



Cloud-based Military Messaging and Communication services & solutions (CMMC)

Service Definition Document

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Cadmidium Services Ltd
Tel 01242 861459
services@cadmidium.co.uk
www.cadmidium.com

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Glossary

Acronym	Description
CMMC	Cloud-based Military Messaging Communication services & solutions
C2	Command and Control
ITEAP	Integrated Test, Evaluation & Acceptance Plans
FAT	Factory Acceptance Testing
UAT	User Acceptance Testing
MoD	Ministry of Defence
NATO	North Atlantic Treaty Organisation
NCIA	NATO Communications and Information Agency
R&D	Research and Development
SME	Subject Matter Experts
TRL	Technical Readiness Levels
ISO	International Organisation for Standardisation

1. Cadmidium Messaging Services

1.1 Service Overview

In a constantly evolving and insecure world, it is imperative that international interoperability and confidentiality is maintained. The Cadmidium messaging team hold impressive multi-layered experiences in all aspects of Defence Command, Control and Communications. Our research and development lab actively peruses improvements in communication methods and our company embraces innovation.

Cadmidium specialise in the Provision, Integration, Maintenance, Training and Support of worldwide Command and Control (C2) capabilities which enable national and tactical messaging interoperability, up to and including Secret.

Cadmidium have both virtual and physical laboratory facilities to support standard Integrated Test, Evaluation & Acceptance Plans (ITEAP), User Acceptance Testing (UAT), Factory Acceptance Testing (FAT), as well as SAT, HAT and more.

The messaging team have decades of military (UK MoD and NATO) and civilian communications knowledge and experience covering the spectrum of radio bandwidths.

2. Cadmidium Messaging Services - Components

2.1 10 Key Components of our Messaging Services:

- System Integrator for Military Messaging.
- System integrator for Military Chat Messaging.
- Cloud and location based approved messaging training programmes.
- Virtual/Physical Lab facilities in support of ITEAP, UAT, FAT, as well as SAT, HAT and more.
- Theatre, on and offsite Technical Support.
- Cloud services in support of messaging including demonstrations and teaching.
- Specialist Technical expertise including Project Management, System Integration and delivery.
- 'As-Is' and 'To-Be' Messaging System architecture, design, and advice.
- Cloud and Onsite demonstrations of Messaging systems and their capabilities.
- Committed innovation of R&D ongoing capability (LAB).

3. Cadmium Messaging Service - Benefits

3.1 10 Key Benefits of our Messaging Services:

- Facilitate access to worldwide/international C2 systems.
- Provide bespoke instruction and knowledge share sessions for C2 systems.
- Facilitate secure access to remote instruction platforms.
- Provide online assistance and support for problem and fault resolution.
- Secure and confidential system testing environment.
- Tailored support services.
- Well established Security Cleared team.
- Long and successful relationship with UK and NATO communications delivery.
- UK/NATO Secure information storage up to UK/NATO Secret.
- Extensive knowledge in the communications sector.

4. How Cadmidium Messaging Services works

4.1 How planning services work

Cadmidium uses the principles from both PRINCE2 and Agile project management to plan the implementation of software services. Firstly, by breakdown customer requirements our teams can focus on creating a plan that matches exactly what is needed. Cadmidium then utilise the Systems Engineering Lifecycle to take those requirements through a robust process which covers all elements required for successful delivery.

Our Subject Matter Experts (SMEs) will also conduct a discovery phase looking at the Concept of Operations and reach a shared understanding of the system to be developed, how it is envisaged, and how it will be operated and maintained in-service. System requirements are then drawn, analysed, validated, documented, and base lined, in line with ISO 15288 and ISO 12207, before moving onto the creation of High-level designs and implementing the proposed solution of the software services.

4.2 How setup or migration services work

Our specialist teams will work to understand any current physical & cloud environments through a discovery phase; this would provide the 'As-Is' state. A Gap Analysis will be conducted to understand what is required within the 'To-Be' environment, enabling our team to create and advise on a high-level design. Following acceptance, we will build, train, implement and give ongoing support (first, second and third line) if required by the customer on the agreed solution.

4.3 How quality assurance and performance testing works

Cadmidium use a range of processes and methodologies to manage performance testing for our customers. Cadmidium can conduct performance testing in line with a customers Integrated Test, Evaluation & Acceptance Plan (ITEAP). By completing this service, we test the performance of the product against the initial requirement and assess the Technical Readiness Level (TRL).

Using TRL's we assess the performance of a product and can estimate the technological maturity by looking at the program concepts, technology requirements, and demonstrated technology capabilities.

Our team also complete Factory Acceptance Testing (FAT), which assures all parties that the product complies with the stated specifications and can help with addressing any functional issues. User Acceptance Testing (UAT) is also performed to provide confidence that the final product is fit for purpose before deploying onto, or into the customers chosen environment. Throughout performance testing, our specialist team

will document; errors, enhancements, and fixes, communicating our findings to our customer by way of a formal report.

Within all work conducted by Cadmidium robust processes are followed which are ISO 9001:2015 certified, this ensures high quality outputs and successful delivery to our customers.

4.4 **How the training service works**

Cadmidium are recognised as an NCIA approved cloud and classroom-based trainer. We offer training in many specialist subjects, in particular communications. We provide high quality physical or cloud-based training services which we can tailor to meet any requirement.

Our dedicated team cover the following services:

- Bespoke targeted training material provided for ongoing use.
- Course designs to meet your objectives.
- Full analysis of training Outcomes and Evaluation Reports.
- Production of Training Material and Media.
- Training needs analysis.

Cadmidium training services work with, but are not limited to, the following:

- Messaging Servers.
- Specific Chat Clients.
- Military Messaging.
- JChat Services.
- Tactical Radio Systems including integration, deployment, and use.
- Radio Communication principles.

4.5 How the support service works

Cadmidium works with its industry partners, using our accredited systems and cloud environments. We collectively host a number of virtual solutions, which we have developed, built and migrated to a virtual environment. We offer ongoing maintenance, and cloud-based training for all of our messaging solutions.

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5. Service Constraints

The service is most successful if coupled with the client's internal technical capability and business expertise.

The customer should also consider and note any third parties involved with new deliveries relevant to the engagement scope. This may require non-disclosure or other commercial agreements for these parties to be engaged in an effective and collaborative way.

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6. Business Continuity

Business continuity encompasses a defined set of planning, preparatory and related activities which are intended to ensure that critical Cyber Security services and functions will continue to operate despite serious incidents or disasters that might otherwise have interrupted them. We have excellent business continuity measures within our organisation, which encompass continuity services to our customers during service engagement.

Our own cloud-based solutions are resilient providing 99.99% availability and access to our data. The passage of Military (UK/NATO at Official Sensitive) information is facilitated through Cadmidium ICT systems being MoD Accredited, enabling us to process and store up to OFFICIAL SENSITIVE. This is supported by our UK Government certified secure facility, enabling storing and processing of data up to and including SECRET, including backups of data critical to the provision of our services.

If required, a detailed business continuity plan will be provided upon engagement.

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7. Account Management

Our commercial department handles all account queries covering after sales requests. All G-Cloud enquiries should be directed to:

Cadmidium Commercial

e-mail: commercial@cadmidium.co.uk

During the provision of the CSAC service a dedicated account manager will be appointed and will hold regular meetings with our service buyers to ensure we are delivering to your expectations.

As an ISO 9001:2015 and ISO 27001-2022 company we operate a highly effective Quality and Information Security Management Systems which track and log all customer feedback and opportunities for improvements. Through good account management we will continue to strive to improve our services delivered to our buyers before, during and after engagement.

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8. Commercial Statement

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