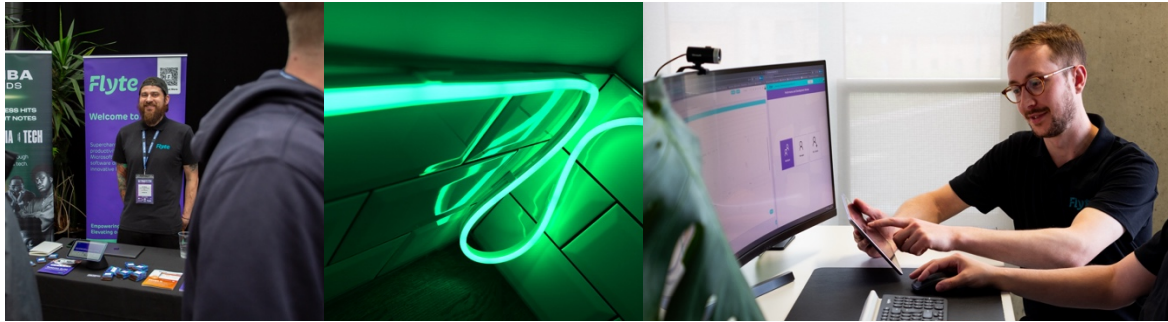




G-Cloud 15: Service Definition

Flyte Cloud Services Ltd

Framework Reference – RM1557.15

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Section 1: About Us



To empower organisations to streamline operations, improve collaboration, and scale with confidence.

Based in Glasgow, our multi-disciplinary team of specialists utilise the Microsoft Power Platform alongside Azure, .NET, SQL, React, Microsoft 365 and AI technologies to deliver solutions which transform how organisations work, integrate with existing technologies and reduce administrative load across business functions.

We offer fully bespoke support and consultation services for all in-house and 3rd party SharePoint / Power Platform solutions, ensuring our clients can continue to rely on their systems with the opportunity to introduce updates as organisations and technology change over time.

Our journey started in 2012 as Cloud Cover IT, an IT Managed Services provider, with a mission to empower organisations through technology across the central belt of Scotland, UK. In 2016 we became a Microsoft Gold Partner with the strategic ambition to become the leading Microsoft Consultancy practice in Scotland, known for leveraging the Microsoft technology stack to empower business. In late 2023 the IT Managed Services side of the business was acquired by Aspire Technology Solutions.

Before the acquisition, Cloud Cover IT's Digital Transformation team built and delivered custom solutions on Microsoft Power Platform and SharePoint. This team, now rebranded as Flyte, is pursuing recognition as a leader in global cloud technology solutions.

Flyte has been part of the Microsoft ISV Success Program which give us access to benefits such as AI services, developer resources and personalised consultations which empower us to expand our capabilities and drive forward our experience to build solutions that make a difference.

Our growth has been, and continues to be, driven by our values:

- We act with integrity, always.
- We treat people with respect in all dealings.
- We inspire curiosity and harness innovation.
- We seek continuous improvement.
- We strive for excellence.

Empowering people, Elevating organisations

If you partner with us, you'll be in good company...

Flyte has a customer base of over 50 businesses, including SMEs, public sector organisations, not-for-profits, large enterprises, and blue-chip companies with international operations. Flyte delivers services to clients across various sectors, working with a diverse range of organisations, resulting in broad experience and expertise.



Our services.

Flyte leads in Microsoft 365 and Modern Workspace solutions. With a skilled, multi-disciplinary team, we provide custom SharePoint / Power Platform development, M365 consultation, and support for our clients:

Consultancy: Microsoft Modern Workplace Consultancy is a service that helps businesses optimise their use of Microsoft licenses and products to unlock the full value of their technology investment.

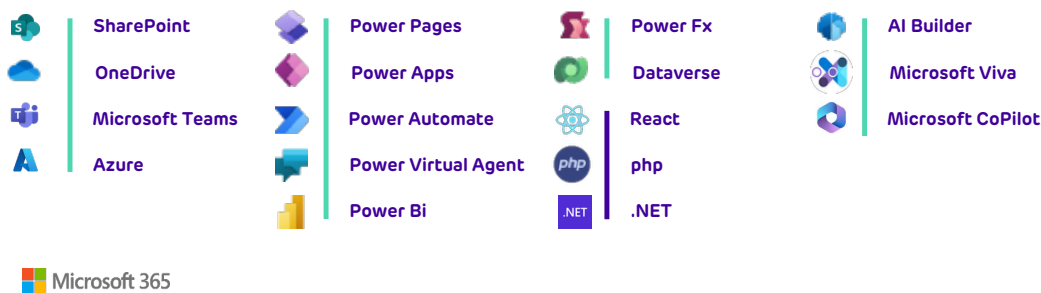
Microsoft 365 Migrations: Migrate your data to Microsoft 365, the cloud-based productivity suite that includes Office apps, email, storage, and more.

Solution Innovation: With expertise in web development, custom software, and delivering SaaS solutions – the Flyte team are experts in developing and delivering solutions to meet the exacting needs of any organisation.

Business Applications: Our multi-disciplinary development team can help you create custom solutions to meet the needs of your organisation, utilising the Microsoft Power Platform's Low-Code Technology.

Training: With our tailored adoption plan approach, you can ensure your team are fully prepared for the release of new applications and services into your organisation.

Support: Our Support service can be tailored to provide a roadmap to suit your business needs, extracting the maximum value from your M365 and technology investment.



Our Accreditation

ISO27001 Certification

We are proud to hold ISO 27001:2022 certification, the internationally recognised standard for information security management. This accreditation demonstrates our commitment to maintaining the highest levels of data protection, risk management, and operational resilience.

Through rigorous controls and continuous improvement, we ensure the confidentiality, integrity, and availability of all information assets—providing our clients and partners with complete assurance that their data is handled securely and responsibly.



Cyber Essentials

We are proud to hold Cyber Essentials certification, a government-backed standard that protects organisations against the most common cyber threats. This accreditation demonstrates our commitment to safeguarding our systems, reducing security risks, and maintaining a strong and resilient cybersecurity posture.

By implementing robust technical controls—covering secure configuration, access control, malware protection, patch management, and firewalls—we ensure a secure environment for all our digital operations. Our clients and partners can be confident that their data is protected by industry-approved best practices and handled with the highest level of care.

Microsoft Solution Partner

We are actively progressing toward achieving Microsoft Solutions Partner status, a designation that reflects excellence in delivering Microsoft-aligned solutions across key areas such as Modern Work, Security, and Azure innovation.

This journey involves meeting rigorous benchmarks in performance, technical capability, and customer success—demonstrating our commitment to providing high-quality, scalable, and secure digital solutions. Becoming a Microsoft Solutions Partner will further validate our expertise and strengthen our ability to deliver transformative outcomes for our clients.



Social Values

Introduction

As a specialist SME provider of low-code business solutions, cloud development & support services, we embed social value at the centre of our delivery model. As the organisation continues to grow, our approach has matured and is now fully aligned with the five national missions set out in PPN 002 and the Procurement Act 2023. We acknowledge the G-Cloud 15 requirement for a 10% social value weighting, and our low-code methodology is strategically positioned to enable public sector digital transformation while generating meaningful, measurable benefits for communities across the UK.

Our commitments have been designed to remain proportionate, transparent, and fully reportable throughout the contract lifecycle. Our agility is a key strength and enables us to deliver additional value where it is most needed. At Flyte, we aim to exceed 'business as usual' by ensuring that our products, services, and cloud-first delivery models continue to create a demonstrable social impact across all five national pillars.

Demonstrate tangible local and environmental benefits

We kickstart economic growth and strengthen local prosperity by creating high-value digital roles within the communities we serve. Our approach prioritises local recruitment over outsourcing, ensuring that employment

opportunities directly benefit the surrounding area. This contributes to the local economy, enhances the resilience of our supply chain, and supports the local tax base through increased commercial activity. As of January 2026, we employ 12 permanent staff members, 10 of whom reside within a 30-mile radius of our new Glasgow City Centre office. This proximity enables most of our workforce to use public transport, supported by our flexible working policy, which permits up to three days of home working per week.

We place significant emphasis on skills development and professional training to enhance the technical capability of our workforce and contribute to the UK's broader digital and AI proficiency. All developers and engineers are allocated 2.5 hours per week for structured training, professional development, and certification attainment. Recent achievements and ongoing certifications include:

- Microsoft 365 Fundamentals
- Teams Administrator Associate
- Endpoint Administrator Associate
- Power Platform Developer Associate
- Microsoft Azure Developer Associate
- Microsoft Azure Administrator
- Power Platform Solutions Architect Expert

We also prioritise workforce wellbeing by providing high-quality working conditions and access to mental health support. This commitment ensures a resilient, motivated, and high-performing delivery team capable of sustaining reliable services for our public sector clients.

Fighting climate change

Our delivery model is founded on the principles of GreenOps and the minimisation of digital waste. We are committed to lowering emissions through the adoption of sustainable, low-carbon operational practices. To support this objective, we utilise Microsoft's hosting platform, which operates data centres powered entirely by renewable energy, thereby enabling low-carbon hosting solutions.

Our cloud-first migration strategy is structured to deliver measurable service enhancements for our clients. For example, in late 2025 we completed the

migration of Hub West Scotland from on-premises servers to a SharePoint-based environment virtualised on Microsoft Azure. Furthermore, our Low-Code Resource Efficiency is delivered using low-code platforms that require significantly less custom coding, reducing the compute power and energy intensity of development cycles.

Here is some further information on that project:

Business Challenge

hub West Scotland (hWS) required a SharePoint Document Management solution. hWS utilised ViewPoint as a document management platform to share working and contractual documentation with their Clients and their Client's Contractors who work on the construction programmes.

Internally hWS utilised the shared 'Q' drive to store working files and the intention was to merge this with the SharePoint Document Management solution. Within this solution hWS also required a project site automated template which pulled in the necessary file structure.

The Solutions

- Leading SharePoint data migration project from ViewPoint file server to SharePoint.
- Leading SharePoint data migration project from internal drives to SharePoint.
- Creating extranet for external users.
- Creating custom internal and external views for new and existing projects.
- Creating custom automations for project creation.
- Delivering training on SharePoint use, creating documentation on using all areas of the system.

Client Feedback

'During a period of IT transition, hub West Scotland partnered with Flyte to develop our new SharePoint document management solution. Flyte provided us with a proactive and professional approach and guided us through options until a preferred approach was agreed upon.'

The Project Manager assigned to hub West took a personal interest in ensuring that we were satisfied with the work undertaken and saw the task through to a successful conclusion.'

Hub West Business Support Manager

As of the start of 2026, we are working with the Scottish Refugee Council (SRC) to migrate the Organisation from using on-premises servers to a modern, Microsoft SharePoint solution. This project continues our working relationship with SRC, following the development of a comprehensive Knowledge Hub and Information Resource- enabling staff and volunteers to access and deliver critical information, guidance and support for more than 10,000 Refugees annually.

Tackling economic inequality

As an SME-led provider, we are committed to advancing inclusive growth by removing barriers to high-value digital employment. We have previously contributed to closing the digital skills gap by delivering Citizen Developer training and support to our clients, enabling non-technical employees to develop business applications and enhance their long-term employability.

We uphold fair pay and inclusive recruitment practices, and we are committed to offering apprenticeships and placements to individuals from diverse backgrounds to strengthen social mobility within the IT sector. As our public sector portfolio expands, we will prioritise the following commitments:

Targeted Hiring:

Flyte will recruit five new roles—such as cloud support and developer engineering positions—from within local authority areas. Recruitment efforts will specifically focus on individuals who are currently unemployed or who are underrepresented within the technology sector.

Apprenticeships and Training:

Flyte will establish three new apprenticeships directly aligned with G-Cloud delivery, supporting the development of certified technical staff over the next four years.

SME Supply Chain:

Flyte will allocate 50% of its subcontracting expenditure to local SMEs, ensuring that economic value is reinvested within the community.

Looking ahead, we anticipate employing up to 15 additional staff members over the next four years, primarily based locally at our office or working remotely within the UK. We have no intention of offshoring any staffing or support functions.

Increasing supply chain resilience

In alignment with the G-Cloud inclusive marketplace ethos, we prioritise the use of local SMEs and social enterprises over multinational subcontractors for the provision of supporting services. For example, we actively encourage both our organisation and our clients to engage with the Edinburgh Remakery, a local charity specialising in the recycling and re-provisioning of used technology equipment. We are proud to ensure that all our decommissioned technology is donated to this organisation, enabling them to distribute free refurbished IT equipment to communities in need.

Building healthy communities and Driving innovation

Flyte is driving innovation through the introduction of new technologies and solutions tailored to public and private sector needs. Below are some examples of where we have contributed:

As a local IT company, we are collaborating with Glasgow Gateway to significantly enhance STEM (Science, Technology, Engineering, and Mathematics) initiatives by providing technical expertise, infrastructure, mentorship, and resources that schools and community organisations often lack. By serving as a bridge between industry and education, we enable the transition from theoretical learning to practical, hands-on experience. We anticipate that the first measurable outcomes from this partnership will be available for review during 2026.

As an active contributor to the Glasgow technology ecosystem, Flyte plays a direct role in strengthening community cohesion and fostering innovation across the region. A key element of this commitment is our sponsorship of the Tectonic Night Summits, a flagship series of experiential events that bring together Scotland's entrepreneurial, creative, and digital communities. These summits provide an inclusive, energising environment where collaboration is encouraged, ideas are exchanged, and new partnerships are formed.

Our involvement supports the development of a healthier, more connected community by enabling accessible opportunities for networking, peer learning, and cross-sector engagement. The Summits attract participants from diverse backgrounds and career stages, helping to break down barriers to participation in the digital economy and strengthening the social fabric of the local tech community.

At the same time, the Tectonic Night Summits act as a catalyst for innovation, providing a platform where emerging technologies, creative thinking, and industry expertise converge. By supporting these events, Flyte helps accelerate the development of new digital solutions, encourages experimentation, and contributes to Scotland's long-term technological growth. We view this initiative as a cornerstone of the region's innovation landscape and a vital mechanism for nurturing the next generation of digital talent.

Through this sponsorship, Flyte demonstrates a clear commitment to both community wellbeing and technological advancement—two core social value outcomes under Lot 3 of the G-Cloud framework.

We also work in collaboration with Scotland IS, one of the leading advocates for technical excellence and diversity in Scotland, bringing us access to some of the leading minds in Scotland to help us develop our community with access to information that would normally be out with its reach

As we progress through 2026 to 2030, we will be actively looking at developments to help make technology available to the local and national populace through both government-led and private projects that we will have access to.

Summary

Flyte places social value at the core of its organisational mission, aligning its operations with the five national missions of PPN 002 and the Procurement Act 2023, as well as the G-Cloud 15 requirement for a 10% social value weighting. As a specialist in SME delivering low-code and cloud-based solutions, the company embeds measurable community benefits into every stage of its service delivery.

Flyte strengthens local economies by prioritising local recruitment, creating high-value digital roles, and supporting workforce wellbeing. The organisation invests heavily in skills development, providing structured training and

certification pathways that enhance both internal capability and the UK's wider digital and AI skills base. Its commitment to inclusive growth is demonstrated through fair recruitment practices, targeted hiring for underrepresented groups, and the creation of apprenticeships linked directly to public sector delivery.

Environmental sustainability is a central pillar of Flyte's model. Through GreenOps principles, low-carbon cloud hosting, and low-code resource efficiency, the company reduces digital waste and supports clients in transitioning away from carbon-intensive infrastructure. Recent cloud migration projects, including work with Hub West Scotland and the Scottish Refugee Council, illustrate Flyte's ability to deliver environmentally responsible digital transformation.

Flyte also enhances supply chain resilience by directing 50% of subcontracting spend to local SMEs and partnering with social enterprises such as the Edinburgh Remakery to ensure responsible recycling and redistribution of IT equipment to communities in need.

Across all activities, Flyte demonstrates a clear commitment to building healthier communities, reducing inequality, supporting local economic growth, and driving innovation through sustainable, socially responsible technology solutions.

Ethical Considerations

We are committed to maintaining the highest ethical standards in all areas of our operations. For this project, we will:

- Ensure transparency, honesty, and fairness in all dealings.
- Follow anti-bribery and anti-corruption policies in line with the Bribery Act 2010.
- Promote diversity, equality, and inclusion in recruitment, subcontracting, and stakeholder engagement.

Please refer to the following **Flyte Policies** for further information:

- *FLYTE_Corporate Social Responsibility (CSR) Policy is available upon request*
- *FLYTE_Equality and Diversity Policy is available upon request*

- Adhere to modern slavery prevention measures, including due diligence in our supply chain.

Please refer to the following **Flyte Policies** for further information:

- *FLYTE_Modern Slavery Policy is available upon request*

Environmental Considerations

Our environmental policy focuses on sustainability and reducing our carbon footprint. For this project:

- We aim to minimize waste, recycle materials where possible, and promote sustainable procurement.
- We will use energy-efficient equipment and encourage eco-friendly transport options.
- Take consideration of environmental concerns and impacts into our decision making and activities

Please refer to the following **Flyte Policies** for further information:

- *FLYTE_Environmental Policy is available upon request*

Data Protection Considerations

We are fully compliant with the UK GDPR and Data Protection Act 2018. In this project:

- All personal and project data will be handled securely and only accessed by authorised personnel.
- Data will be stored and transferred using encrypted and secure systems.
- We have clear data retention and deletion policies aligned with GDPR.
- Flyte have adopted strict security and access control procedures that in line with ISO27001.

Please refer to the following **Flyte Policies** for further information:

- *FLYTE_GDPR Compliance Statement is available upon request*
- *27001-2022 FLYTE_CERTIFICATE Is available upon request*

Our Team

Team Eligibility Statement

With a skilled, multi-disciplinary team based in Glasgow, Flyte confirms all members of the developer team are legally entitled to work in the United Kingdom. This includes full compliance with UK employment and immigration laws, and all team members hold the necessary documentation and right-to-work status required for the duration of the project.

Partnership CVs

Our dedicated team comprises highly skilled and experienced professionals who are committed to delivering exceptional results. We have assembled a diverse group of experts, including:

These are available upon request.

Our Approach

Flyte has extensive experience in delivering innovative and robust systems and solutions that align with our clients' unique requirements. We are confident in our ability to provide exceptional strategic leadership & support, and our methodology is built upon four core principles:

- Understanding
- Evaluate
- Implement
- Validate

At Flyte, we use Halo ITSM to create and manage project development and client support. This platform allows us to track resources, monitor progress, and share updates directly with clients via a dedicated dashboard.

All development work is organised into milestones, following an agile/sprint methodology.

Our References

We are pleased to provide three professional references who can speak to our capabilities, reliability, and the quality of our work. Each reference has worked

closely with our team on projects of similar scope and complexity, and can provide insight into our approach, delivery standards, and collaborative ethos.

References for the below projects are available upon request:

1. Right There

<https://rightthere.org/>

Project Status: SharePoint Restructure, **Completed**

Business Challenge

Right There introduced SharePoint quickly in the first part of 2020 and had found difficulty in utilising the platform to the full capability and scaling to suit the Organisation. The project has focussed on SharePoint Management and Optimisation; Document Management improvements; introduction of collaboration tools; Business Process Automation; User Training and Ongoing System Support.

"Right There has been working closely with Flyte over the several months now to design and build a best-in-class SharePoint environment. Flyte's team has been instrumental in helping us define the requirements for the new system, assess the limitations of our current setup, and collaboratively co-design a modern, efficient, and flexible platform tailored to our needs.

Our experience working with Flyte has been consistently positive. We've particularly appreciated their meticulous attention to critical aspects of the build—such as the permissions structure and security roles—which have been thoughtfully designed not only to meet our current business needs but also to support future growth and scalability."

2. Hub West Scotland

<https://hubwestscotland.co.uk/>

Project Status: SharePoint Document Management, **Completed**

Business Challenge

hWS required a SharePoint Document Management solution. hWS utilised ViewPoint as a document management platform to share working and contractual documentation with their Clients and their Client's Contractors who work on the construction programmes. Internally HWS utilised the shared 'Q'

drive to store working files and the intention was to merge this with the SharePoint Document Management solution. Within this solution hWS also required a project site automated template which pulled in the necessary file structure.

"During a period of IT transition, hub West Scotland partnered with Flyte to develop our new SharePoint document management solution.

Flyte provided us with a proactive and professional approach and guided us through options until a preferred approach was agreed upon. The Project Manager assigned to hub West took a personal interest in ensuring that we were satisfied with the work undertaken and saw the task through to a successful conclusion"

3. Harper Macleod

<https://www.harpermacleod.co.uk/>

Project Status: Client Portal, **Completed**

Business Challenge

Harper Macleod depended on a manual disjointed process to deliver online CPD training content to their clients and tenders. This process was labour-intensive and inefficient. As a result, Harper Macleod instructed Flyte to create a centralised, secure and scalable solution to deliver training content to their clients and tenders in a simplified and intuitive way

"Our Power Pages knowledge was limited so we really had to lean on Flyte's knowledge and expertise which proved to be invaluable. The Flyte team delivered exactly what was requested in a timely and professional manner. From the onset the project team really took the time to understand our requirements, no challenge was too big.

Throughout the project the Flyte team engaged, asked questions and communicated with us regularly to make sure the solution they developed aligned with our needs and expectations."

Further references are available on request.

Thank You