

Service Definition – Optimise (Lot 3: Cloud Support)

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Contents

1. Service Overview – What the Service Is.....	2
2. Scope of Cloud Support Services.....	2
3. Onboarding and Mobilisation Support	2
4. User and Operational Support	2
4.1 User Support	2
4.2 Operational Support	3
5. Service Constraints.....	3
6. Service Levels	3
6.1 Support Hours	3
6.2 Response and Resolution	3
6.3 Quality Assurance	3
7. After-Sales and Ongoing Support.....	3
8. Technical Requirements.....	3
9. Outage and Incident Support.....	3
10. Data Handling and Access.....	3
11. Security and Assurance	4

1. Service Overview – What the Service Is

Optimise Cloud Support is a structured support service that assists public sector organisations in the effective adoption, configuration, operation and ongoing use of the Optimise cloud software platform.

The service provides professional and technical support activities that sit alongside the Optimise SaaS product, including onboarding assistance, user support, configuration support, data preparation guidance and operational assurance.

The service does not include bespoke software development or modification of the core Optimise platform. All support activities relate to the use and operation of an existing cloud software service.

2. Scope of Cloud Support Services

The Cloud Support service may include the following activities:

- Initial onboarding and mobilisation support
- User account and access configuration support
- Guidance on data structure, formats and validation
- Assistance with platform configuration options
- User support and issue resolution
- Operational support for ongoing service use
- Knowledge transfer and user familiarisation

Support services are delivered remotely and are scoped to support effective use of the cloud service rather than delivery of consultancy outputs.

3. Onboarding and Mobilisation Support

Onboarding support is designed to help buyers become operational on the Optimise platform efficiently and securely.

Activities may include:

- Account setup and organisational configuration
- User provisioning and role-based access configuration
- Guidance on data preparation and upload processes
- Orientation sessions covering core platform functionality

Onboarding activities follow a defined mobilisation process to ensure consistent and repeatable delivery.

4. User and Operational Support

4.1 User Support

- Support is provided for user access issues, platform navigation queries and configuration-related questions.
- Support requests are logged and managed through a structured support process.
- Issues are prioritised based on impact and urgency.

4.2 Operational Support

- Assistance is provided for operational matters such as user management, access changes and configuration updates.
- Support is available to help buyers interpret system behaviour and outputs, where related to platform operation.

5. Service Constraints

- Support is limited to activities relating to the operation and use of the existing cloud software service.
- The service does not include bespoke analysis, consultancy reporting or strategic advisory outputs.
- Custom software development, feature creation or platform modification is not included.
- Support is delivered remotely and during defined support hours.

6. Service Levels

6.1 Support Hours

- Cloud Support services are available during UK business hours, excluding public holidays.

6.2 Response and Resolution

- Support requests are acknowledged and managed through a defined incident and request management process.
- Target response times are aligned to the nature and severity of the request.

6.3 Quality Assurance

- Support activities are delivered in accordance with documented service management procedures.
- Service performance is monitored to support continuous improvement.

7. After-Sales and Ongoing Support

- Ongoing support is available throughout the contract term.
- Buyers receive continued access to support channels for operational and technical assistance.
- Updates to support materials and guidance are provided as the platform evolves.

8. Technical Requirements

- Support is delivered remotely using secure communication channels.
- Buyers require access to the Optimise cloud software platform and standard office productivity tools.
- No on-site infrastructure or specialist hardware is required for support delivery.

9. Outage and Incident Support

- Support is provided during service incidents to assist with communication and coordination.
- Incidents are escalated internally in line with defined procedures.
- Buyers are kept informed of progress during significant incidents.

10. Data Handling and Access

- Support activities may involve access to buyer data strictly for the purpose of providing support.

- Access is controlled and logged in line with information security policies.
- Buyer data ownership remains with the buyer at all times.

11. Security and Assurance

- Cloud Support services are delivered in accordance with documented information security policies.
- Staff providing support are subject to appropriate access controls and confidentiality obligations.
- Support activities align with recognised information security and service management standards.
- Controls are in place to protect the confidentiality, integrity and availability of buyer data during support activities.