



Embridge
CONSULTING

G-Cloud 15

Service Definition Document

Lot Three: Cloud Support

January 2026 | Version 1.0



Notices

Whilst every effort has been made to ensure this document is accurate and up to date, the information is subject to change without notice. Embridge Consulting (UK) Limited assumes no responsibility for any errors in this documentation.

All brand names, company logos and product names are trademarks or registered trademarks of their respective owners.

Copyright notice

Copyright © 2026 Embridge Consulting (UK) Ltd

Subject to the express provisions of this notice:

Embridge Consulting (UK) Ltd together with our licensors, own and control all the copyright and other intellectual property rights of the material herewith; and all the copyright and other intellectual property rights are reserved.

Copyright licence

You must not: reproduce this content in whole or in part; disclose, divulge, or otherwise make available to a third party; sell, rent or sub-license; redistribute material from this document, save to the extent expressly permitted by this notice.

Acceptable use

You must not: Use this documentation in any way that is unlawful, illegal, fraudulent, or harmful, or in connection with any unlawful, illegal, fraudulent, or harmful purpose or activity; You may only use this documentation for the Company or organisation it was intended for.



Contents

Embridge Consulting.....	3
ERP Consultancy.....	4
Project & Programme Management.....	6
Unit4 ERP Cloud Migration Consultancy.....	9
Embridge Managed Services.....	10
Product and Technical Development.....	12
Business Transformation as a Service (BTaaS).....	14
Data Management Solutions.....	15
Cloud Transformation and Change Consultancy.....	16
Training.....	17
Partnerships and other services.....	19
Our accreditations: with Embridge, you're in safe hands.....	21
Embridge Consulting: your digital transformation specialist.....	23
Document management.....	24



Embridge Consulting

Technology-enabled business transformation, led with emotional intelligence.

What we offer

Guided by Elastic Change, we deliver technology-enabled business transformation through a combination of expert services and proven software solutions.

Our services span advisory, implementation, integration, training, and managed services. Our software solutions cover ERP, financial planning and analysis (FP&A), source-to-pay, HCM, recruitment and wider operational systems across finance, procurement, people, and operations; all designed to adapt, scale, and deliver lasting value as organisations evolve.

We deliver business transformation through technology-enabled change. ERP is our DNA, supported by finance, procurement, and HCM systems. Guided by Elastic Change, we combine Expandable Services, Excellence in Technology and Emotionally Intelligent Leadership, because EQ is the secret ingredient that helps change adapt, stick, and scale in the real world.

What makes us different

We combine **Expandable Services**, **Excellence in Technology**, and **Emotionally Intelligent Leadership** to deliver future-ready platforms that adapt as priorities change. We lead change in a way that supports people, not overwhelms them. This balance of technical excellence, delivery rigour and EQ-led leadership is what allows transformation to adapt, stick and scale in the real world.

With over 15 years of experience, Embridge has delivered complex transformation for hundreds of organisations across the public sector, NHS and healthcare, higher education, not-for-profit and professional services. With a network of innovative technology partners, and being an Elite Unit4 reseller, we are recognised for award-winning delivery excellence, with a strong commitment to equality, diversity, and inclusion. Through **Embridge Giving**, we also support communities beyond our client work.



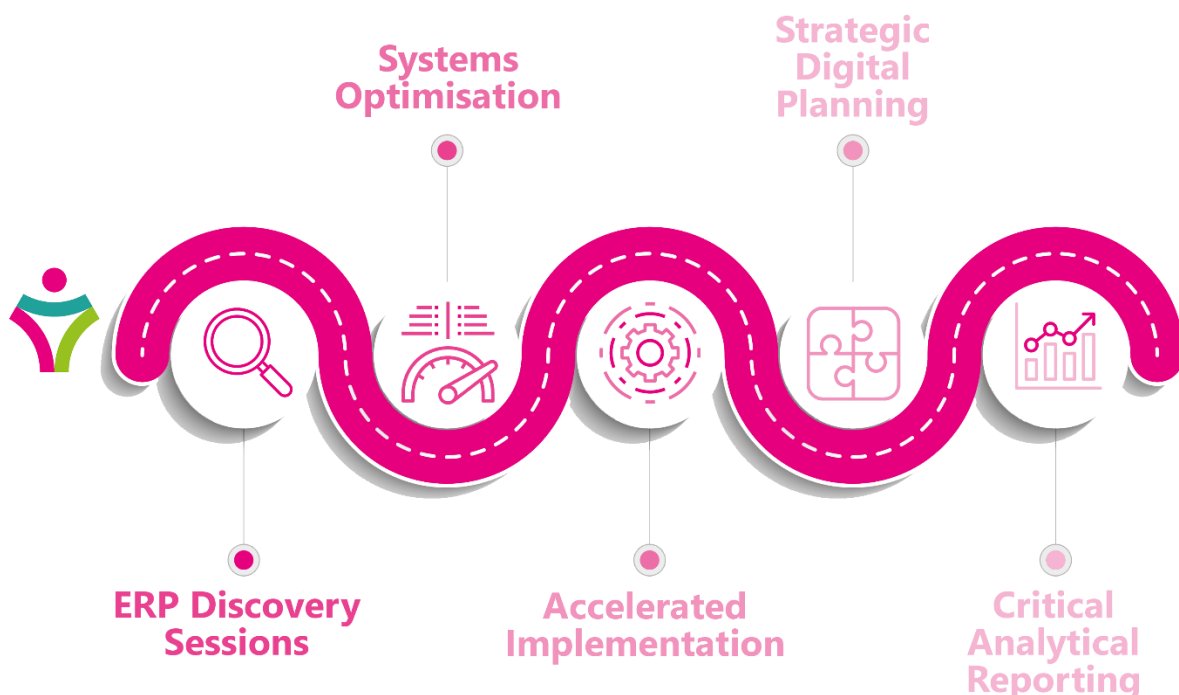
ERP Consultancy

Expert advice connecting people, process, and technology

With **award-winning expert advice and guidance**, our ERP Consultancy will ensure that your system issues are identified, resolutions documented and recommended, and you have strategic and tactical help and support throughout your digital transformation journey.

We're able to **help you identify scope**, establish **suitable platforms to support strategic and operational goals**, and **be on hand throughout the process** to ensure that you are achieving **true transformative benefits** that deliver to needs now and in the future. We'll be able to advise and guide you on ERP implementation and give you and your teams expert knowledge. **We'll help and support you throughout your vital programme of transformation.**

Use our strength in ERP, programme management, and digital transformation to your advantage. **We're motivated to help you gain real benefit from your ERP implementation** and will help you identify and realise modern, innovative technology that supports your strategic needs and delivers operational benefits.





Unit4 ERP Consultancy

As Elite Partner, we are **experts in Unit4 ERP across all modules and industries.**

Whether you are implementing Unit4 ERP for the first time, or you're an existing client looking for upgrade, system enhancement, solution health check, training, support, development, or exploration of functionality, we are there to help you to deliver your benefits and aims.

All of our consultants are **accredited across Unit4 ERP modules**, which means that with us, you are getting peace of mind that the team we will engage for you will be **knowledgeable, professional**, and above all, **experts at managing and delivering Unit4 ERP.**

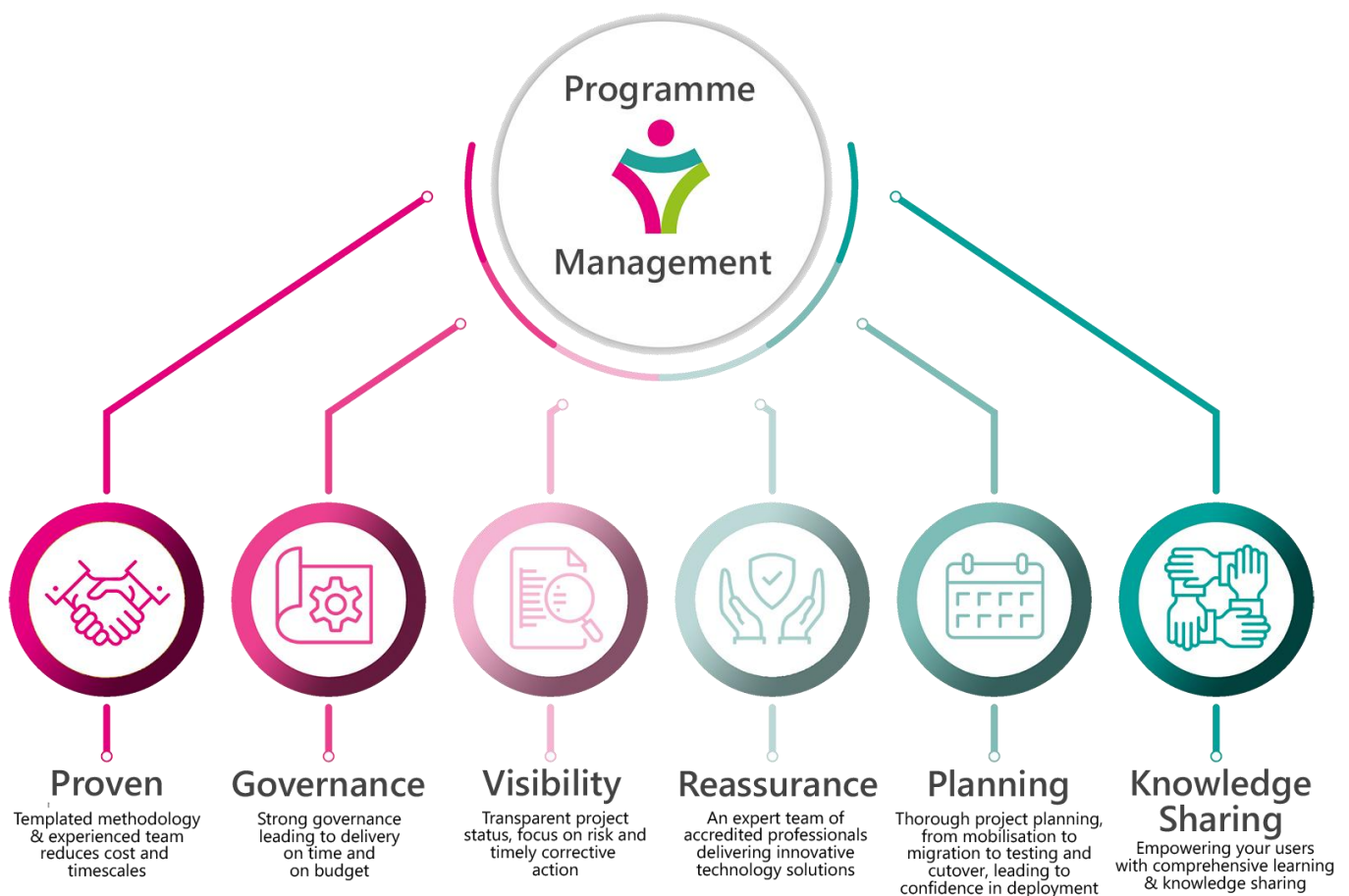




Project & Programme Management

Programme management is a **key strength** for Embridge Consulting. Our proven implementation methodology will ensure you receive a consistent approach which **delivers successful and high-quality outcomes**. Our transparent approach underpinned by robust programme governance and **ISO 9001 compliant quality management** means requirements are met and strategic aims are realised. We will work with you to ensure your digital transformation programme is delivered on time, on budget, and above expectation.

Here are some aspects of our Programme Management service:





Delivering benefit

We'll help you with **all aspects of programme management**, and provide expertise, guidance, and advice throughout your digital journey. We'll underpin all our activities with a global standard of quality management and help you to do the same.

We will work collaboratively with your teams throughout the transformation programme, **delivering a modern and innovative technology solution** aligned to your requirements and strategic aims.

We're on hand from start to finish, helping you achieve real benefit from your investment. We build lasting relationships, so that we're there with you as your digital future stops being a dream and becomes a reality.

Industry Model Programme Management

Embridge Consulting developed a powerful out-of-the-box ERP solution, Embridge Value Accelerator (EVA). This accelerator has become the blueprint for our **Industry Models**, meaning we can deliver **preconfigured Finance, Procurement, HR, and Payroll** functionality that gives you what you need at the greatest value. Delivering core modules with optional additional functionality, our alignment approach to design removes lengthy processes and decision making.



Based on best practice processes, our **Industry Model Programme Management methodology** quickens the time to value as **more is achieved in less time**. Our method uses a stepped approach to project phases, enabling measured, controlled, and transparent implementations. By being **capable and methodical in our approach**, we can ensure the quality and governance needed for the success of any project is provided at the core of every delivery.



Our library of proprietary templates, including best practice change management approach templates, will be provided as part of our Programme Management Toolkit **guaranteeing our projects have the governance and structure** that will enable a successful change. These include:

Templated solution design		Standard templated test scripts		Programme governance templates	
Validation tasks		Strategy and plan templates		Change control and risk management	

With Embridge, you get more than a service provider; you get a trusted partner.



Unit4 ERP Cloud Migration Consultancy

Embridge Consulting is a certified Unit4 Cloud Migration partner.



Our Professional Services Elite Unit4 ERP team of accredited consultants have in-depth knowledge and understanding of both technology and process, including best practice project cycles for Unit4 ERP Cloud migrations. From readiness assessments through to best practice project & programme management to implement your transformation, we're an assured and trusted partner for customers who need confidence that their Cloud migration will be managed expertly from start to finish.

With our ability to extend Cloud migrations with optional services focusing on optimisation and enhancement identification and deployment as part of your migration project, and a team with extensive accreditations across all Unit4 ERP modules, we can tailor your migration journey to suit your organisation and your strategic aims. With proven experience migrating all Unit4 modules from on-premise to the Cloud, we can help you migrate the whole line of business suite including, but not limited to finance, reporting, procurement, budgeting, HR, payroll, interfaces/APIs.



Embridge Managed Services

Our ITIL-aligned service management framework **focuses on quality performance and strategic business application support**, with best practice processes embedded within systems and ways of working as standard.

ITIL-aligned application support

Our **ITIL-aligned Managed Services** can provide your organisation with a skilled team of experts to holistically manage systems, enhance solution function, and allow businesses to succeed. We will **empower you to be ready for the future** with sustainable technology and practical on-hand support and expertise. We connect data, technology, and strategic aims in digital harmony.

We're passionate about delivering great results every time; it's part of our core values and makes us stand out from the crowd. We'll **help your teams work smarter**, taking advantage of the **latest technologies** available, and managing those in the most **efficient, cost effective, and consistently** strategic way. By **choosing Embridge Consulting** as your Application Managed Services provider, you get a host of **benefits for your business** and your team. **These include:**



Embridge Managed Services will provide a tailored managed service with predictable costs.



ITIL-aligned service management framework focuses on quality performance and strategic business application support.



Service Level Agreement compliance via feedback reports.



We remove the people worry, cost risk and support vulnerability inherent to covering temporary, short or long-term absence or natural attrition in headcount.



Service desk support and managed ticketing system providing online support to your nominated users, bringing together every ticket conversation into a centralised, user-friendly interface.



Always up to date with the latest technology and releases, we work continuously with you to ensure you are receiving the maximum benefit from your technology and optimising your application usage.



Flexible Managed Services

We can provide flexible choices to meet what you need from a Managed Services provider. We are happy to discuss your needs and requirements in advance of engagement and agree add-ons or items from across the packages to create a bespoke model which fits your needs precisely.

Examples of Level 1 and Level 2 / Remote Consultancy	Level 1	Level 2	Remote Consultancy
User and role management	✓		
End user assistance	✓		
Chart of Accounts and Fixed register maintenance	✓		
Application Service Management	✓	✓	
Incident management and investigation	✓	✓	
Environment management		✓	
Functional configuration		✓	
Logging tickets and liaising with software vendor		✓	
Interface support *		✓	
Support roll-out of new modules or functionality			✓
Continuous improvement initiatives			✓
Report amendments and development of new reports			✓
Review and road mapping of latest features and releases			✓
Test planning and management			✓
End user training			✓
Training support for updates and releases			✓
Test scripts and training collateral updates for new releases and software updates			✓
Interface development			✓

* Interfaces need to be reviewed prior to being supported and, depending on scope and breadth of maintenance requirements for identified interfaces, there may need to be a separate support arrangement.



Product and Technical Development

Technical development: innovation consultancy at your fingertips

We provide expert consultancy services and solutions, **building modern, feature-rich integrations, extensions, and applications that deliver measurable results**. We provide high-quality, innovative consultancy which bring our clients true value.

Our technical development includes options to:



Extend: provide enhanced user experiences and optimised business process through customisation or development of discrete web or mobile applications that integrate seamlessly with your system of engagement.



Report: gain actionable insights that support decision making and monitoring through powerful reporting and analytics. Whether you're looking for a static reporting output or curated dashboard leveraging Microsoft Power BI tools, we'll accelerate your time to insight.



Automate: increase productivity and quality through the automation of manual and monotonous process routines.



Integrate: whether it's a simple point-to-point connection or complex multi-step processes, we can take the pain out of integrations.

Product solutions

As well as our bespoke development consultancy service, we offer a range of **product solutions created by our Technical Development team**. They will enable you to benefit from **preconfigured customisations** designed to address minor, but strategic, issues in your organisation.

Developed and built to **enhance user experiences** and **streamline business processes**, our solutions provide integrated end-to-end expanded functionality and automation to drive self-service, deliver insights, and provide contemporary solutions to solve client challenges.

Our technical solutions offer **great results, cost certainty, and accelerated time to value** across a range of customisation categories.



LEO – the future of integration

We refer you to our Lot 2b listing for details of our LEO Software and Integration as a Service option. The professional services to deliver that product are baked into the approach and pricing for the solution.

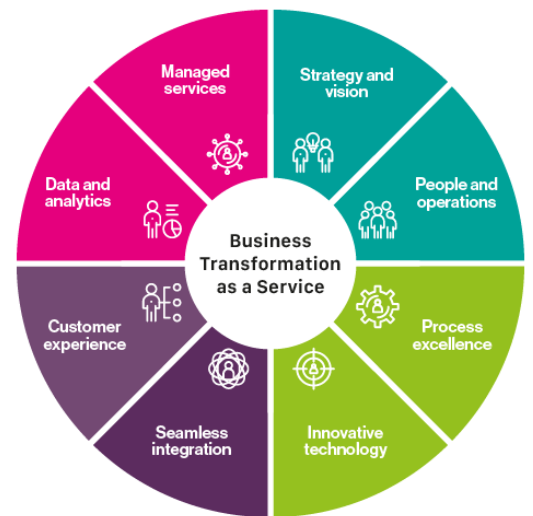
LEO SaaS offers a fully managed service with rapid deployment and a choice of pre-built connectors available standalone or a combined enterprise approach which can tailor your integration as service to include bespoke connectors with the option to include our innovative AI invoice connector.



Business Transformation as a Service (BTaaS)



Our G-Cloud Business Transformation as a Service (BTaaS) brings together the critical solutions and services you need for true business transformation – in one package. It also takes the hassle, stress, and complexity out of the business transformation experience thus enabling you to get to where you need to go.



BTaaS enables customers under the framework to be able to consume our G-Cloud Lot 3 support services* on a volume discount basis by subscribing to BTaaS discount levels as shown below.

We refer you to our Pricing document attached to our Lot 3 listings where you can see the cost volume thresholds for each tier.

BTaaS Tier	Discount (36 month term)
Bronze	2.80%
Silver	5.60%
Gold	7.00%
Platinum	9.20%

Payment terms - annual in advance 30 days

*** Embridge Lot 3 services only**

**** The above total contract value is based on a 36-month subscription.**

A minimum term of 24 months applies for all BTaaS agreements; in cases of a 24-month agreement, the discounts will be lower than shown above



Data Management Solutions

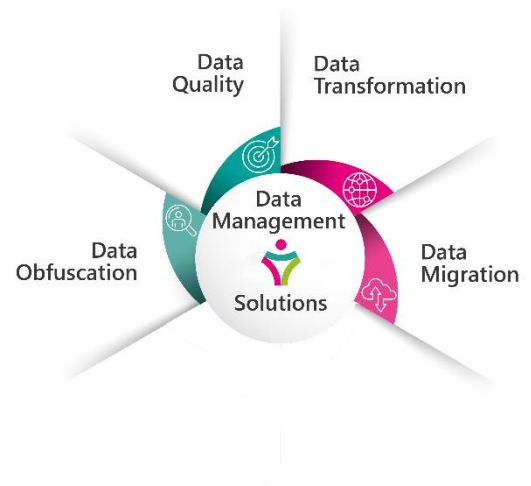
Embridge Consulting's Data Management Solutions will support your end-to-end data quality, transformation, and migration processes.

We have partnered with innovative and ground-breaking technology vendors to support your digital transformation, using our specialist knowledge and in-depth understanding of ERP and best practice business processes.

Combining Embridge's digital transformation skills, knowledge, and expertise with advanced and unparalleled data management technology and processes, we have created a unique and market-leading approach to data integrity, assurance, and quality.

In a world where data makes the world go round, we will help you move towards better data reliability and improve data security.

Our Data Management Solutions are powered through our partnerships with ground-breaking partner products, including **GCON4's MFL and iConnect tooling**.





Cloud Transformation and Change Consultancy

Our EQ-led, people-centric Transformation / Change services enable increased cloud implementation return on investment (ROI). We help you identify and achieve benefits from cloud transformation and help teams embrace change and gain faster adoption. Facilitating key enablers, communication, training, and change support, we get your stakeholders change-ready and confident adopting new Cloud system changes.

We will enable your organisation to learn and grow from your change initiatives, so you are in a better position each time a change is introduced. Effective change management enables people to **embrace, adopt, and engage** quickly and proficiently, and **minimises negative impacts** of change.

Discovering and understanding your organisation's readiness for change is crucial to planning the right approach. By looking at the bigger picture of what else is happening in the organisation, and what the change needs to align to, helps clarify the reason for change. This all contributes to the **realisation of intended benefits**. Embedding desired behaviours, processes, and working practices **reinforces change well beyond go live** and is key to **sustaining change**.

We can ensure a **sustainment plan and knowledge transfer** is undertaken to enable our clients to achieve short, medium, and long-term objectives, delivering return on investment and achievement of change.

Successful change management applies tools and frameworks that will **enable your employees to make a change**. With our **proven methodology and proprietary toolkit** for change management, along with our combined experiences and insights, our certified Consultants work collaboratively with teams to ensure you have what you need in place. We will enable your employees to make a change and **sustain that change for the future**.



Training

Delivered by our expert training professionals, we will help build your teams' confidence and capabilities through **modern training methods** and relatable, relevant content. Our Training services are key enablers for **effective, efficient, and proficient use of technology** and solution platforms. We'll embed best practice processes and compliance in your organisation's day-to-day working.

Our training experts will support your impacted groups and provide step-by-step guidance that delivers understanding and adoption. We'll align people, process, and technology through **empowered learning**, building user confidence in your solution. Our learning and development journey for your team will engage them from the project's commencement, **ensuring positive adoption and user enablement** through confident skills and capability building.

We can provide a range of training services and materials to support your team:





Unit4 ERP training

Known for our **expertise in Unit4 ERP and training delivery**, we have a suite of standard Unit4 ERP training courses available. Whether through our public courses, or delivered for individual client teams, we are on hand to **provide the knowledge your people need** to proficiently use functionality and have confidence in their day to day working activities.

Our Unit4 ERP training will **deliver comprehensive knowledge transfer and skills capability** that empowers your teams **to get the best from your solution** and your investment.

Industry Model training

We will provide a suite of training from our portfolio of Unit4 courses as standard for our Industry Model clients, **familiarising teams** on Unit4 systems to **enable informed decision-making** during design and delivering in-depth System Administrator and Super User Training to **facilitate expert knowledge build** within your teams. We refer you to our pricing document for more information on our Professional Services rates including Training.



Partnerships and other services

At Embridge Consulting, we seek out the best and most ground-breaking technology partners to bring new heights of transformational possibility to our clients.

Here are some of our technology partners, bringing trusted assurance and confidence that with Embridge, we can deliver true digital evolution and future-ready technology landscapes for you.

Unit4

A global software vendor, Unit4 offers enterprise solutions in a SaaS delivery model, deployed on Microsoft Azure platform, providing mid- to large-size organisations with innovative and user-friendly Finance, Procurement, HR, and Payroll functionality, underpinned by highly secure, scalable, and protection-compliant cloud services. Embridge Consulting has a strategic relationship with Unit4, working together successfully since our business was founded in 2009. Our CEO works closely with the both the Regional and Global Leadership teams at Unit4, ensuring our services and offering complements and continues to provide value to the Unit4 client base.

We are an Elite Partner of Unit4, and all our consultants are fully certified across the suite Unit4 modules and software. Unit4 certifications are available to all Unit4 partners, and we are very proud to hold the highest number of certifications achieved.

Proactis

Bringing cloud-based SaaS solutions for procurement control, Proactis solutions were designed from the ground up to be modular, agile, and highly configurable platforms bringing Source to Contract solutions such as Supplier Relationship Management, Sourcing and Contract Management.

Our strategic and collaborative partnership with Proactis ensures that we are able to help our clients enhance, modernise, and automate the end-to-end procurement processes. Designed to be simple, intuitive, and easy to use for all levels of user, our partnership allows our clients to achieve method, best practice processes, and comprehensive functionality to address all their procurement system needs.



HeyCentric

Our partnership with HeyCentric enables us to bring a flexible, intuitive, and powerful income management solution to our clients. With ETL tools for easy and seamless external system integration as standard, and automatic allocation tools to reduce labour-intensive tasks, our partnership with HeyCentric is an exciting collaboration that allows us to deliver to our clients PCI DSS, PA-DSS, and P2PE assured payment solutions combined with an industry leading back-office income management system.

Easy to deploy, user-friendly, and with business and citizen users in mind, the HeyCentric platform lets public sector clients manage a wide range of diverse income streams for products and services they provide.

GCON4

Embridge Consulting is a partner of GCON4, being reseller for the GCON4 innovative tools, such as the GCON4 MFL or iConnect tools developed by GCON4 with the intention of helping Unit4 clients to streamline and greatly reduce the time it takes to perform data migration. The GCON4 tools provide an easy, fast, and safe method of migrating and updating huge volumes of data to Unit4 ERP, integrating between legacy systems and Unit4 ERP to ensure accurate data migration.



Our accreditations: with Embridge, you're in safe hands



ISO 9001 is a globally recognised standard designed to support an organisation's fundamental requirement for consistent Quality Management processes. By maintaining an externally certified quality policy, we commit to continually improving quality performance, using modern technologies and processes, and displaying our compliance with regulations applicable to our services and products.

Our Quality Management System underpins all our activities and outputs. Our internal processes are audited using external consultants and we continue to promote improvement of processes through our internal audit function.

ISO 14001 is a globally recognised set of standards which clarify the best practices for organisations that wish to reduce their environmental footprint by adopting an effective environmental management system (EMS).

Embridge Consulting is committed to environmentally sustainable approaches to working and providing services, and we take all steps we reasonably can to minimise or remove any negative effect to the environment. Our internal processes are audited using external consultants and we continue to drive improvement of environmental sustainability through our internal audit function.



ISO 27001 is a globally recognised information security standard which provides the specification for best-practice information security management systems ('ISMS'). It is supported by its code of practice for information security management. By having best-practice ISMS, we provide a systematic approach to processes, technology, and effective risk management. Our certification supports our compliance with applicable legislations, including the EU / UK GDPR and other key data protection and cyber security laws.



Embridge Consulting is committed to information security management across all our client engagements, internal systems, and processes. Our internal processes are audited using external consultants and we continue to promote improvement of security and risk management through our internal audit function.

Cyber Essentials is a scheme introduced by the National Cyber Security Centre to help organisations reassure their clients that cyber security is taken seriously and that we are committed to having security measures in place.





Crown Commercial Service *Supplier*

The **GCloud Government Framework** in the UK enables UK government organisations access to cloud software, suppliers, and hosting without the need to issue lengthy tender processes. Embridge Consulting is proud of its inclusion in this framework as a supplier to GCloud cloud hosting, software, and services since 2016, retaining its status on this framework year on year.

We are **Disability Confident Employer**. As a Disability Confident business, we are committed to challenging attitudes towards disabled people in employment. This means that we are committed to challenging attitudes towards disability, we provide inclusive and accessible recruitment to all and support existing employees who have or develop disabilities during their careers. We are proud to be #DisabilityConfident and support fair and equal treatment, overcoming inequality and helping to bridge the gaps and allow people opportunity to realise their full potential.



Social Enterprise UK ('SEUK') is the leading global authority on social enterprise. It is the biggest network of social enterprises in the UK and the strategic partner to 6 government departments, leading public policy on social enterprise for 15 years. Embridge Consulting is proud to be a Supporting Member of the Social Enterprise UK, partnering with and supporting social enterprise and increased social value in local and national communities across the UK.

The **Digital Outcome and Specialists Framework** is a dynamic-style framework with the specific aim of helping the public sector buy, design, build and deliver digital outcomes using an agile approach, by procuring the appropriate specialist resource to deliver agile software development. Embridge Consulting became a Digital Outcome and Specialist Supplier on the framework in 2016 and has retained its presence on the Framework year on year since joining.

Digital Outcomes & Specialists Framework

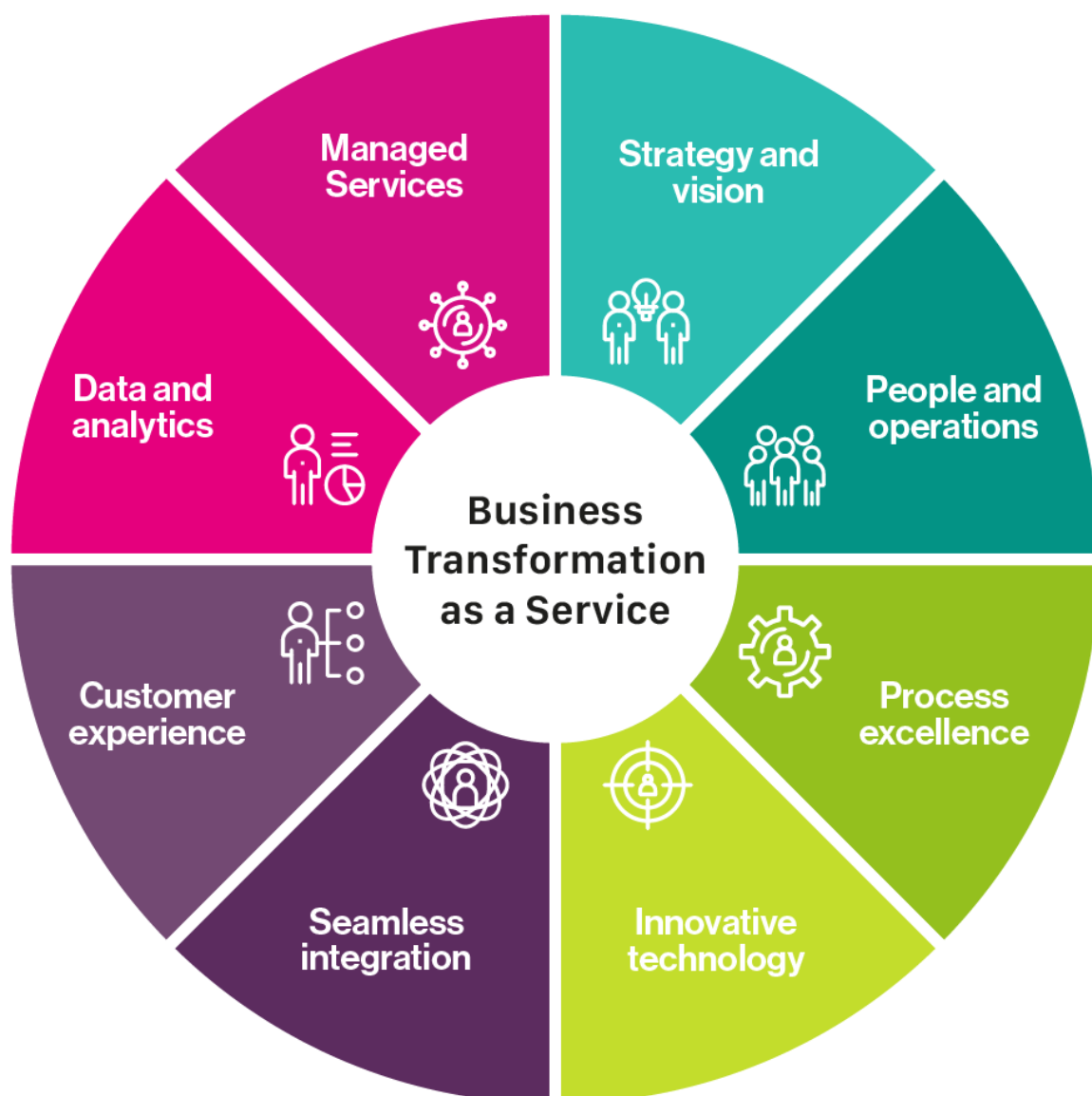


We are an accredited supplier on the **Bloom Procurement Framework**. The Bloom Framework allows customers across the Public Sector (Central and Local Government, Health and Social Care, Blue Light, Higher Education, Housing Associations, and Schools and Academies) to drive efficiencies and achieve their strategic goals by giving them greater supplier choice and access to the latest thinking. Bloom allows customers the best choice of small and large suppliers.



Embridge Consulting: your digital transformation specialist

We offer a **broad range of services** with experts in many fields. We can offer any service you would expect directly from the vendor, coupled with additional **added-value services** that are delivered using the methodology of true professionals and philosophy of our Embridge Consulting ethos and values.





Document management

Version control

Version	Date	Author	Reason for amendment
0.1	12.01.2026	EN	Creation of first draft
0.2	21.01.2026	EN	Updates
0.3	22.01.2026	DD	1 st QA and approval
0.4	22.01.2026	EN	Updates
0.5	22.01.2026	CA	2 nd QA and approval
1.0	22.01.2026	EN	Version finalisation

Contact points

Email and telephone:	enquiries@embridgeconsulting.com T: +44 (0)1474 555 505
----------------------	--