



FuturePaths

G-Cloud 15 Service Definition

Service Line 9

Multi Supplier Service
Integration Setup

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Service Definition Document:

Any questions regarding this document should be directed to:

Supplier	FuturePaths
Framework	G-Cloud 15
Lot	Lot 3 – Cloud Support
Service Type	Professional Advisory Services
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1. Introduction

FuturePaths provides Multi Supplier Service Integration Setup to help organisations establish effective control, governance and coordination across complex supplier landscapes. This service supports organisations operating with multiple cloud, digital and managed service providers, particularly where accountability, integration and end-to-end service management are critical.

The service is designed to reduce fragmentation, clarify ownership and create a stable foundation for SIAM and integrated service delivery.

2. Service Overview

The Multi Supplier Service Integration Setup service provides independent advisory support to design and establish service integration models. FuturePaths works with client teams and suppliers to define how services will be governed, coordinated and managed across organisational and supplier boundaries.

The service focuses on operating model design, governance and readiness rather than ongoing service delivery. It provides clarity and structure where multi supplier environments introduce complexity and risk.

3. What the Service Does

FuturePaths provides structured service integration setup by defining and supporting:

- Multi supplier and SIAM operating model design
- Roles, responsibilities and accountability across suppliers
- Governance, decision and escalation frameworks
- End-to-end service management processes
- Integration of suppliers into a common service model
- Readiness assessment and mobilisation support

The service ensures suppliers operate coherently within a single, integrated service management framework.

4. Benefits

This service enables organisations to:

- Establish clear accountability across multiple suppliers
- Reduce service fragmentation and duplication
- Improve coordination and collaboration between providers
- Strengthen governance, control and decision-making
- Improve service performance and stability
- Create a scalable foundation for SIAM and integrated service delivery

5. How the Service is Delivered

FuturePaths delivers this service through senior-led, vendor-independent advisory engagement. We work collaboratively with client teams and suppliers to design pragmatic, fit for purpose integration models aligned to organisational context and maturity.

The service typically follows a structured setup framework:

- Current state assessment and integration readiness review
- Operating model and governance design
- Role, process and interface definition
- Supplier alignment and mobilisation support

Delivery is led by a Principal Consultant, ensuring experienced leadership across service integration and SIAM design.

6. Service Scope

In Scope

- Multi supplier and SIAM operating model design
- Governance and decision framework definition
- Role and responsibility mapping
- Service management process design
- Supplier integration and alignment support
- Integration readiness assessment

Out of Scope

- Operational service delivery
- Ongoing service integration or SIAM operation
- Tool implementation or configuration
- Supplier performance management
- Managed services

7. Service Levels

Service levels, milestones and reporting arrangements are agreed at the start of each engagement and typically include:

- Agreed engagement objectives and scope
- Scheduled executive briefings or workshops
- Clear recommendations and decision outputs
- Regular progress updates where applicable
- Senior consultant oversight throughout delivery

8. Security and Compliance

FuturePaths delivers this service in line with UK government security, confidentiality and data protection requirements. Secure working practices are applied throughout delivery, making the service suitable for regulated, sensitive and safety-critical environments.

9. Pricing

Services are delivered by Executive Consultants, Principal Consultants, Senior Consultants or Consultants in line with the FuturePaths SFIA-aligned rate card.

Typical engagements range from 10 to 120 days, depending on scope, complexity and organisational context. Travel and subsistence are charged at department rates where applicable.

10. Onboarding and Offboarding

Onboarding

- Initial scoping discussion to confirm sourcing objectives
- Agreement of engagement approach, milestones and governance
- Identification of stakeholders, dependencies and constraints
- Confirmation of reporting and decision-making structure

Offboarding

- Delivery of service integration artefacts
- Walk-through of operating model and governance design
- Handover to client and service management teams
- Formal engagement close-out

11. Service Constraints

- Delivery is advisory and vendor independent
- The service does not include operational service integration or SIAM operation
- Tool implementation and configuration are not included
- Access to relevant service documentation, data and stakeholders is required
- Outcomes depend on organisational engagement and supplier cooperation

12. Further Information

Further details, clarification and engagement planning are available through the Digital Marketplace.



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