see the pricing document for more details)

- Customisable retention periods and archived backups (Grandfather, father, son)
- Full offsite backup replication (daily within the configured retention period)
- Dedicated private backup storage (i.e. customer provided cloud storage)
- Customisable backup frequencies (i.e. improved frequency for all or specific VM's)
- Cloud based "Backup as a Service" for On-Premises servers/VM's

Disaster Recovery / Business Continuity

We recognise that backups alone do not cover the requirements of many customers. In current times, with modern standards, cyber insurance, and industry governance its critical to be able to evidence your backup strategy is fit for purpose. Availability is crucial and in the event of a major outage, we can offer piece of mind in terms of fast restoration of service with an almost real time recovery point.

Our DR as a Service (DRaaS) provides piece of mind with continuous data replication, which guarantees resilience for your data by protecting your critical workloads from data loss, technical issues, and service interruption.

Our technical experts will collaborate with you to develop and refine your wider disaster recovery plan. They will understand your failover parameters, application integration, communications, and connectivity requirements alongside the impact of different scenarios and local user connectivity.

- 1 click / Automation driven failover
- Configurable recovery points (addressable for events such as ransomware attacks, these could be every 10 minutes based on storage commitments)
- With continuous data replication, block level changes are replicated to a second site
- Secure data transfer, all data is synchronised via private fibre connectivity between Frontline data centres
- Recovery time objective (4 hours), Recovery point objective (15 minutes). (Recovery point is usually sub 10 seconds but this is dependent on the amount of change being replicated by your environment)
- Isolated testing. Test recovery of your environment to an isolated network (This is just connectivity not a full BCP failover test)
- An annual full failover test is included in the cost of the service (however we would recommend performing further DR testing at the point of any meaningful change to your production environment)
- Replication from On-premises or private cloud (Azure, AWS) is also possible

Implementation Methodology

Project Methodology

The Frontline project methodology or Delivery Framework breaks projects down into 6 discreet stages with sub phases as and when required. Please note that some of these phases will be abbreviated due to the single delivery nature of this work but will be managed by our Delivery Framework methodology. This will all be documented and agreed in the project initiation document (PID) and the detailed project plan that will be finalised during the "*Initiate Phase.*"

Regular Project Team meetings will be scheduled and chaired by the Project Manager and action/exception-based minutes will be issued to all attendees and stakeholders.

An executive steering group will be convened at the start off the project before the Initiate Phase which will identify key decision makers and project sponsors within The Customer. This group will then meet by exception throughout the project, except where specifically identified in the methodology below.

You will receive regular stage highlight reports, informing you of stage progress, risks, issues, changes, and timelines; the method, audience and intervals will be agreed during the initial meeting.

Initiate Phase

In this phase a full hand over from the Frontline Sales team to the Project team will signal the commencement of the project.

The Project Manager will create a draft Project initiation Document (PID) and produce an initial High-Level Plan, both of which will be issued to the customer for review and comment prior to the project kick off meeting.

The Project Manager will convene a project kick off meeting with all the key stakeholders from Frontline and The Customer. At this meeting the Draft PID, project scope and initial project plan will be agreed and baselined, key next tasks agreed and assigned, before proceeding to the Discover Phase. From the end of this phase the Project Manager will assume control of the project scope and any amendments will be managed via our change control process.

Discover Phase

In this phase, the Project Manager will convene a detailed requirements session with key operational and technical representation from both Frontline and The Customer. During this session the agreed design, will be reviewed and analysed to ensure that it meets the needs of the customer. Any changes or additions will be documented and a change note issued for approval.

An updated Project Plan and a High-Level Design document (HLD) will be formally issued at the end of this phase and approved by the key stakeholders.

Design Phase

Frontlines technical architects will then take the HLD from the Discovery Phase and produce a detailed Low-Level Design (LLD) document. This document will also be shared with the Customer for review and formal sign off. At this stage, the Project Manager will convene the agreed steering group, in a formal meeting to accept the HLD, LLD and Project Plan, and provide approval to move into the Build & Test phase.

Build & Test

In this phase the Project Manager will oversee the workload of the Frontline team to implement the agreed project deliverables in line with the Project Plan and LLD. Any changes, issues, and updates will be issued via the project update report as agreed, or via a Change Control Note (CCN) if applicable. Any updates that require urgent action or decisions will be managed by exception, and the Project Manager will convene either the Customer project team or the Steering group (depending upon the impact of the event).

During this phase, the Project Manager will update the project plan which can be viewed online by the customer to get a real time picture of the project progress.

This phase will include either an initial data load with ongoing replication, or Frontline will conduct a test data load from a data source provided by the Customer. This will allow Frontline and The Customer to work together to evaluate the migration before the cut over in the Go-Live Phase and assure all parties that any risks associated with that action have been minimised to the maximum extent. The Customer will be granted access to the review and evaluate the Frontline implementation.

Once all parties are happy that the solution is ready for Go-Live, the Project Manager will call a joint Project Team and Steering Group meeting, evidence of successful implementation and testing will be presented, and a Go/No-Go decision will be made at the meeting.

If concerns are raised that leads to a No-Go decision, the Project Manager will assume responsibility for rectifying any issues and re-issue updated evidence of successful resolution. A further Go/No-Go meeting will be called and assuming all key stakeholders agree the project will move to the Go-Live phase.

Go-Live Phase

Upon receipt of approval to proceed to the Go-Live activities the Project Manager will, initiate the documented procedure to cut-over the Customer service from the current provider to the Frontline Cloud Service. Extensive technical expertise will be available to manage, monitor, and confirm each step in the process. Daily standup meetings and regular check in meetings during the Go-Live activity will be scheduled and chaired by the Project Manager.

During this phase, all key stakeholders and steering group members, from both Frontline and The Customer will be kept informed of progress and be available for any decisions of guidance that may be required.

Once cut-over from the Customer's exiting supplier has been successfully achieved, the Project Manager will issue a formal Go-Live notification to all stakeholders, and the Frontline service will commence.

Post cut-over, the Frontline Project Team will retain responsibility the service for the first 2 weeks of operation, assuming that no issues are experienced. Upon completion of this "Project Warranty" phase the Project Manager will issue a notification that the Go-Live phase is ready to close, a Steering Group meeting will be convened to ratify this, and the project will move into the Close Phase.

Close Phase

Upon receipt of The Customer's agreement that the Project has achieved the required Go-Live objectives, the Project Manager and the Project Team will review any open actions or issues and agree resolution activities and timescales.

The operational responsibility of the service will be handed over to the Frontline Managed Service team for onboarding. The Frontline Service Delivery Manager will from this point be the owner of the service and the primary contact for the Customer.

A Project Close meeting, where the project will be reviewed and any lessons learnt will be recorded for use in future projects between Frontline and The Customer.

Project Documents

During the project, the Project Manager will be responsible for the creation, updating and (where applicable issuing) of the following Project Controls: -

- HLD and LLD
- Project plan
- Meeting minutes
- Project/Steering Group reports
- RAID log update.
- Change Control Notes and Change register

All documents will be available to the customer in an online repository, allowing easy access to information and up-to-date status of any aspect of the project during the implementation

Risk Management

Any risks identified in the project will be detailed in the RAID log and the Project Manager will proactively review and update these as and when any changes occur.

Frontline use a standard risk matrix (below) to score risks.

Risk appetite will be discussed during the kick-off meeting to determine client tolerances and when and if any escalation is required to the Customer team.

	RISK MATRIX	IMPACT 1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
PROBABILITY	1 Rare	1	2	3	4	5
	2 Unlikely	2	4	6	8	10
	3 Possible	3	6	9	12	15
	4 Likely	4	8	12	16	20
	5 Almost Certain	5	10	15	20	25

KEY
Very Low
Low
Significant
High

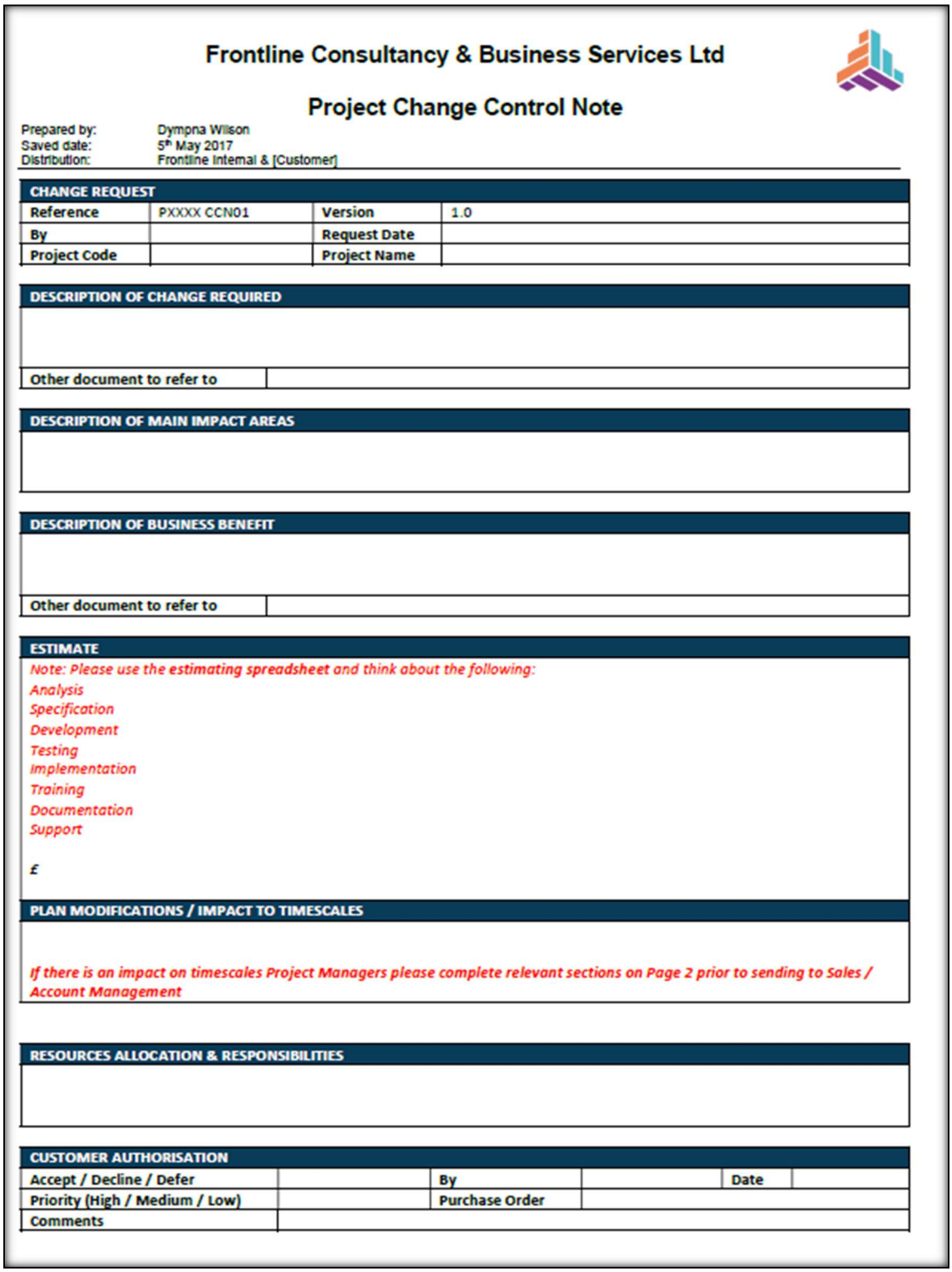
Change Management

Frontline operates a detailed Change Management process. During all phases of the project the scope will be carefully monitored by the Project Manager.

The Customer will nominate a representative to work with the Project Manager to ensure that the project delivers the required outcomes and review any proposed changes that have been highlighted.

The Project Manager will issue a Change Control Note (an example of which is included below) to this representative, this will detail the proposed change, the justification for the proposal, any impact on budget, deliverables, or timescales and where applicable any alternative options to minimise the change impact.

No changes to the deliverable scope or budget will be made without express written approval from the nominated The Customer representative and the Project Manager will maintain an online repository and log of all changes proposed with details of its acceptance or rejection.



Frontline Consultancy & Business Services Ltd

Project Change Control Note

Prepared by: Dympna Wilson
Saved date: 5th May 2017
Distribution: Frontline Internal & [Customer]

CHANGE REQUEST			
Reference	PXXXX CCN01	Version	1.0
By		Request Date	
Project Code		Project Name	

DESCRIPTION OF CHANGE REQUIRED	
Other document to refer to	

DESCRIPTION OF MAIN IMPACT AREAS

DESCRIPTION OF BUSINESS BENEFIT	
Other document to refer to	

ESTIMATE

Note: Please use the estimating spreadsheet and think about the following:
Analysis
Specification
Development
Testing
Implementation
Training
Documentation
Support

£

PLAN MODIFICATIONS / IMPACT TO TIMESCALES

If there is an impact on timescales Project Managers please complete relevant sections on Page 2 prior to sending to Sales / Account Management

RESOURCES ALLOCATION & RESPONSIBILITIES

CUSTOMER AUTHORISATION					
Accept / Decline / Defer		By		Date	
Priority (High / Medium / Low)		Purchase Order			
Comments					

Service Levels

Frontline's standard hours of service are 8am – 6pm Monday to Friday, excluding UK bank holidays. This coverage can be extended to a full 24x7x365 operations support services should this be required.

Frontline's service desk processes are underpinned by ITIL v4 methodology. Incident and problem management processes are fully designed and followed where required. Inbound calls are categorised against the contract and are dynamically allocated to support personnel. All access to managed infrastructure is recorded and monitored with anti-tamper technology that allows for RBAC and MoLP to be applied.

Service Component	Details
Implementation Timeline	6–52+ weeks (depending on scope)
Support Availability	Monday–Friday, 8am–6pm GMT
Additional Support Hours	24x7x365 by contractual agreement
Service Level Agreements	Please see details below
Additional Training (remote or on-site options available)	Can be requested for quote against professional services.
Support for Partner ISV Solutions	Initial SLA as above, then ISV specific SLA
Support for non-partner ISV Solutions	Support is direct with ISV

Frontline Customer Portal

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

The Frontline Client Portal is available 24/7 and allows support requests to be raised. The portal has the following features:

- View all tickets.
- View predefined dashboards.
- View customer specific knowledge base articles with known fixes to certain incidents, requests, and problems. (As they have arisen).

Primary contacts on the customer account can also view:

- All documentation
- The service definition documents (SDDs) where they exist.
- Welcome pack
- Quotes and contracts

Service desk services for tracking and follow-up on incidents / problems with technical teams

Our dedicated service desk tools ensure that tickets are monitored for age and updates. These are managed by the engineers but also by the team leader and service desk manager to ensure that updates are sent on a regular basis throughout the lifecycle of an incident.

Ticket Priority Matrix

Ticket Priority is determined during the initial engagement. The detail provided by the Customer helps us to estimate the urgency and impact of the issue.

Targeted response time and targeted resolution time are determined by the assigned priority categorisation and linked to the specific services agreement purchased by a customer.

The priority level may be revised due to the nature and impact of the issue as the investigation progresses.

The table below shows the priority descriptions attributed to each priority level:

Priority	Impact	Description
1	Critical	An Incident that has impacted an entire site or service and has stopped all Users and/or Customers from using critical IT functionality where no workaround exists. Excluding individual home worker sites.
2	High	An Incident that has stopped the customer from using non-critical functionality due to it being unavailable or degraded.
3	Medium	An incident which affects the customer's service but has a small impact to the customers operations.
4	Low	Service Requests, or enquiries for information purposes only.
5	Planning/Change	Change Tickets

Target Service Levels

All P1 incidents are alerted to the team leader and service desk manager for immediate escalation and resourcing. Service desk performance will be measured and reported in monthly service reports and regular service meetings.

Service Level	Target Response	Target Resolution	Standard Support Hours
Priority 1	1 hours	4 hours	Monday to Friday - 8:00am to 6pm*
Priority 2	2 hours	8 hours	Monday to Friday - 8:00am to 6pm*
Priority 3	4 hours	16 hours	Monday to Friday - 8:00am to 6pm*
Priority 4	8 hours	32 hours	Monday to Friday - 8:00am to 6pm*

* Excluding UK Bank Holidays

Service Delivery Manager (SDM)

Clients can select Managed Service Delivery as a Service option, this includes the allocation of a Frontline service delivery manager (SDM) to oversee the delivery of an efficient, high-quality service. The SDM will be available as a single direct point of contact for all service-related issues and queries and will be responsible for the provision of the following: -

- Monitor the service level to ensure adherence to agreed SLA's and KPI's
- Provide a monthly service report of all the agreed contractual measurements by the close of the 5th working day. This will include service and performance measurements, proactive capacity reporting and recommendations, service desk ticket performance, security incidents (including any advisories and recommendations).
- Root cause analysis reporting, corrective measures, and recommendations.
- Management of diarised activities such as service meetings, change requests and planned maintenance windows, change advisory board.
- Creation and maintenance of an ongoing service improvement plan, risk register, design documents, change logs and key personnel and authority lists.
- Quarterly test reports for backups / restore processes
- Liaison between the client, Frontline and any other 3rd party support vendors.
- Maintenance and management of the baseline BCP plan, co-ordination and management of agreed tests, test reports, and recommendations if the Managed Disaster Recovery Service.

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:

1. 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 specialized resources and extended support coverage.

2. 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.

3. 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

1. Initial Assessment
   We collaborate with the customer to understand the solution architecture, operational requirements, and anticipated support needs.
2. Time Projection
   Using the complexity and operational factors, we estimate the number of hours required for each SFIA role.
3. Cost Calculation
   The projected hours are multiplied by the corresponding SFIA rate, producing a clear and auditable cost breakdown.

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.

Roles and Responsibilities

Frontline Consultancy

- Project management and delivery
- Solution Consultancy
- Technical configuration and customisation
- Training and documentation
- Ongoing support and system health checks

Client Organisation

- Provide access to key stakeholders.
- Participate in workshops and UAT.
- Assign internal champions for adoption.
- Maintain internal change management.

Contact Information

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