



Physical and Virtual Infrastructure Management Software

Service Definition

1. Service Overview

Physical and Virtual Infrastructure Management Software provides a secure cloud platform for monitoring, managing, and optimising hybrid infrastructure environments. It enables public sector organisations to oversee physical and virtual assets through centralised operational controls, performance monitoring, and governance tooling.

The service supports infrastructure visibility, lifecycle management, and operational resilience. It is designed to simplify complex estates while maintaining security, auditability, and predictable infrastructure performance within regulated environments.

2. Service Scope

The platform supports:

- Monitoring of physical and virtual infrastructure
- Infrastructure lifecycle management
- Performance analytics and reporting
- Configuration visibility and governance
- Integration with enterprise management tools
- Role-based administration
- Automated infrastructure workflows
- Audit logging and operational oversight

Buyers retain ownership of infrastructure and assets. The platform provides management capability rather than infrastructure ownership.

3. Service Features

- Centralised infrastructure management interface
- Real-time infrastructure monitoring

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- Automated asset discovery
 - Performance analytics dashboards
 - Role-based access controls
 - API-driven integration capability
 - Workflow automation
 - Compliance-aligned management controls
 - Secure audit logging
 - Scalable multi-environment support
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4. Service Benefits

- Improves infrastructure visibility
 - Reduces operational risk
 - Enhances asset governance
 - Supports proactive maintenance
 - Simplifies hybrid estate management
 - Protects critical infrastructure
 - Enables consistent operational standards
 - Improves reporting and audit readiness
 - Supports scalable infrastructure growth
 - Aligns with compliance requirements
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5. Onboarding and Implementation

Onboarding includes platform provisioning, infrastructure integration, access configuration, and operational setup. Buyers receive structured onboarding guidance and administrative documentation.

Workshops may be delivered remotely or onsite by agreement. Buyers provide integration access and infrastructure visibility permissions required for setup.

Transition planning ensures controlled adoption without disruption to existing services.

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6. Service Management

The platform is maintained through controlled release management, operational monitoring, and security patching. Infrastructure telemetry is continuously evaluated to support service stability.

Support is delivered through structured ticketing aligned with defined response targets. Governance reporting ensures transparency of operational status.

7. Support Levels

Standard support provides business-hours incident handling and operational guidance.

Enhanced and Premium tiers are available, providing extended coverage, priority handling, and proactive optimisation advisory.

A dedicated technical account manager or cloud support engineer may be assigned under enhanced tiers.

8. Security and Compliance

The platform operates within an ISO/IEC 27001-aligned governance framework. Data is encrypted in transit and at rest. Access controls, logging, and monitoring protect buyer environments.

Security posture is reviewed regularly and aligned with public sector expectations.

9. Availability and Resilience

The platform is designed for high availability using redundant infrastructure, automated failover, and continuous monitoring. Resilience architecture minimises single points of failure.

Detailed resilience information is available under controlled disclosure.

10. Data Protection and Exit

Buyers retain ownership of all infrastructure data. At contract end, data can be exported in structured formats. A managed offboarding process ensures continuity and secure sanitisation after transfer confirmation.

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No buyer data is retained following termination.

11. Constraints and Assumptions

The service assumes supported infrastructure integrations, remote connectivity, and administrative cooperation. Some advanced features require compatible infrastructure APIs.

Service delivery is primarily remote unless onsite engagement is agreed.

12. Commercial Model and Ordering

Services are delivered using transparent, effort-based commercial arrangements aligned to the published SFIA rate card. Buyers may select the pricing structure most appropriate to their operational needs.

Time and Materials

Services may be delivered on a time and materials basis using the SFIA rate card. Charges are based on effort expended and invoiced periodically in arrears. This model supports advisory, operational, and evolving service requirements where scope may change over time.

Fixed Capacity Engagement

Services may be delivered through an agreed fixed-capacity team for a defined duration. Pricing is based on allocated resource capacity rather than delivery of a specific outcome. This model provides predictable availability of skilled personnel while allowing buyers to prioritise work flexibly.

Statement of Work (Resource-Based)

Services may be delivered under a high-level Statement of Work using SFIA day rates. Delivery is resource-based rather than outcome-based. Weekly worksheets confirm services provided and effort expended. This structure supports controlled engagement while maintaining commercial transparency.

Expenses, where applicable, are agreed in advance and invoiced at cost. VAT is applied where required. Pricing assumes remote delivery unless onsite work is separately agreed.

Services are ordered through G-Cloud call-off procedures with scope confirmed prior to commencement.

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