



Management Consultancy
and Solutions



Lot 2b: IBM ALM powered by MEAM

Service Description document

G-CLOUD 15

Customer : G-Cloud 15
Date : 30/01/2026
Document : Lot 2b - IBM ALM powered
by MEAM
Version : v1.0



Lot 2b: IBM ALM powered by MEAM

MACS is a long-standing IBM Platinum Business Partner delivering specialist consultancy and technology services across Enterprise Asset Management (EAM), Integrated Workplace Management (IWMS) and integrations using app connect enterprise (ACE). Established in 1998, we support organisations across the public and private sectors with robust, scalable solutions deployed either in the cloud or on-premise.

We are focused on ensuring every client receives a solution that meets their operational, financial and compliance needs. By combining standard product configuration with proven MACS intellectual property, we deliver implementations that remain cost-effective throughout the full lifecycle of the system. Our experience spans the National Health Service (NHS), blue light services, the Ministry of Defence, transport, rail, airports, pharmaceuticals and facilities management, as well as wider asset-intensive and regulated industries.

Our core platforms include IBM ALM platforms and cloud paks, Planon and Totalmobile solutions, enabling comprehensive capabilities in EAM, IWMS and integration. We also provide a full suite of Analytics Services to support reporting, insight generation and data-led decision-making.

MACS offers a broad range of services designed to support organisations at every stage of their digital asset and workplace transformation, including:

- IBM Maximo for Real Estate and Facilities (MREF formally known as TRIRIGA) SaaS
- IBM Maximo Application Suite (MAS formally known as Maximo)
- Planon suite of applications
- Totalmobile products
- Analytics Services
- Migration from on-premise to SaaS
- Migration from legacy systems to MACS SaaS
- New SaaS implementations
- Business requirements definition
- Full implementation and project management
- Training and support
- Report development and BI strategy
- Business and application consultancy
- Hosting, installation and system integration

Further details on these services are provided in the following sections.

This service definition document outlines the key MACS offerings available to buyers through the G-Cloud framework and provides guidance on how our solutions can support your organisation's asset, workplace and service management objectives.

Enterprise Asset Management (EAM) and Integrated Workplace Management Services (IWMS)

Services

MACS offers cloud services, implementation, business consultancy and support services on the following Products:

- **IBM® Maximo Application Suite (MAS)** - The world's leading enterprise asset management solution keeps your most critical assets and resources operating at maximum efficiency.
- **IBM® MAXIMO for Real Estate and Facilities - MREF** (formerly-IBM TRIRIGA) - An outstanding, comprehensive property management system, Integrated Workspace Management System (IWMS) for the efficient control of all building-related costs and utilisation.
- **Planon Integrated Workplace Management System (IWMS)** delivering comprehensive asset management, space optimisation, and maintenance operations. Supports strategic facilities management across government estates, real-time analytics, and mobile workforce enablement. Scalable cloud-native platform ensuring compliance, sustainability reporting, and data-driven decision-making for public sector organisations.
- **TotalMobile** Mobile-first workforce management platform optimising field service delivery for government operations. Streamlines job scheduling, route optimisation, and real-time resource allocation. Enhances productivity through mobile data capture, dynamic workflows, and integrated compliance tracking. Purpose-built for public sector requirements including social care, healthcare, and local authority field operations.

SaaS and Hosting solutions

MACS can deliver your desired solution in our Software as a Service (SaaS) model or as a hybrid solution. This approach allows you to securely access your data from anywhere, at any time, via the internet from our data centres.

Standard SaaS

Priced on the application.

Premium SaaS

Premium SaaS includes high availability and disaster recovery with extended support and basic patch testing. A minimum of forty registered users are required for this service to be provisioned. Price will be dependent upon the user's specific requirements.

[Implementation & Consultancy Service Pricing](#)

The service for this G-Cloud 15 submission is provided on a time and materials basis. The pricing is on the Maximo SIFA Rate Card, which accompanies this Service Description.

All parties interested in procuring our services can select to purchase against the rate identified in the SIFA Rate Cards or can alternatively contact our nominated focal point and provide a brief outline of the requirements to allow a more bespoke and tailored pricing solution to be created.

[Extended Support Service](#)

MACS Support Services are crafted around your bespoke requirements, please contact us to discuss your support requirements so we can provide you with competitive support solution.

[Training Delivery Approach](#)

Our Train the Trainer methodology builds sustainable capability within your organisation. We equip selected delegates with comprehensive platform knowledge and practical skills, enabling them to confidently train and mentor colleagues as qualified Internal Trainers.

Service Includes:

- Collaborative role analysis to identify training requirements across your organisation.
- Tailored training matrix ensuring comprehensive coverage of all identified needs.
- Hands-on instruction developing both technical competence and training delivery skills.
- Post-training support to embed knowledge transfer capabilities.

Security Operations Centre

The UK based Security Operations Centre (SOC) provides client organisations round the clock protective monitoring to detect, respond and help mitigate threats of all complexities using the collective experience and capabilities of our in-house security analysts and experts.

Priced according to the level of protection required.

Consultancy services

Consultancy services offered based on the following SFIA rate cards:

MACS MEAM – SFIA Rate Card (GBP, ex VAT)						
	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	£528	£528	£528	£528	£528	£528
2. Assist	£694	£694	£694	£694	£694	£694
3. Apply	£1,040	£1,040	£1,040	£1,040	£1,040	£1,040
4. Enable	£1,176	£1,176	£1,176	£1,176	£1,176	£1,176
5. Ensure/Advise	£1,328	£1,328	£1,328	£1,328	£1,328	£1,328
6. Initiate/Influence	£1,588	£1,588	£1,588	£1,588	£1,588	£1,588
7. Set Strategy/Inspire	£1,680	£1,680	£1,680	£1,680	£1,680	£1,680

Standards for consultancy day rate cards:

- **Consultant's working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Professional indemnity insurance:** included in day rate