

G-Cloud 15 Service Definition

Commercial in Confidence

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1 Introduction

InterSystems provides the engine behind the world's most important applications.

When data flows seamlessly across all sources, it enables better decisions. InterSystems delivers high performance, cloud-first data platforms that make data clean, accessible, and ready for action. With this healthy data, organisations in every industry can rise to any challenge and move their business—and the world—forward.

Our Cloud Services include below data platforms:

InterSystems IRIS – The Next Generation Data Platform

InterSystems IRIS® makes it easier to build high-performance, machine learning- enabled applications that connect data and application silos.

It provides high performance database management, interoperability, and analytics capabilities, all built-in from the ground up to speed and simplify your most demanding data-intensive applications and integrates seamlessly into your existing infrastructure.

As a complete, cloud-first data platform, InterSystems IRIS eliminates the need to implement and integrate multiple technologies, resulting in less code, fewer system resources, less maintenance, and a higher Return on Investment.

By including analytics and AI in your solutions you will be able to use our open analytics platform, with your choice of embedded, standards-based, and best-of-breed analytics technologies for exploration, analysis, and prediction.

InterSystems IRIS for Health – Extract value from Healthcare Data

InterSystems IRIS for Health is an extension of the InterSystems IRIS Data Platform which gives you the fastest route to getting innovative healthcare apps up-and-running quickly and delivering sustainable value.

It is used by leading independent software vendors and healthcare organisations, the largest clinical laboratories, and the largest regional health information networks. It is used by Epic to support healthcare organisations whose systems count 2.5 million concurrent users, processing roughly 1.8 billion database accesses per second across all Epic customers.

Deep support for FHIR, HL7 V2/V3, IHE and other global healthcare information protocols and messaging formats enable the integration and interoperability of health applications.

An extensible FHIR repository and comprehensive REST APIs provide the foundation for modern healthcare application development and help you seamlessly handle multiple forms of data at high speed, with vertical and horizontal scalability. For clinical research, InterSystems IRIS for Health is an approved platform for i2b2.

InterSystems Data Studio

InterSystems Data Studio is essential for organisations that need a single, trusted, timely view of data across all data silos.

InterSystems Data Studio provides simplified data access. It is fully managed, self-service,

cloud solution designed for data analysts and data stewards. Hosted in major cloud providers with a non-disruptive architecture.

The All-in-One Solution: One solution that provides end-to-end data integration, harmonisation, and automation, a data catalogue and metadata management, integrated ML, and data analytics along with the ability to build a customer-extensible canonical data model.

InterSystems Data Studio is Fast and Scalable: Cloud-based solution with fast processing times, massive scalability, and reliability, designed for high-volume, mission-critical, data intensive applications that connect to live data sources, minimising latency.

Security and Compliance built into the platform: A full change history and a historical data store enables the retrieval of any prior state to satisfy business, client, and regulatory compliance needs. Built-in authentication, encryption, authorisation, and auditability ensure tamper-proof compliance with internal and regulatory mandates.

Recognised by Top Analysts

Gartner Magic Quadrant

InterSystems positioned as a Challenger and recognised for its completeness of vision and ability to execute in the 2025 Gartner Magic Quadrant for Cloud Database Management Systems.

IDC marketscape for Worldwide Analytical Databases 2025-26

According to IDC, the analytical database market is entering a new phase of innovation as advances in storage and compute architectures redefine how enterprises extract value from data.

IDC's research provides a strategic framework to evaluate analytical databases based on flexibility, interoperability, and AI readiness, the new drivers of competitive differentiation in enterprise analytics. In this report, **IDC has positioned InterSystems in the Leaders category** based on our capabilities in these and other areas.

2025 ISG/Ventana Buyers Guide for Data Platforms

InterSystems Ranked #2 Overall in the ISG/Ventana Buyers Guide, Ahead of Microsoft, AWS, Google, and IBM.

2 Service Overview

The Service is the supply of InterSystems IRIS Data Platform, InterSystems IRIS for Health and InterSystems Data Studio software that can provide Cloud and on-premise Hosted deployment of capabilities including:

Database Management – Support SQL and NoSQL modes of working, providing transactions and analytics, concurrently and at scale in a single DBMS engine.

Interoperability – Flexible integration technology that enables you to bridge “siloes” data by connecting people, processes, and applications.

API Management – The InterSystems API Manager (IAM) enables you to monitor and control traffic to and from your web-based APIs. The InterSystems API Manager is powered by Kong Enterprise, an industry-leading API manager from Kong, Inc.

Analytics – Includes analytics that can be embedded in real-time applications to give your users deep insights at the point of action. Our embedded Adaptive Analytics capabilities provide business users with superior ease of use and self-service analytics capabilities to visualise, analyse, and interrogate live data from multiple sources in a consistent format. Our built-in capabilities for natural language processing and text exploration enable you to gain insight from unstructured data and use it to enrich your applications.

Machine Learning – IntegratedML® is an embedded feature of InterSystems data platforms that enables application developers to easily create and train machine learning models without requiring advanced data science skills, making it possible for organisations that do not yet have data scientists on staff to develop and deploy machine learning models. Predictive Model Markup Language (PMML) is the standard used by many popular machine learning and analytics tools for describing predictive models. InterSystems IRIS automatically generates optimised, native code based on PMML model definitions to execute predictive and machine learning models created with external tools directly inside the InterSystems IRIS data platform for highest performance.

Generative AI and Vector Search – Vector capabilities are a native part of InterSystems IRIS core multi-model database engine, alongside JSON, full text, objects, relational tables, key-value, and other data types. This makes it possible to power AI apps with structured and unstructured data in the same engine, without data movement. It's simpler and more efficient than using a separate dedicated [vector database](#).

With its low-latency query performance and high-speed ingestion, InterSystems IRIS offers unmatched real-time capabilities. You can apply generative AI to streaming data--including video--and combine it across multiple types of data.

FHIR Repository – An extensible FHIR repository and comprehensive REST APIs provide the foundation for modern healthcare application development and help you seamlessly handle multiple forms of data at high speed, with vertical and horizontal scalability.

The Service is provided by access to flexible subscription licensing for the InterSystems Data Platforms. Buyers will provision other Cloud Hosting capabilities directly, either from other G-Cloud suppliers or via other procurement routes. For example, the service may be obtained directly from the major cloud hosting suppliers' marketplaces (AWS, GCP and Azure). The Container Service is available from the Enterprise Docker Store or directly from InterSystems.

The Services are also available on a managed PaaS basis from major public cloud platforms.

'All in One' Data Fabric – InterSystems Data Studio leverages a modern, smart enterprise data fabric architecture to connect to data from the source systems, integrating and transforming it with analytics and business rules to deliver high-quality, consistent, and trusted data in one single solution.

An enterprise data fabric is an architectural approach that speeds and simplifies access to data assets across the entire business. It accesses, transforms, and harmonises data from multiple sources, on demand, to make it usable and actionable for a wide variety of business applications. Smart data fabrics take this approach one step further by embedding a wide range of analytics capabilities, including data exploration, business intelligence, natural language processing, generative AI and machine learning directly within the fabric, making it faster and easier for organisations to gain new insights and power intelligent predictive and prescriptive services and applications.

Development with InterSystems Data Platforms

Developers work best and achieve results faster when they use tools and technologies that are familiar to them. InterSystems Data Platforms are designed to work with Python, .Net, Java and other popular development technologies in an open, standards-based fashion.

Client Side Development – InterSystems IRIS can be used with many popular development technologies including Java, .NET, Python, Node.JS, REST, JSON, C#, JavaScript, XML, and more.

Server Side Development – Python and ObjectScript are powerful programming languages

that can be used for server side scripting within InterSystems IRIS. InterSystems IRIS objects can be exposed (through built-in libraries) to Java, .NET, C#, JavaScript, and many other languages.

IDE – Visual Studio Code is a popular cross-platform integrated development environment (IDE) from Microsoft. You can use Visual Studio Code out of the box as a Python or .NET IDE with InterSystems IRIS®, and you can use it to develop ObjectScript code by adding the ObjectScript extension.

AgenticAI orchestration – Vector search supports the RAG architecture, which is rapidly emerging as the primary way to overcome the limitations of large language models (LLM), such as stale data, token limits, and hallucinations.

RAG combines two steps: a retriever that uses vector search to retrieve relevant documents and data from the InterSystems IRIS database, and a generator – the LLM itself, which crafts contextually relevant responses in the desired format and tone.

You can use fresh, authoritative information – including your proprietary data – to generate an accurate response, leveraging the LLM of your choice to understand the question, phrase the response, and add supplementary information.

Developers can leverage a large **GenAI ecosystem**, using platforms, plugins and libraries to build advanced generative AI applications quickly and easily, including:

- ChatGPT
- LangChain
- Hugging Face
- Llama2
- LlamaIndex
- Cohere
- Gemini.

The proliferation of new cloud-based GenAI services opens up amazing new possibilities, but it can also make it difficult to create and manage a reliable system.

InterSystems IRIS Interoperability lets you easily create composite applications that span across multiple models wherever they are running. A low-code graphical editor allows creation of AI solutions without programming, and built-in API management capabilities provide protection, publication, and monetisation of new GenAI-powered services.

Distributed operations are automatically captured for auditing and debugging. The Visual Trace feature gives developers and administrators the power to trace messages throughout the orchestration flow and examine their content. Want to understand if a problem is due to an AI service, the data you feed it, or the business logic it's used in? Use Visual Trace.

3 InterSystems Data Platforms Deployment Options

InterSystems Data Platforms enables you to deploy your solutions in line with your individual organisational and business considerations. In support of this, InterSystems provides a range of options to remove technology constraints from your decision-making. Whether you want to host your applications in a public (or private) cloud; provide platform-as-a-service (with data stored in the cloud, on premises, or in a hybrid architecture); or install applications at user sites.

InterSystems Data Platforms are available from the AWS, Google and Azure marketplaces in a variety of free and paid-for versions. They are also available on a fully managed platform as a service basis, should that be preferable.

InterSystems Data Platforms comes with a pre-built industry-standard Docker container that you can use to quickly deploy your applications in any environment, including clouds from all the major providers.

InterSystems Data Platforms are compatible with open source and commercial tools as well as our own to enable the freedom to choose your deployment model(s) and cloud vendors.

What is InterSystems Cloud Delivery Architecture?

InterSystems Cloud Delivery Architecture (“CDA”) is a “managed services” offering delivered and managed by InterSystems and built on a dedicated InterSystems IRIS, InterSystems IRIS for Health, or InterSystems Health Connect instance in cloud service provider environment. Current cloud providers include Amazon Web Services (AWS) and Azure (only InterSystems Data Studio).

The following offers are using CDA:

- InterSystems IRIS
- InterSystems IRIS for Health
- HealthShare Health Connect
- InterSystems Data Studio
- InterSystems Data Studio with Financial Services module
- InterSystems Data Studio with Supply Chain module
- InterSystems Data Studio with Healthcare module
- InterSystems FHIR Server
- HealthShare FHIR Transformation Services.

What is included in InterSystems Cloud Delivery Architecture (CDA)?

InterSystems Cloud Delivery Architecture is a complete package that includes:

- All cloud resources needed to run CDA in a dedicated Virtual Private Cloud (VPC) or Virtual Network (VNET)
- Ongoing maintenance of CDA components
- Customer-specific configuration and implementation services to bring the solution to live operations, if required
- 24/7 monitoring of CDA environments, including real-time monitoring
- Sophisticated security and data protection controls.

Who is the InterSystems Cloud Delivery team?

InterSystems Cloud Delivery Architecture is delivered by the InterSystems Cloud Delivery team, which is staffed with experienced technical professionals with extensive backgrounds in the design, configuration, and management of:

- InterSystems Technology Operations
- Cloud Networking
- Cloud Platforms
- Cloud Storage
- Cloud System Security
- Cloud Operations
- Service Desk Operation
- Monitoring and Alerting
- Business Continuity

Who does configuration / implementation?

InterSystems will create a CDA deployment in the cloud provider environment for the customer and provide the initial user credentials and access to the solution. Customer solutions like applications or interoperability interface development is the responsibility of the customer. InterSystems Professional Services can be separately leveraged to help migrate existing interfaces from other technologies to Cloud Delivery Architecture as part of a separate Statement of Work or Contract Change Request.

Additionally, for connectivity, InterSystems Cloud Delivery Architecture includes InterSystems Network Connect. Network Connect provides secure, scalable connectivity across different environments and external connections. It facilitates secure data transmission, robust VPN solutions, and dynamic routing, ensuring that all components of the CDA infrastructure remain connected securely and efficiently.

How does InterSystems deliver InterSystems Cloud Delivery Architecture?

InterSystems Cloud Delivery Architecture infrastructure is designed and implemented to provide robust security and flexibility by supporting completely private deployments with controlled internet connectivity. This architecture ensures all core components can operate within isolated networks, allowing secure external connections as needed. CDA uses InterSystems Network Connect to integrate seamlessly with your existing infrastructure to maintain high privacy and data protection levels. Network Connect facilitates secure ingress and egress points, enabling authorised access from the internet without exposing the core system to potential threats. This setup enhances security and ensures that your asset management operations remain resilient and highly available.

The system uses advanced compute orchestration to ensure optimal service performance. Load balancing mechanisms distribute traffic efficiently, mitigating bottlenecks and enhancing response times.

Redundancy is built into the architecture through clustered deployments, multiple availability zones, and automated failover mechanisms. This design ensures that the system remains available and functional even in the event of hardware failures or other disruptions.

Subject to the provisions of local data protection legislation, a third replication site can be made available to a secondary region for additional resiliency, if desired, at an additional cost for Disaster Recovery purposes. Customer's tenant usually includes at least two deployments (non-production and production). However, most of the tenants have three deployments (two non-production, DEV (Development) and TEST (UAT and Testing), and one production environment, LIVE). Cost will vary depending on the number of the deployments and if additional components are necessary. Additionally, extensive monitoring and alerting is configured to permit the customer to ensure that services for the offering are available and performing at the level required for efficient operation, and that any incidents are detected and addressed. Availability, integrity, and security of data are achieved using redundant infrastructure, as well as data encryption, dual availability zone data replication, vulnerability scanning, regular updates to the CDA instance, and ongoing auditing.

4 Technical Requirements

To ensure that customers are referring to the latest information, details of supported platforms and associated technical requirements are provided via the InterSystems website:
<https://docs.intersystems.com>

5 Exploring InterSystems IRIS & Free Trial

InterSystems provides a range of no-risk options designed to allow prospective customers to learn more about InterSystems IRIS Data Platform; explore the software itself; and then take steps towards becoming a customer or partner.

The InterSystems IRIS Experience is available via the InterSystems website:

<https://www.intersystems.com/try-intersystems-iris-for-free/>

Included are pre-built samples to get you started quickly and support for multiple languages, so you do not have to choose just one Interoperability feature to help you share and transform data.

Next you can access a range of free online courses at <https://learning.intersystems.com> to teach you more about the software. Finally, you can then interact directly with a member of InterSystems team to discuss your individual project requirements.

6 Onboarding & Offboarding Support

6.1 Customer Success

All InterSystems customers are assigned to a named Sales Account Manager and Sales Engineer. These individuals are responsible for overall customer satisfaction and supporting customer success with the InterSystems IRIS Data Platform.

This team provides the following:

- First point of contact for commercial and technical questions and information
- Supply and coordination of information and resources to drive successful use of InterSystems software
- Commercial, product and technical updates
- Escalation point for commercial, technical, and other issues.

The onboarding process also includes provision of access to InterSystems Worldwide Response Centre as described in [Section 8](#).

6.2 Learning Services

Rapid advances in software technology drive the need for continuous learning. InterSystems Learning Services offers anytime, anywhere education that enables you to unlock the full power of InterSystems technology for your organisation's long-term growth and success.

InterSystems provides a range of different learning resources that can be combined to meet the specific needs of an individual customer.

These include:

- **Online Learning:** InterSystems Online Learning is offered free-of-charge and provides customers with continuous access to self-paced learning content including interactive simulations, demonstrations, hands-on labs, tutorials, knowledge assessments and much more. <https://learning.intersystems.com>
- **Classroom Learning:** Personal, human-to-human training courses that can be delivered at InterSystems' offices or customer locations. Classroom courses are available according to a published schedule or on an ad-hoc basis if appropriate. Charges apply for classroom courses.
- **Developer Community:** prospective and new customers are invited to visit the InterSystems Developer Community. This is an open environment that allows you to explore topics of interest including blog posts, whitepapers, code packages, videos, and interaction with InterSystems staff and InterSystems Global Community. <https://www.intersystems.com/developers/>

6.3 License keys and license activation

InterSystems IRIS options, available from the cloud marketplaces, include an appropriate license key. Where a more extensive capacity is required, as part of the on boarding process, and following completion of Call Off (Order Form) the InterSystems Customer Operations group will issue a license activation key that will enable all the contracted capabilities of the InterSystems IRIS Data Platform software. License keys are issued electronically.

6.4 Documentation

Comprehensive product documentation is provided as standard and at no additional cost. All documentation for InterSystems IRIS Data Platform is provided as an online resource.

6.5 Offboarding / End of Subscription Term

In the event of termination or non-renewal of the software subscription term, the electronic license key for the InterSystems IRIS Data Platform will de-activate. At this time, the customer will no longer be able to access and use the capabilities of the platform. Provision of automatic Software Updates will cease as will the provision of InterSystems Technical Assistance Services from the Worldwide Response Centre.

In the case of renewal, license keys are issued electronically and can be applied swiftly without disruption to operational service.

The customer (Buyer) takes responsibility for all data and Buyer software Intellectual Property at all times. The Buyer must make arrangements to transfer data and other non-InterSystems artefacts to any replacement service or archive. The Buyer is responsible for procuring all necessary equipment, software and services that are necessary to complete successful migration away from the InterSystems IRIS environment.

InterSystems may provide additional access to software and services for the duration of any transition period beyond the contracted term stated in the Call Off. Additional Services can be provided at the Buyer's cost and subject to Terms and Conditions and/or Rate Card.

7 InterSystems Support – Worldwide Response Centre

InterSystems delivers consistently excellent service and are passionate about helping customers' succeed. Headquartered in Cambridge, MA, with personnel based in the UK and around the globe, the Worldwide Response Centre (WRC) provides expert, multilingual, 24/7 support for InterSystems' IRIS Data Platform. The professional Application Developers and Systems Engineers who staff the Worldwide Response Centre are dedicated to the philosophy: "The Customer Sets the Standard." This means that customers have control over issue priority and closure, and are asked to give feedback about the quality of support they receive.

A Support Specialist is assigned as the Owner of your support request and maintains ongoing responsibility for it, although he/she may bring in other consulting specialists to assist. The Owner is 100% responsible for assisting you with this request. This avoids situations in which the request must be explained repeatedly, or delayed due to handoffs. You can contact the WRC in the following ways:

- **Phone:** 0808 175 8763
- **Email:** support@intersystems.com
- **Web:** www.intersystems.com/support

7.1 WRC Availability

InterSystems Worldwide Response Centre (WRC) provides expert technical assistance for customers 24 hours a day, every day. One special service available is WRC online, which allows supported customers to use the Web to request assistance, check on the progress of solutions, and interact with experts.

7.1.1 Online

Customers can enter and track requests via WRC Direct, InterSystems web-based support service. WRC Direct enables customers to:

- Create new requests
- View all processing steps
- Add information and comments

- See statistical information about their usage history
- Close requests and provide feedback
- Download current product versions
- Participate in field tests.

7.1.2 Telephone

Calls placed to the WRC are answered by a Specialist 24/7, not a recording. The WRC goal is to ensure that ALL telephone calls are immediately logged and routed to a Product Specialist. Calls that are not immediately answered by a Product Specialist are returned within 30 minutes.

7.1.3 Email, Web, Fax

All electronic correspondences (including faxes) are logged and a receipt acknowledgement, indicating the Call Number and the assigned Product Specialist, is returned to the customer within 30 minutes.

7.1.4 Web Chat

InterSystems provides the option to interact with the WRC staff using online chat. This is currently based on WebEx.

7.2 WRC Priority Response Standards

The WRC assures customer satisfaction by following two simple rules:

1. The customer determines the priority of their problem.

There is no negotiating. If you declare the priority as Crisis, the actions of InterSystems are altered accordingly. Customers can choose Crisis, High, or Medium priority when the request is initiated and then change the priority at any time. WRC staff members are not permitted to change the priority unless requested to do so by you, the customer. Appendix B describes the Priority and Crisis Escalation Policy in more detail.

2. The customer determines when a request is closed.

Only you can close the request. WRC staff must receive expressed permission to close a request. Responsibility is maintained until the customer is satisfied. This avoids miscommunication and, more importantly, customer disappointment and frustration.

The priority response levels shown in [Table 1](#) apply as standard for customers with a valid software subscription for InterSystems IRIS Data Platform.

Customer Priority	Crisis	High	Medium
Problem Resolution Immediate	Immediate and continuous 24-hour attention until the problem is resolved.	Problem resolved within the same (customer) business day.	Problem resolved within 5 business days.
Defect Resolution (bug fixes)	Immediate and continuous 24-hour attention, generally by a Developer, until the defect is corrected, or an acceptable workaround is provided.	Fix is tested and delivered to the customer within two weeks. It is also included in the next maintenance release.	Fix is included in the next major release.
Escalation	Immediate verbal notification to all appropriate Senior Managers by the Director of Customer Support.	Immediate automated notification to senior Management.	Immediate automated notification to WRC Management.

Table 1 – Support Response Levels

8 Ordering & Invoice Process

Orders for InterSystems IRIS Data Platform will be executed via a Call Off (including order form).

Subscription fees for InterSystems IRIS are payable in advance of the corresponding period of service and invoices are payable within 30 days of the InterSystems invoice date. Please refer to InterSystems G-Cloud pricing and terms & conditions documentation for further details.

9 Renewals and Terminating the Service

Unless stated otherwise in the Framework, Call Off and/or License Agreement the InterSystems IRIS subscription licenses will be renewed, upon written notice in accordance with the Call Off Contract each year on the Effective Date of the original license.

The Buyer may terminate the InterSystems IRIS subscription by providing notice of non-renewal no less than 30 calendar days prior to the anniversary of the Effective date.



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