



C I R R O

Managed Private PaaS and SaaS on Dedicated UK-Only Cloud Infrastructure



<i>Managed Private PaaS and SaaS on Dedicated UK-Only Cloud Infrastructure</i>	3
Service Overview	3
Deployment Model and Infrastructure Control	3
Platform as a Service (PaaS) Capabilities	3
Managed SaaS Enablement (Lot 1a Context)	4
Security and Compliance	4
Resilience, Availability, and Performance	5
Performance optimisation and tuning	5
Service Management and Support	5
Change Management and Backward Compatibility	6
Skills Enablement and User Support	6
Innovation and Continuous Improvement	6
Billing, Metering, and Transparency	7
Summary	7

Managed Private PaaS and SaaS on Dedicated UK-Only Cloud Infrastructure

Service Overview

Our Managed Private PaaS and SaaS service provides UK public sector organisations with a secure, scalable, and fully managed cloud platform delivered on dedicated, UK-only infrastructure. The service is designed for buyers requiring strong data sovereignty, assured isolation, and operational control, while benefiting from cloud-native elasticity, automation, and modern platform services.

The service is delivered under Lot 1a (Infrastructure as a Service and Platform as a Service) and supports the hosting and operation of buyer applications, platforms, and associated services up to OFFICIAL classification. It is suitable for production workloads, legacy modernisation, digital transformation programmes, and the hosting of business-critical systems where shared public cloud tenancy is not appropriate.

We retain sole operational control of the underlying infrastructure or act as an accredited reseller where applicable, ensuring buyers meet the Lot 1a specification requirements while benefiting from a single accountable supplier.

Deployment Model and Infrastructure Control

The service is delivered using a private cloud deployment model, aligned with the NIST definition of cloud computing and providing all five essential characteristics: on-demand self-service, broad network access, resource pooling (within the buyer's private environment), rapid elasticity, and measured service.

Each buyer environment is deployed on logically and operationally isolated UK-based infrastructure, hosted exclusively within UK data centres. No customer data, metadata, backups, or management telemetry is processed or stored outside the UK.

Key infrastructure characteristics include:

- Dedicated compute, storage, and network resources per buyer
- UK-based data centres operated in line with UK government expectations
- No commingling of buyer workloads with unrelated third-party tenants
- Infrastructure provisioned and managed prior to service commencement

The infrastructure layer supports both virtualised and container-based workloads and can be tailored to buyer performance, availability, and resilience requirements.

Platform as a Service (PaaS) Capabilities

The PaaS component enables buyers to develop, deploy, and operate applications without managing underlying infrastructure. Platform services are delivered as fully managed components, reducing operational overhead and technical debt.

Supported PaaS capabilities include:

- Managed container platforms and orchestration
- Application runtimes and middleware
- Managed databases (relational and non-relational)
- Integration, messaging, and API management services
- Analytics and data management platforms
- Identity, access, and secrets management

Platform services are designed to support modern DevOps and CI/CD practices, enabling faster delivery while maintaining governance and security controls. Buyers retain control over application configuration, deployment pipelines, and data, while we manage patching, upgrades, and platform lifecycle.

Managed SaaS Enablement (Lot 1a Context)

Where SaaS-style services are required within Lot 1a, these are delivered as buyer-dedicated applications hosted on private PaaS infrastructure, rather than shared multi-tenant SaaS. This enables SaaS consumption models while maintaining infrastructure isolation and compliance with Lot 1a requirements.

This approach is suitable for:

- Line-of-business applications
- Case management and workflow platforms
- Data and analytics solutions
- Secure collaboration or operational tooling

Applications are managed end-to-end, including onboarding, configuration, updates, and support, while ensuring backward compatibility and controlled change.

Security and Compliance

Security is embedded throughout the service lifecycle and aligned to NCSC Cloud Security Principles, relevant ISO standards, and UK public sector best practice.

Security controls include:

- UK-only data residency and processing
- Encryption of data at rest and in transit

- Role-based access control and least-privilege design
- Integration with buyer identity services
- Network segmentation and perimeter protection
- Continuous monitoring and vulnerability management

All administrative access is restricted to authorised UK-based personnel. Security events are monitored proactively, with defined incident response and escalation processes. Buyers may specify additional assurance, logging, or security requirements during call-off.

Resilience, Availability, and Performance

The service is architected for high availability and operational resilience. Platform components are deployed across resilient infrastructure, with configurable redundancy and recovery options based on buyer requirements.

Capabilities include:

- High availability configurations
- Configurable backup and restore policies
- Disaster recovery options with defined RTO/RPO
- Capacity monitoring and proactive scaling

Performance optimisation and tuning

Buyers receive transparent reporting on service availability and consumption, supporting governance and operational oversight.

Service Management and Support

The service is fully managed by our UK-based operations team. Buyers are provided with a named Service Manager and a defined support model aligned to public sector operational expectations.

Service management includes:

- 24×7 platform monitoring
- Incident, problem, and change management
- Proactive capacity and performance management
- Patch and vulnerability remediation
- Defined service levels and response targets

Support services are delivered via UK-based support teams, with clear escalation routes and regular service review meetings where required.

Change Management and Backward Compatibility

All service changes are managed through a formal change management process. Buyers are engaged early in the change lifecycle and provided with clear impact assessments and implementation timelines.

We ensure:

- Advance notification of planned changes
- Backward compatibility wherever technically feasible
- Controlled rollout and rollback mechanisms
- Buyer approval for material service changes

This approach minimises disruption and supports long-term service stability.

Skills Enablement and User Support

We actively support buyers to build internal capability and maximise value from the platform. This includes:

- Platform onboarding and technical handover
- Access to documentation and operating guides
- Knowledge transfer and optional training sessions
- Ongoing advisory support on platform usage

Support services are accessible via service desk, scheduled reviews, and technical workshops as required.

Innovation and Continuous Improvement

The service is designed to evolve over time, supporting buyers' access to innovation and emerging technologies. We proactively identify opportunities to enhance platform capability, security posture, and operational efficiency.

Innovation enablement includes:

- Adoption of new platform services and tooling
- Support for modern application architectures
- Continuous improvement aligned to buyer objectives
- Engagement with the wider UK cloud ecosystem

Buyers benefit from platform evolution without accruing unmanaged technical debt.

Billing, Metering, and Transparency

The service supports measured consumption and transparent billing, with usage tracked at granular levels. Buyers receive regular management information to support financial control and audit.

Pricing models support:

- Pay-as-you-go consumption
- Predictable cost structures
- Clear separation of platform and support charges
- Exit and Portability

The service is designed to avoid lock-in and support buyer exit at contract end or earlier termination. A structured exit approach ensures continuity and data protection.

Exit support includes:

- Data export in open, standard formats
- Knowledge transfer and documentation handover
- Secure decommissioning of environments
- Support for migration to alternative suppliers

Exit planning aligns with Framework Schedule 1 exit requirements and can be tailored during call-off.

Summary

This Managed Private PaaS and SaaS service under G-Cloud 15 Lot 1a enables UK public sector buyers to adopt cloud-native platforms with confidence. By combining dedicated UK-only infrastructure, strong security and governance, and fully managed operations, the service delivers the flexibility of cloud while maintaining the control, assurance, and transparency required for public sector workloads.