



Secure Enterprise Software as a Service (SaaS) Delivery Platform

Service Definition

1. Service Overview

The Secure Enterprise Software as a Service (SaaS) Delivery Platform provides a secure, scalable cloud environment for delivering enterprise software applications to public sector organisations. The platform enables rapid deployment, management, and optimisation of business-critical services while maintaining governance, compliance, and operational resilience.

It supports regulated environments where data protection, auditability, and continuity of service are essential. The platform is designed to simplify SaaS delivery while ensuring predictable performance and secure handling of sensitive information.

2. Service Scope

The platform supports:

- Secure SaaS application hosting
- Multi-tenant service delivery
- Automated lifecycle management
- Integration with enterprise systems
- Governance and access control
- Operational monitoring and reporting
- Workflow automation
- Compliance-aligned configuration

Buyers retain ownership of their data and service configuration. The platform provides delivery capability rather than ownership of buyer applications.

3. Service Features

- Secure SaaS deployment architecture
- Multi-tenant isolation controls

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- Automated provisioning and scaling
 - Role-based administrative access
 - Integrated monitoring and audit logging
 - API-driven configuration management
 - Workflow automation capability
 - Compliance-aligned hosting controls
 - Centralised management dashboards
 - Continuous platform updates
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4. Service Benefits

- Enables rapid enterprise SaaS delivery
 - Reduces operational complexity
 - Protects sensitive organisational data
 - Supports scalable service growth
 - Improves governance oversight
 - Maintains secure regulated hosting
 - Simplifies lifecycle management
 - Enhances service visibility
 - Supports operational continuity
 - Aligns with compliance expectations
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5. Onboarding and Implementation

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

Workshops may be delivered remotely or onsite by agreement. Buyers provide required permissions and integration details to enable deployment.

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, security patching, and continuous monitoring. Operational telemetry supports service stability and performance oversight.

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

7. Support Levels

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

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

A dedicated technical account manager or SaaS 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, audit 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 operational risk.

Detailed resilience information is available under controlled disclosure.

10. Data Protection and Exit

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

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No buyer data is retained after termination.

11. Constraints and Assumptions

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