



HM Government
G-Cloud

G-Cloud 15

Service Definition Document

Reliance Visitor & Event Management Service (VEMS) *powered by Gatekeeper*

*Serious about
technology,
passionate
about people*

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1.0 About Reliance



Reliance is an independent UK security systems integrator, trusted by organisations operating in high-compliance, high-risk and mission-critical environments - where quality cannot be compromised. With decades of experience, we deliver high-performing, IT-aligned security solutions that reduce risk, strengthen resilience and provide long-term value.

For clients, this means more than system uptime. It means creating safer, better-managed environments through reliable core security, clear operational visibility and, where appropriate, analytics and alerting that help teams identify issues earlier and respond with confidence. By improving situational awareness and reducing avoidable incidents, we help organisations protect people, assets and reputations - while enabling day-to-day operations to run smoothly.

Quality, reliability and integrity sit at the heart of how we design, deliver and support every solution.

1.1 Partnership Ethos and Customer-Centric Delivery



Our mission is to protect people, assets, and reputations - but how we do it is just as important. We believe great partnerships are built on trust, shared goals, and strong personal relationships. That's why we take the time to understand what matters most to you - not just in terms of technical requirements, but the wider priorities, pressures, and aspirations that shape your environment. This approach allows us to deliver solutions that are truly aligned with your objectives. We also invest heavily in our own people - from structured training and mentoring to wellbeing and professional development - ensuring they bring not only expertise, but empathy and care to every engagement. Our clients know us not just for what we deliver, but for how we work - consistently collaborative, dependable, and easy to do business with. We grow with our clients, adapting as their needs evolve and working as an extension of their team.

1.2 A Technology-Led Business with Strategic Depth

While our roots are in security, our capabilities span much further. We are a technology-led business that blends physical security with IT, cloud, analytics, and IoT. This enables us to bring a strategic, joined-up perspective to system design and service delivery, helping clients navigate legacy challenges, embrace cutting-edge platforms, and plan confidently for the future. We work closely

across stakeholder groups - from IT and cyber teams to estates, compliance, and health and safety - taking time to understand their individual needs and turning them into actionable, aligned solutions that deliver meaningful outcomes across the wider organisation.

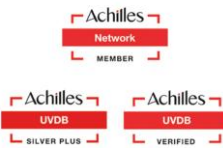
1.3 From Systems to Outcomes

We deliver more than systems - we deliver outcomes. Through data integration, asset lifecycle management, and remote monitoring, we help clients make smarter decisions, reduce total cost of ownership, and unlock operational efficiencies. Our managed services offering ensures performance is not just achieved, but sustained. These principles of continuous improvement, value creation, and operational excellence are embedded in our culture and backed by rigorous, externally verified standards.

1.4 Commitment to Quality and Assurance

We hold key certifications that reflect the breadth and depth of our commitment to quality, resilience, and cybersecurity - including ISO 27001 (Information Security), ISO 27017 (Cloud Security), ISO 22301 (Business Continuity), and ISO 9001 (Quality Management). We are also certified to Cyber Essentials Plus and are proud to be recognised as being in the top 6% of suppliers to the NHS Data Security and Protection Toolkit, with the rating of "Expectations Exceeded" - an accolade we have held for four consecutive years.

As part of our work with NHS organisations, we are delivering significant volumes of custom development at API and Webhook level - providing tight integration with third-party systems as part of a highly tailored security solution. This is a direct testament to the strength of our in-house development team and our proven ability to deliver secure, scalable, and standards-compliant integrations. Our broader experience spans multiple platforms, and our deep familiarity with Genetec and other enterprise-grade technologies means we can support complex development and testing requirements at an unrivalled level - bringing together security, IT, and application integration in a seamless and robust way.

 Verify at ssaib.org	 Verify at ssaib.org	
		

1.5 Trusted in High-Governance and High-Compliance Environments

Reliance supports organisations where security, resilience and accountability are non-negotiable. We work across high-governance, highly regulated environments - delivering and maintaining integrated security solutions for complex estates, critical operations and busy public settings. Our experience spans Central Government, CNI and defence-aligned supply chains; energy and utilities (power distribution and generation, water and gas); police and custodial environments; research organisations, governing bodies, large trusts and healthcare; financial and FTSE environments; bio/pharma; data centres and communications; transport and logistics; and higher education, including multi-building campus and university estates.

Across these markets, clients rely on us to operate safely, securely and with minimal disruption - combining strong technical capability with disciplined delivery, clear reporting and a long-term service mindset.

1.6 Organisational Capability and Service Structure

Our c.180-strong team includes expert engineers, project managers, developers, and cybersecurity professionals - backed by robust internal systems, including our centralised Service Management Platform and in-house pre-staging capability. These aren't just people with skills; they are people who care - committed to doing the right thing, taking pride in their work, and delivering consistent quality across every touchpoint. This investment in our people, combined with rigorous internal standards and industry-leading certifications, translates directly into the experience we offer and the outcomes we deliver.

1.7 Serious About Technology. Passionate About People.

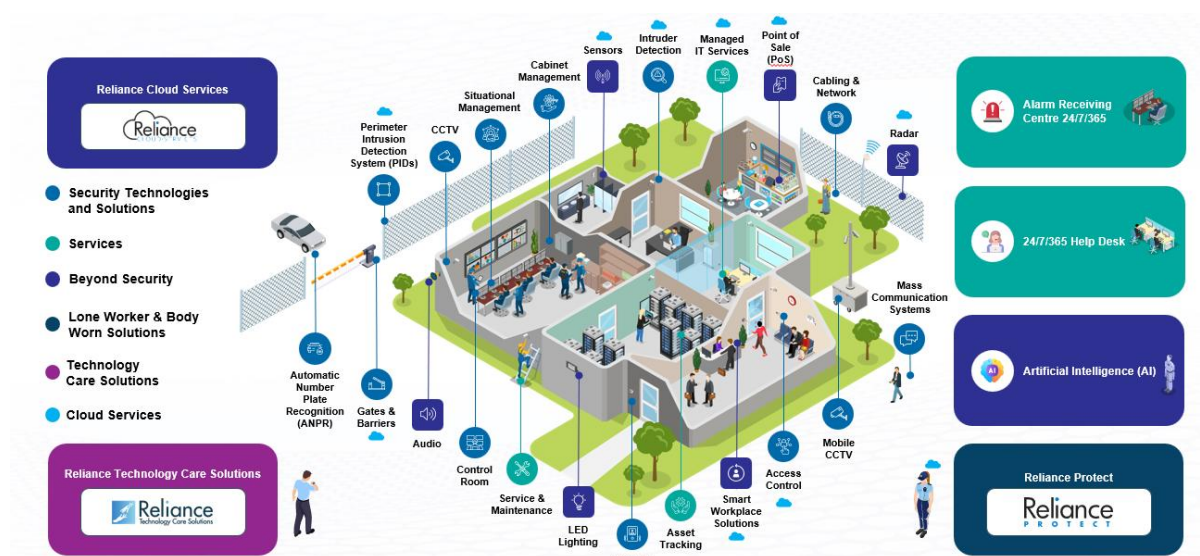
Technology is at the core of our approach, but it's the quality of our people that truly sets us apart. All of our engineers are security cleared, and all are trained to operate to the highest technical and ethical standards. We invest heavily in training, development, and wellbeing to ensure our teams not only stay ahead of technology - but consistently deliver with care, professionalism, and integrity. These are people who take pride in what they do and represent our values in every interaction - helping you protect what matters most.



At Reliance, we're Serious about Technology, Passionate about People. That ethos is at the heart of everything we do - driving innovation, building trust, and ensuring that the solutions we deliver truly make a difference.

1.7 Resilient end-to-end solutions

Reliance delivers resilient, end-to-end security solutions that cover the full lifecycle - from design and systems integration through IT enablement, ongoing maintenance, and specialist services such as lone worker protection and monitoring. Clients benefit from one accountable partner who can supply, install, integrate, host, support and continually optimise their solution, ensuring it remains secure, available and fit for purpose as requirements evolve. Whether you need a single capability or a fully integrated estate-wide approach, we bring the people, processes and infrastructure to deliver it reliably at scale.



Systems Integration

- Access Control
- Closed Circuit Television
- Perimeter Security
- Network
- Information Management & Situational Awareness

Maintenance

- 24/7/365 Help Desk
- Nationwide Cover & LSP's in Europe
- Flexible & Tailored Plans
- Advance Call Handling and Tracking Software
- Web-based Service Report Module

Monitoring Services

- Dedicated Monitoring Centre
- 24/7/365 Security & Surveillance
- Systems Monitoring and Remote Diagnostics
- Reliance Protect – Lone Worker Monitoring

IT Capability

- In-house Expertise
- Fully Accredited – ISO27001 & Cyber Essentials Plus
- Support for all Security related IT Requirements
- High-availability Hosting and DR Solutions

Lone Worker Solutions

- ID Cards & Fobs with GPS and Audio
- Body Worn Cameras
- Slip/Trip/Fall and 'Man Down'
- Check-ins and Safety Timers
- Two-way Audio with Trained Operators

2.0 Service Definition

This section describes the proposed solution and the benefits it will realise for G-Cloud 15 Framework users.

2.1 Overview

Reliance's Visitor and Event Management Service (VEMS), powered by Gatekeeper, is a secure, cloud-based service for managing visitors, contractors and event attendees across one or multiple sites. It supports pre-registration, approvals, controlled check-in and check-out, and real-time visibility of who is on site. The service helps buyers strengthen governance and demonstrate good practice for visitor control and event assurance (including considerations aligned to good practice under the Protect Duty (Martyn's Law)), but does not itself constitute compliance.

2.2 Infrastructure and Architecture

The service is delivered as SaaS (cloud-hosted) and aligned to buyer governance requirements. It is provided through a combination of:

- A web application for administration, visitor and event workflows, policy configuration, reporting and audit
- Mobile applications to support operational check-in and check-out at receptions, entrances, and event locations
- Optional integration services (API-first) to connect to buyer systems such as scheduling, access control workflows and identity sources
- Optional vehicle arrival capability using number plate recognition, where required

All interfaces operate under consistent access controls and audit logging to maintain traceability and accountability.

2.3 Technical Solution

The service provides structured workflows and governance controls to support secure visitor and event management.

Key capabilities include:

- Event creation, publishing and invitation management
- Pre-registration and approval workflows for visitors, hosts and administrators
- Mobile check-in and check-out using QR code scanning and configurable verification steps
- Security staff tools for scanning, verification and controlled manual overrides
- Real-time attendance lists, occupancy visibility and operational reporting
- Administrative portal for roles, policies and audit reporting
- Notifications for confirmations, updates and exception handling
- Exportable attendance logs to support compliance and incident response
- Optional vehicle check-in using number plate recognition

2.3.1 Configuration and Customisation

The solution can be configured to align with the buyer's operational workflows and governance requirements, including:

- Roles, permissions, organisational structure (sites/venues/teams) and access policies
- Visitor types, event types, approval routes and escalation paths

- Check-in and check-out rules, validation steps and exception handling
- Notification templates and workflow triggers
- Reporting views and audit outputs

Administrative configuration is completed through the management interface under role-based access controls.

2.3.2 Integrations and API

The service follows an API-first approach and supports integration with buyer operational systems and digital workflows. Typical capabilities include:

- Creating and updating visitor and event records and related metadata
- Automating approvals and notifications based on buyer rules
- Retrieving attendance lists and status information for operational oversight
- Exporting attendance and governance records for downstream processes
- Event notifications (for example webhooks) to support workflow automation

API access is protected through strong authentication and authorisation, governed by role-based permissions, and captured within audit logs.

2.3.3 Data Ownership, Export and Offboarding

Data stored in the service is owned by the buyer organisation. Authorised users can export data via controlled export functions, subject to role-based permissions. Export actions are logged, including who exported data, what was exported, and when. At end of contract, Reliance supports an orderly offboarding process, including bulk extraction where required, to ensure continuity and no loss of critical records.

2.3.4 Metrics and Service Oversight

Operational, governance and technical metrics are available via dashboards and can be exported for reporting. Typical metrics include registrations and approvals, check-in and check-out volumes, real-time occupancy and attendance, exception activity, export activity, user and administrative actions, and service health indicators. These metrics support oversight, auditability and continuous improvement.

2.4 Pricing Structure

Pricing is tailored to the buyer's operating model, scale and governance requirements. Typical pricing drivers include:

- Number of sites/venues and operational entry points
- Number of events and expected visitor volumes
- User volumes and role structure (administrators, hosts, operational staff)
- Integration scope (e.g., scheduling, access workflows, identity sources, reporting exports)
- Optional vehicle arrival capability using number plate recognition
- Support model and service levels (including out-of-hours requirements, if needed)

A pricing schedule can be provided once requirements are confirmed, and will reflect the agreed configuration and expected usage profile. Please contact us for further information.