



HM Government
G-Cloud

G-Cloud 15

Service Definition Document

OpenEye Cloud-based Surveillance Solution *provided by Reliance*

*Serious about
technology,
passionate
about people*

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VERSION CONTROL

Date	Version	Changes
26/1/26	1	G-Cloud 15 submission

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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.

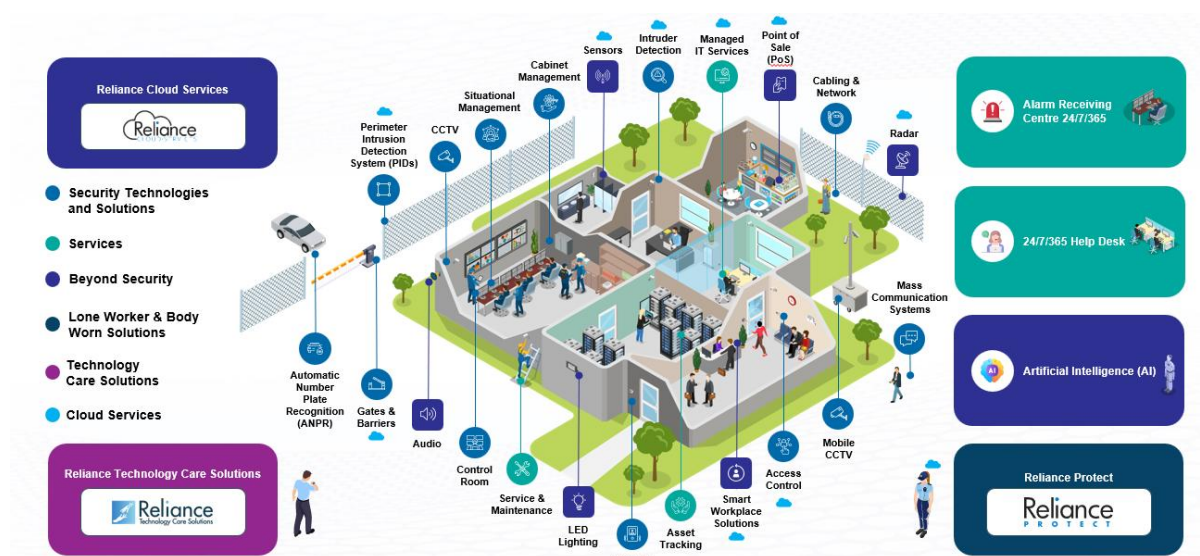
Technology is at the core of our approach, but it's the quality of our people that truly sets us apart. All of our engineers are security cleared, and all are trained to operate to the highest technical and ethical standards. We invest heavily in training, development, and wellbeing to ensure our teams 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 offer a number of “Cloud CCTV as a Service” solutions backed by tried and tested systems software manufacturers. Reliance have extensive experience of designing, installing, maintaining and supporting these systems with multiple clients.

This Service Definition document provides details of **OpenEye**.

OpenEye is a cloud-managed video management platform designed to simplify CCTV operations across single sites and multi-site estates. OpenEye combines local recording at the edge with a secure cloud portal for centralised management, user access and system health monitoring. This approach provides the operational benefits of cloud management while retaining local resilience and performance for live viewing and recording.

Key characteristics of the OpenEye service include:

- Cloud-based administration and user access via a secure web portal and mobile applications
- Local recording using OpenEye recording appliances or supported server-based recorders (architecture dependent on deployment)
- Centralised management of cameras, sites, users, permissions, retention policies, alerts and health monitoring
- Multi-site visibility and control to support distributed estates and shared operations teams
- Remote support and simplified lifecycle management through cloud-delivered platform updates and remote configuration

2.2 Infrastructure & Architecture

A typical OpenEye deployment is based on locally installed recording and networking infrastructure, securely connected to OpenEye’s cloud management layer.

Core architectural elements include:

- **Edge devices:** IP cameras (and where required, encoders) installed on site, streaming video over the local network.
- **Local recording:** video is recorded locally to an OpenEye recorder (or equivalent approved recording platform), sized to meet retention and performance requirements.
- **Secure cloud connectivity:** the recorder maintains a secure, outbound connection to the OpenEye cloud, enabling remote management and access without exposing inbound ports.
- **Client access:** authorised users access live and recorded video via web and mobile clients, subject to role-based permissions.
- **Central management:** administrators can manage multiple sites, users, camera configurations, alerts, and operational policies centrally, improving consistency and reducing support overhead.

- **Resilience:** if internet connectivity is interrupted, local recording continues. When connectivity is restored, cloud visibility and remote access are re-established automatically.

2.3 Technical Solution

The following section details the platform, its key components, functionality, features and benefits.

2.3.1 Unified Video Management

OpenEye provides a unified operational view of CCTV across an estate, allowing users to monitor, search and review video from multiple sites within a single interface. This supports consistent working practices, faster incident response, and improved oversight for central security teams.

2.3.2 Centralised Administration and Configuration

OpenEye supports central administration to standardise how systems are configured and operated across sites. Typical capabilities include:

- User and role management with granular permissions
- Site and camera grouping for efficient navigation and delegation
- Policy-based configuration (for example retention targets, recording profiles, alert rules)
- Remote configuration changes to reduce site visits and speed up service delivery

2.3.3 Incident Review, Evidence Handling and Sharing

OpenEye supports efficient incident handling through fast review tools and controlled export/sharing workflows. This helps users move from detection to evidence quickly, while maintaining appropriate governance around who can access, export, and distribute footage.

2.3.4 Alerts, Events and Operational Insight

The platform can support operational alerting and event workflows (for example camera health events, video loss, storage thresholds, and configured activity alerts), helping teams identify issues earlier and prioritise response. Where analytics are required, OpenEye can be deployed to utilise camera-side analytics and/or integrated analytic services, selected to match the operational need and risk profile.

2.3.5 Integrations and Extensibility

OpenEye can be deployed as part of a wider security ecosystem. Integration options may include supported third-party devices and systems, and integration methods such as APIs where appropriate. This enables customers to align CCTV operations with wider security processes, reporting requirements and estate-wide workflows.

3.3.6 Cybersecurity

OpenEye deployments are designed to support secure operation, with controls aligned to common best practice for cloud-managed services, including:

- Encrypted communications between on-site components and the cloud service
- Role-based access control to restrict system functions and data access
- Multi-factor authentication options (deployment dependent) to reduce account compromise risk
- Audit logging to support accountability, investigations and compliance needs

- A security-led approach to updates, helping maintain platform integrity and reduce exposure to known vulnerabilities

2.3.7 Scalability and Service Continuity

OpenEye is well suited to growth and change across an estate. Sites and cameras can be added in a controlled manner, and central configuration helps maintain consistency as deployments scale. The blend of local recording with cloud management also supports service continuity by maintaining recording during local connectivity issues while enabling rapid restoration of central visibility when connectivity returns.

2.4 Pricing Structure

Current guide pricing has been provided in the separate Pricing Schedule provided. However, please contact Reliance to discuss your specific requirements and to obtain specific pricing.