

Service Definition Document for Altiotech - G-Cloud 15 Lot 2A

Supplier: Altiotech

Document purpose: Provide service definitions and operating model information required for Digital Marketplace listings and buyer due diligence.

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1. Service Definition Details (Lot 2A)

1.1 Introduction

This Service Definition Document covers Altiatech's **Infrastructure Software as a Service (iSaaS)** offerings under G-Cloud 15 Lot 2A.

Lot 2A encompasses infrastructure software used to deliver and manage virtual desktops, remote applications and supporting management tooling. This includes centrally managed VDI and remote application delivery using Parallels RAS, plus governance and operational tooling for cloud infrastructure management.

1.2 Overview of Services

Altiatech delivers Infrastructure Software as a Service (iSaaS) that organisations use to deliver, manage and govern their infrastructure environments. These are software solutions deployed to support infrastructure operations rather than end-user business applications.

Core Service Offerings:

Remote Access Infrastructure:

- Virtual desktop and remote application delivery (Parallels RAS)
- Centrally managed VDI and application publishing
- Secure remote access with MFA and encryption
- Cross-device access (Windows, macOS, iOS, Android, Chromebook)

Cloud Financial Management:

- Cloud cost management and optimisation platforms (FinOps)
- Billing, chargeback and usage reporting software
- Multi-cloud cost aggregation and analysis
- Budget management and forecasting tools

Infrastructure Governance:

- Governance, monitoring and policy enforcement tooling
- Configuration management and compliance scanning
- Resource lifecycle automation
- Tag governance and cost allocation

Infrastructure Management:

- Infrastructure provisioning and management tooling
- Deployment automation platforms
- Configuration management systems
- Infrastructure monitoring and observability

1.3 Service Management Principles

Altiatech operates ITIL-aligned service management processes across all infrastructure software services. Our approach includes:

Service Management Framework:

- Incident, request and problem management
- Change coordination and release management
- Service reporting and performance monitoring
- Continual service improvement programmes

Core Principles:

- **Security-by-design:** Baselines, least privilege, auditability and compliance
- **Automation-first:** Repeatable deployments using Infrastructure as Code
- **Transparency:** Documented architectures, clear responsibilities and regular reporting
- **Continuous improvement:** Regular service reviews and optimisation activities
- **Cost effectiveness:** Keeping costs low without compromising service quality

Support Delivery:

Support is delivered through agreed channels (portal/ticketing, email, phone) and prioritised by severity with defined response times aligned to SLA requirements.

2. Service Definitions by Category

2.1 Secure Remote Desktop & Infrastructure Management Software - Parallels

Service Description

Infrastructure software used to deliver and manage virtual desktops, remote applications and supporting management tooling. Includes centrally managed VDI and remote application delivery using Parallels RAS, enabling secure remote access to applications without exposing data to endpoints.

2.1.1 Service Scope

Virtual Desktop Infrastructure (VDI):

- Deploy and configure tenant/environment for remote access
- Centrally managed VDI and application publishing
- Desktop and application virtualisation
- Session management and load balancing
- Print and peripheral redirection
- Multi-monitor support
- Offline mode capabilities

Remote Application Delivery:

- Application publishing and streaming
- Publish desktops/apps and define roles, entitlements and controls
- Application virtualisation and packaging
- Universal application delivery across devices
- RemoteApp configuration
- Web-based application access

Secure Remote Access:

- Secure remote access with MFA and encryption
- Integration with identity provider for authentication and access policies
- SSL/TLS encrypted connections
- Multi-factor authentication support
- Conditional access policies
- Gateway and broker configuration
- Client device management

Cross-Platform Support:

- Cross-device access (Windows, macOS, iOS, Android, Chromebook)

- HTML5 web access (no client required)
- Thin client support
- BYOD enablement
- Consistent user experience across platforms

Management and Monitoring:

- Monitor service performance and tune policies for stability and security
- Centralised management console
- Performance monitoring and analytics
- User session management
- Resource optimisation
- Reporting for usage, costs and governance evidence
- Health monitoring and alerting

2.1.2 Service Features & Benefits

Feature 1: Virtual desktop and remote application delivery (Parallels RAS)

Benefit: Secure access without data exposure to endpoints

Feature 2: Centrally managed VDI and application publishing

Benefit: Reduced administration overhead and simplified management

Feature 3: Secure remote access with MFA and encryption

Benefit: Protected access meeting security compliance requirements

Feature 4: Cross-device access (Windows, macOS, iOS, Android, Chromebook)

Benefit: Consistent user experience for remote working

Feature 5: Integration with identity provider (Entra ID/AD)

Benefit: Single sign-on and centralised access control

Feature 6: Publish desktops/apps with defined roles and entitlements

Benefit: Granular control over application access

Feature 7: Monitor service performance and tune stability

Benefit: Reliable service delivery and user satisfaction

Feature 8: Reporting for usage, costs and governance

Benefit: Clear visibility of environment utilisation

Feature 9: Load balancing and high availability configuration

Benefit: Improved resilience and user experience

Feature 10: Automated deployment and configuration management

Benefit: Faster provisioning and reduced errors

2.1.3 Technical Implementation

Parallels RAS Platform:

- Parallels RAS Server deployment
- RAS Secure Gateway configuration
- RAS Publishing Agent setup
- RAS Connection Broker clustering
- RAS Reporting Server integration

Identity Integration:

- Azure AD / Entra ID integration
- Active Directory integration
- RADIUS/MFA integration
- SAML 2.0 support
- Smart card authentication

Security Configuration:

- SSL certificate management
- Firewall and network security
- Session encryption (AES 256-bit)
- Watermarking and DLP integration
- Endpoint security validation

Monitoring and Management:

- Performance monitoring dashboards
- Session analytics and reporting
- Resource utilisation tracking
- User experience monitoring
- Automated health checks

2.1.4 Use Cases

Remote Working:

- Enable secure work-from-home access
- Support hybrid working models
- Provide BYOD capabilities
- Contractor and temporary staff access

Application Delivery:

- Deliver legacy applications without re-platforming
- Provide access to line-of-business applications
- Centralise application management

- Support multi-tenancy scenarios

Desktop Virtualisation:

- Replace physical desktops with virtual
- Enable hotdesking and flexible workspaces
- Support call centre operations
- Disaster recovery desktop services

Secure Access:

- Third-party secure access
- Zero-trust network access
- Privileged access workstations
- Compliance-driven isolation

Service Outcomes

- Secure remote access to applications without data leakage
- Centralised management reducing administration overhead
- Consistent cross-device user experience
- Improved cost visibility and operational governance
- Enhanced security posture with MFA and encryption
- Scalable infrastructure supporting business growth

Dependencies and Assumptions

- Buyer provides identity integration requirements (e.g. Entra ID/AD)
- Network connectivity and endpoint requirements agreed during onboarding
- Some capabilities depend on selected hosting environment and region
- Users have appropriate devices and network connectivity
- Applications are compatible with remote delivery model

2.1.5 Delivery Approach

Phase 1: Design (1-2 weeks)

- Requirements gathering
- Architecture design
- Application assessment
- User profile analysis
- Capacity planning

Phase 2: Build (2-3 weeks)

- Infrastructure deployment
- Parallels RAS installation

- Identity integration
- Application publishing
- Security configuration

Phase 3: Test (1 week)

- Pilot user testing
- Performance validation
- Security testing
- Load testing
- User acceptance testing

Phase 4: Deploy (1 week)

- Production rollout
- User onboarding
- Documentation delivery
- Training provision
- Hypercare support

Typical Duration: 5-7 weeks

2.1.6 Pricing Model

Setup and Implementation:

- Parallels RAS design and deployment: £8,000 - £15,000
- Application publishing (per app): £500 - £2,000
- Identity integration: £2,000 - £5,000
- Load balancing and HA setup: £3,000 - £6,000

Ongoing Licensing and Management:

- Parallels RAS licensing: From £50 per user/year (concurrent) or £80 per user/year (named)
- Management and monitoring: £5 - £10 per user/month
- Application updates and optimisation: £1,000 - £3,000/month

Notes:

- Concurrent licensing typically more cost-effective for shift-based workers
- Named licensing required for specific user assignments
- Hosting infrastructure costs additional (if cloud-hosted)
- Volume discounts available

2.2 Cloud Cost Management & Optimisation Platforms (FinOps)

2.2.1 Service Description

Cloud cost management and optimisation platforms enabling organisations to gain visibility, control and optimisation of cloud spending. These infrastructure software platforms provide financial management capabilities for cloud resources.

2.2.2 Service Scope

Cost Visibility:

- Multi-cloud cost aggregation and normalisation
- Customised dashboards and reporting
- Cost allocation using tagging strategies
- Departmental and project-level cost breakdown
- Real-time cost monitoring
- Cost anomaly detection and alerting

Optimisation Recommendations:

- Right-sizing recommendations for compute resources
- Reserved instance and savings plan analysis
- Commitment-based discount management
- Unused and underutilised resource identification
- Storage tiering recommendations
- Architecture efficiency suggestions

Budget Management:

- Budget creation and allocation by department/project
- Forecast modelling and trend analysis
- Variance analysis and reporting
- Budget alerting and workflows
- Multi-period budget planning
- What-if scenario modelling

Governance and Policy:

- Cost policies and spending guardrails
- Approval workflows for resource provisioning
- Automated policy enforcement
- Tag governance and compliance
- Resource lifecycle automation
- Exception management and approvals

Reporting and Analytics:

- Executive dashboards for stakeholders

- Custom report generation
- Scheduled report distribution
- Unit economics and cost-per-service metrics
- Trend analysis and forecasting
- Savings tracking and realisation

2.2.3 Service Features & Benefits

Feature 1: Multi-cloud cost aggregation across all providers

Benefit: Unified visibility of total cloud spending

Feature 2: Real-time cost monitoring and anomaly detection

Benefit: Immediate awareness of unexpected cost increases

Feature 3: Right-sizing recommendations for compute resources

Benefit: Reduced waste through optimal resource sizing

Feature 4: Reserved instance and savings plan optimisation

Benefit: Maximised discount utilisation and cost savings

Feature 5: Budget controls and alerting mechanisms

Benefit: Prevented budget overruns and financial control

Feature 6: Cost allocation using comprehensive tagging

Benefit: Accurate departmental cost accountability

Feature 7: Governance policies for cloud resource usage

Benefit: Controlled spending and compliant environments

Feature 8: Executive dashboards and custom reporting

Benefit: Clear financial insights for decision makers

Feature 9: Forecast modelling and trend analysis

Benefit: Improved budget planning and forecasting accuracy

Feature 10: Automated optimisation recommendations

Benefit: Continuous savings without manual effort

2.2.4 Supported Platforms

Qwantro Aquila Clouds FinOps Platform:

- Multi-cloud support (Azure, AWS, GCP)
- AI-driven cost optimisation insights
- Automated recommendation engine
- Custom dashboard builder
- Advanced analytics and reporting
- API integration capabilities

Native Cloud Tools:

- Azure Cost Management + Billing
- AWS Cost Explorer and Budgets
- GCP Cost Management
- Integration and enhancement of native tooling

Third-Party Platforms:

- CloudHealth by VMware
- Cloudability by Apptio
- Spot by NetApp
- Platform selection based on requirements

2.2.5 Technical Implementation

Platform Deployment:

- Cloud provider integration and API connectivity
- Cost and usage data ingestion
- Tagging strategy design and implementation
- Dashboard and report configuration
- Alert and notification setup
- User access and permissions

Data Collection:

- Automated data collection from cloud providers
- Cost and usage report (CUR) processing
- Resource inventory synchronisation
- Tagging metadata enrichment
- Historical data import

Analytics Configuration:

- Custom metric definition
- Cost allocation rules
- Budget and forecast models
- Anomaly detection thresholds
- Optimisation recommendation rules

Service Outcomes

- Reduced cloud spending (typically 20-40% savings)
- Prevented budget overruns through alerts and governance
- Improved cost transparency across organisation
- Enhanced accountability with departmental allocation
- Sustainable cloud usage through continuous optimisation
- Data-driven infrastructure and architecture decisions

2.2.6 Delivery Approach

Phase 1: Assessment (1 week)

- Current spend analysis
- Tagging and allocation review
- Quick win identification
- Platform selection (if required)

Phase 2: Implementation (2-3 weeks)

- Platform deployment and configuration
- Cloud provider integration
- Tagging strategy implementation
- Dashboard and report setup
- User onboarding

Phase 3: Optimisation (Ongoing)

- Regular optimisation reviews
- Recommendation implementation
- Continuous monitoring
- Quarterly business reviews

Typical Duration: 3-4 weeks initial setup, then ongoing

2.2.7 Pricing Model

Aquila Clouds FinOps Platform:

- Platform subscription: From £500/month (based on cloud spend)
- Implementation and configuration: £3,000 - £8,000
- Custom dashboard development: £1,000 - £3,000 each
- Training and enablement: £1,500 - £3,000

Managed FinOps Service:

- Monthly managed service: 3-7% of monthly cloud spend (minimum £1,000/month)
- Includes platform, optimisation reviews, recommendations
- Quarterly business review meetings

Third-Party Platforms:

- Platform licensing varies by vendor
- Implementation: £5,000 - £15,000
- Management service: £1,500 - £5,000/month

2.3 Billing, Chargeback & Usage Reporting Software

2.3.1 Service Description

Billing automation and chargeback software enabling organisations to allocate cloud costs accurately to departments, projects or customers. This infrastructure software automates billing processes, supports chargeback/showback models, and integrates with finance systems.

2.3.2 Service Scope

Billing Automation:

- Automated cloud billing and invoice processing
- Multi-cloud billing consolidation
- Invoice validation and reconciliation
- Billing cycle management
- Payment tracking and reporting
- Integration with finance systems (ERP, accounting)

Chargeback and Showback:

- Department and project cost allocation
- Custom billing rules and allocation models
- Chargeback invoice generation
- Showback reporting (visibility without invoicing)
- Transfer pricing models
- Internal billing workflows

Usage Reporting:

- Detailed usage reports by resource type
- Usage trending and analysis
- Resource utilisation dashboards
- Capacity planning data
- User access and consumption reports
- Historical usage analysis

Financial Integration:

- Export to finance systems (SAP, Oracle, QuickBooks)
- Chart of accounts mapping
- Cost centre allocation
- Purchase order matching
- Accounts payable integration
- General ledger posting

Billing Management:

- Custom billing rules configuration
- Tiered pricing models
- Discount and credit management
- Billing dispute resolution
- Audit trail and compliance
- Secure access controls for billing data

2.3.3 Service Features & Benefits

Feature 1: Automate cloud billing and invoicing processes

Benefit: Reduced manual billing effort and errors

Feature 2: Support chargeback and showback cost models

Benefit: Improved financial transparency across organisation

Feature 3: Integrate billing across all cloud providers

Benefit: Simplified financial management and reporting

Feature 4: Validate cloud invoices automatically

Benefit: Reduced billing errors and discrepancies

Feature 5: Custom billing rules and cost allocations

Benefit: Accurate cost distribution by team

Feature 6: Real-time billing dashboards and reporting

Benefit: Immediate spend visibility and insights

Feature 7: Support internal and external billing needs

Benefit: Flexible billing operations and models

Feature 8: Export billing data to finance systems

Benefit: Streamlined financial processes and integration

Feature 9: Secure access controls for billing data

Benefit: Protected financial information and compliance

Feature 10: Audit-ready billing records and documentation

Benefit: Improved compliance and audit readiness

2.3.4 Supported Platforms

Qwantro Aquila Clouds BillOps Platform:

- Multi-cloud billing automation
- Customisable chargeback models
- Finance system integration
- Automated invoice validation

- Advanced reporting capabilities
- Workflow automation

Custom Solutions:

- Bespoke billing platforms
- Integration with existing finance systems
- Custom allocation logic
- Tailored reporting

2.3.5 Technical Implementation

Platform Setup:

- BillOps platform deployment
- Cloud provider billing integration
- Cost allocation rule configuration
- Finance system connectivity
- User access and permissions
- Workflow configuration

Data Processing:

- Billing data ingestion and normalisation
- Cost allocation calculation
- Invoice generation and validation
- Report generation
- Data export and integration

Integration:

- API connectivity to cloud providers
- Finance system integration (SFTP, API, manual)
- Authentication and authorisation
- Data mapping and transformation
- Error handling and retry logic

Service Outcomes

- Automated billing reducing manual effort
- Accurate cost allocation by department/project
- Financial transparency and accountability
- Simplified multi-cloud billing management
- Streamlined finance system integration
- Audit-ready billing documentation
- Faster month-end close processes

2.3.6 Delivery Approach

Phase 1: Design (1-2 weeks)

- Billing requirements gathering
- Allocation model design
- Finance system integration planning
- Workflow definition

Phase 2: Implementation (2-4 weeks)

- Platform deployment
- Cloud billing integration
- Allocation rule configuration
- Finance system integration
- Testing and validation

Phase 3: Deployment (1 week)

- User training
- Documentation delivery
- Production cutover
- Hypercare support

Typical Duration: 4-7 weeks

2.3.7 Pricing Model

Aquila Clouds BillOps Platform:

- Platform subscription: From £300/month
- Implementation: £3,000 - £8,000
- Finance system integration: £2,000 - £6,000 per system
- Custom allocation logic: £1,500 - £4,000

Managed BillOps Service:

- Monthly managed service: £500 - £2,000/month
- Includes platform, invoice processing, reporting
- Finance system integration support

2.4 Governance, Monitoring & Policy Enforcement Tooling

2.4.1 Service Description

Infrastructure software platforms providing governance, monitoring and policy enforcement capabilities for cloud and hybrid environments. These tools enable organisations to maintain compliance, enforce policies and monitor infrastructure health.

2.4.2 Service Scope

Policy Management:

- Policy-as-code development and deployment
- Compliance policy enforcement
- Security baseline policies
- Cost control policies
- Resource tagging policies
- Automated policy remediation

Compliance Monitoring:

- Continuous compliance scanning
- CIS benchmark assessment
- Regulatory compliance reporting (GDPR, ISO 27001)
- Compliance dashboard and scoring
- Exception management
- Audit evidence collection

Configuration Management:

- Desired state configuration
- Configuration drift detection
- Automated remediation
- Configuration baselines
- Change tracking and auditing
- Version control integration

Resource Governance:

- Resource lifecycle automation
- Tag governance and enforcement
- Resource naming standards
- Approval workflows
- Quota and limit management
- Orphaned resource cleanup

Monitoring and Alerting:

- Infrastructure health monitoring
- Performance metrics collection
- Custom metric definition
- Alerting and notification
- Dashboard and visualisation
- Log aggregation and analysis

2.4.3 Service Features & Benefits

Feature 1: Policy-as-code enforcement for cloud resources

Benefit: Consistent governance across all environments

Feature 2: Continuous compliance scanning against standards

Benefit: Maintained compliance and reduced audit risk

Feature 3: Configuration drift detection and remediation

Benefit: Stable infrastructure preventing configuration creep

Feature 4: Resource lifecycle automation and cleanup

Benefit: Reduced waste and orphaned resources

Feature 5: Tag governance and naming standard enforcement

Benefit: Organised resources with accurate cost allocation

Feature 6: Automated approval workflows for provisioning

Benefit: Controlled spending with governance oversight

Feature 7: Infrastructure health monitoring and alerting

Benefit: Proactive issue detection and resolution

Feature 8: Custom dashboards and reporting

Benefit: Clear visibility for stakeholders

Feature 9: Audit evidence collection and documentation

Benefit: Audit-ready compliance evidence

Feature 10: Multi-cloud policy enforcement

Benefit: Consistent governance across providers

2.4.4 Supported Platforms

Azure:

- Azure Policy
- Azure Blueprints
- Azure Monitor
- Azure Automation
- Azure Resource Graph

AWS:

- AWS Config
- AWS Service Control Policies
- AWS Systems Manager
- AWS CloudWatch
- AWS Organizations

GCP:

- Google Cloud Policy Intelligence
- Organization Policy Service
- Cloud Asset Inventory
- Cloud Monitoring
- Resource Manager

Third-Party Tools:

- HashiCorp Sentinel
- Open Policy Agent
- Cloud Custodian
- Terraform Sentinel
- Custom policy engines

2.4.5 [Technical Implementation](#)

Policy Development:

- Policy requirement analysis
- Policy-as-code development
- Testing and validation
- Version control integration
- Deployment automation

Platform Configuration:

- Policy engine deployment
- Policy assignment and scoping
- Remediation action configuration
- Exception handling
- Monitoring and alerting setup

Integration:

- SIEM integration
- Ticketing system integration
- Notification channels (email, Teams, Slack)
- Reporting and dashboard tools
- Audit log collection

Service Outcomes:

- Consistent policy enforcement across environments
- Maintained compliance with regulatory requirements
- Reduced manual governance effort through automation
- Proactive issue detection and remediation
- Clear visibility of compliance posture
- Audit-ready documentation and evidence
- Prevented policy violations before deployment

2.4.6 Delivery Approach

Phase 1: Assessment (1 week)

- Governance requirements gathering
- Current policy review
- Compliance gap analysis
- Tool selection

Phase 2: Design (2 weeks)

- Policy framework design
- Policy-as-code development
- Remediation workflow design
- Integration planning

Phase 3: Implementation (3-4 weeks)

- Platform deployment
- Policy deployment
- Testing and validation
- User training

Phase 4: Operations (Ongoing)

- Continuous monitoring
- Policy updates
- Exception management
- Quarterly reviews

Typical Duration: 6-7 weeks initial, then ongoing

2.4.7 Pricing Model

Setup and Configuration:

- Governance framework design: £5,000 - £12,000
- Policy development (per policy): £500 - £2,000
- Platform configuration: £3,000 - £8,000

- Integration setup: £2,000 - £5,000

Ongoing Management:

- Policy management service: £1,000 - £3,000/month
- Compliance monitoring: £500 - £2,000/month
- Quarterly compliance reviews: £2,000 - £5,000

Platform Licensing:

- Native cloud tools: Included with cloud subscription
- Third-party tools: Variable by vendor

2.5 2.5 Infrastructure Provisioning & Management Tooling

2.5.1 Service Description

Infrastructure software platforms and tools used to automate provisioning, configuration and management of cloud infrastructure. These tools enable Infrastructure as Code, configuration management and deployment automation.

2.5.2 Service Scope

Infrastructure as Code:

- Terraform development and management
- Azure Resource Manager (ARM) templates
- AWS CloudFormation templates
- Bicep template development
- Template libraries and modules
- State management and backends

Configuration Management:

- Ansible playbook development
- Chef cookbook development
- Puppet manifest development
- PowerShell DSC configuration
- Configuration drift detection
- Automated remediation

Deployment Automation:

- CI/CD pipeline configuration
- Automated testing frameworks
- Deployment orchestration
- Blue-green deployments
- Canary releases

- Rollback automation

Version Control:

- Git repository management
- Branching and merging strategies
- Code review processes
- Release management
- Documentation as code

Infrastructure Management:

- Inventory management
- Resource tagging automation
- Lifecycle automation
- Scheduled operations (start/stop)
- Backup automation
- Disaster recovery orchestration

2.5.3 Service Features & Benefits

Feature 1: Infrastructure as Code for repeatable deployments

Benefit: Consistent infrastructure reducing manual errors

Feature 2: Configuration management for desired state enforcement

Benefit: Stable infrastructure preventing configuration drift

Feature 3: CI/CD pipeline automation for infrastructure

Benefit: Faster deployment with testing built in

Feature 4: Version control for infrastructure code

Benefit: Auditable changes with rollback capability

Feature 5: Automated testing of infrastructure changes

Benefit: Reduced deployment risk and failures

Feature 6: Template libraries and reusable modules

Benefit: Accelerated provisioning through code reuse

Feature 7: State management and backend configuration

Benefit: Controlled infrastructure state tracking

Feature 8: Deployment orchestration across environments

Benefit: Coordinated deployments reducing complexity

Feature 9: Scheduled operations for cost optimisation

Benefit: Reduced costs through automated resource management

Feature 10: Documentation as code with infrastructure

Benefit: Always current documentation reducing knowledge gaps

2.5.4 Supported Tools

Infrastructure as Code:

- Terraform (all cloud providers)
- Azure Resource Manager / Bicep
- AWS CloudFormation
- Google Cloud Deployment Manager
- Pulumi

Configuration Management:

- Ansible
- Chef
- Puppet
- SaltStack
- PowerShell DSC

CI/CD Platforms:

- Azure DevOps
- GitHub Actions
- GitLab CI/CD
- Jenkins
- AWS CodePipeline

Version Control:

- GitHub
- GitLab
- Azure Repos
- Bitbucket

2.5.5 Technical Implementation

IaC Development:

- Requirements analysis
- Module and template development
- Testing framework setup
- State backend configuration
- Documentation

Pipeline Configuration:

- CI/CD pipeline design

- Automated testing integration
- Deployment stages configuration
- Approval gates
- Notification setup

Configuration Management:

- Desired state definition
- Playbook/cookbook development
- Drift detection configuration
- Remediation automation
- Reporting setup

Service Outcomes

- Repeatable, consistent infrastructure deployments
- Reduced deployment time through automation
- Lower error rates with testing built in
- Version-controlled infrastructure changes
- Faster disaster recovery through automated rebuild
- Improved collaboration through code-based infrastructure
- Documentation maintained alongside code

2.5.6 Delivery Approach

Phase 1: Assessment (1 week)

- Current provisioning process review
- Tool selection and standardisation
- Requirements gathering

Phase 2: Development (3-5 weeks)

- IaC module development
- Pipeline configuration
- Testing framework setup
- Documentation creation

Phase 3: Implementation (2-3 weeks)

- Pilot deployment
- Validation and testing
- Production deployment
- Training and handover

Typical Duration: 6-9 weeks

2.5.7 Pricing Model

Development Services:

- IaC framework setup: £5,000 - £12,000
- Terraform module development: £1,000 - £3,000 per module
- CI/CD pipeline setup: £3,000 - £8,000
- Configuration management setup: £4,000 - £10,000

Ongoing Management:

- IaC management and updates: £1,500 - £4,000/month
- Pipeline maintenance: £1,000 - £3,000/month
- Module library expansion: £2,000 - £5,000 per quarter

Training:

- IaC training (per day): £1,500 - £2,500
- Pipeline training (per day): £1,500 - £2,500

3. Commercial Arrangements

3.1 Use of Subcontractors and Partners

Services are delivered by Altiatech personnel and, where required, specialist partners with prior buyer approval.

Key Partners:

- **Aquila Clouds:** FinOps and BillOps platforms
- **Parallels:** Remote application and desktop services
- **HashiCorp:** Terraform and infrastructure automation
- **Other technology partners:** As required by customer needs

3.2 Pricing

Pricing is provided through the Digital Marketplace pricing document(s) for each service. Services may be delivered as:

- **Time and materials:** Based on SFIA rates and actual effort
- **Fixed price:** Based on agreed scope and deliverables
- **Software licensing:** Per-user, per-device or subscription-based
- **Managed service charges:** Monthly management fees

Indicative Pricing Examples (excluding VAT):

Parallels RAS:

- Implementation: £8,000 - £15,000
- Licensing: From £50 - £80 per user/year
- Management: £5 - £10 per user/month

Aquila Clouds FinOps:

- Platform subscription: From £500/month
- Implementation: £3,000 - £8,000

Aquila Clouds BillOps:

- Platform subscription: From £300/month
- Implementation: £3,000 - £8,000

Governance Tooling:

- Setup: £5,000 - £12,000
- Management: £1,000 - £3,000/month

Infrastructure Automation:

- Framework setup: £5,000 - £12,000
- Ongoing management: £1,500 - £4,000/month

Actual pricing will be provided based on specific requirements and scope.

3.3 Service Constraints

- Internet connectivity is required to access cloud-based platforms
- Some features depend on underlying cloud provider capabilities
- Platform availability depends on underlying infrastructure
- Data residency may be constrained by platform architecture
- Integration capabilities depend on third-party system APIs

3.4 Ordering and Invoicing Process

Ordering Process:

Buyers order services through the G-Cloud framework ordering process. A call-off order or statement of work will define:

- Software platform and scope
- Licensing model and user count
- Implementation services required
- Support and management services
- Pricing model and payment terms

Work will commence upon agreement of ordering documentation and receipt of purchase order where applicable.

Invoicing:

- **Implementation services:** Invoiced monthly in arrears or against milestones
- **Software licensing:** Invoiced annually in advance or monthly in arrears
- **Managed services:** Invoiced monthly or quarterly in arrears

Payment Terms: Net 30 days unless otherwise agreed

3.5 Consumer Responsibilities

Buyers are responsible for:

- Providing timely access to cloud environments and systems
- Appointing a service owner or project lead
- Providing identity integration requirements
- Approving designs, changes and configurations
- Maintaining cloud subscriptions and connectivity
- Providing user and device inventory for licensing

- Testing and acceptance of configured platforms

3.6 Accreditations

Altiatech maintains the following accreditations and certifications:

Quality and Management:

- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO 27001 Information Security Management
- ISO 20000 Service Management

Technology Partnerships:

- Parallels Partner
- HashiCorp Partner
- Microsoft Gold Partner
- AWS Advanced Partner

Security:

- Cyber Essentials certified
- UK Government Security Cleared personnel available

4. About Altiatech

4.1 Company Overview

Altiatech was established in 2013 as an independent systems integrator specialising in delivering customised, secure IT solutions that drive real business value. We offer comprehensive solutions tailored to meet each client's unique needs, with a strong commitment to customer care and attention to detail.

We understand that cost-effectiveness matters. We keep costs low without compromising service quality, so clients can use cutting-edge technology affordably. Our track record spans large enterprises, SMEs and public sector organisations.

4.2 How We Help Clients

By partnering with Altiatech, organisations can improve their IT infrastructure, boost operational efficiency and focus on their core mission. Our solutions support diverse operational needs—securing devices, streamlining management and driving innovation.

We view our engagements as partnerships: your success is linked to ours. We identify process improvements, recommend innovative technologies and share industry insights to add value beyond IT implementation.

4.3 Infrastructure Software Expertise

Altiatech has particular expertise in:

Remote Access Solutions:

- 10+ years delivering VDI and remote application services
- Parallels RAS certified engineers
- Experience across public sector and regulated industries
- Citrix, Microsoft RDS and VMware Horizon expertise

Cloud Financial Management:

- FinOps Foundation knowledge
- Multi-cloud cost optimisation
- Aquila Clouds platform implementation partner
- Chargeback and showback model design

Infrastructure Automation:

- Terraform certified practitioners
- Azure and AWS automation specialists
- CI/CD pipeline design and implementation
- Infrastructure as Code best practices

Governance and Compliance:

- Policy-as-code development
- Compliance framework implementation
- UK Government security standards
- Audit and assurance support

4.4 Delivery Capability

Project Delivery:

- PRINCE2 qualified project managers
- Agile and DevOps methodologies
- ITIL service management processes
- Structured implementation approach

Technical Skills:

- Certified platform engineers
- Security and compliance specialists
- Infrastructure automation experts
- Cloud architecture practitioners

Support Model:

- 9-5 Mon-Fri service desk
- Remote troubleshooting and support
- Incident management
- Regular service reviews

4.5 Contact Information

Name: Lars Daering

Title: Chief Technology Officer

Email: lars.daering@altiatech.com

Telephone: 0800 849 1522

Website: www.altiatech.com

Address: 6 Portland Business Centre, Manor House Lane, SL3 9EG

For additional information, buyers may request service-specific documentation, pricing schedules and case studies through the Digital Marketplace ordering process.

5. Appendix A – RAID Management

Project Risks, Assumptions, Issues and Dependencies

Project Assumptions

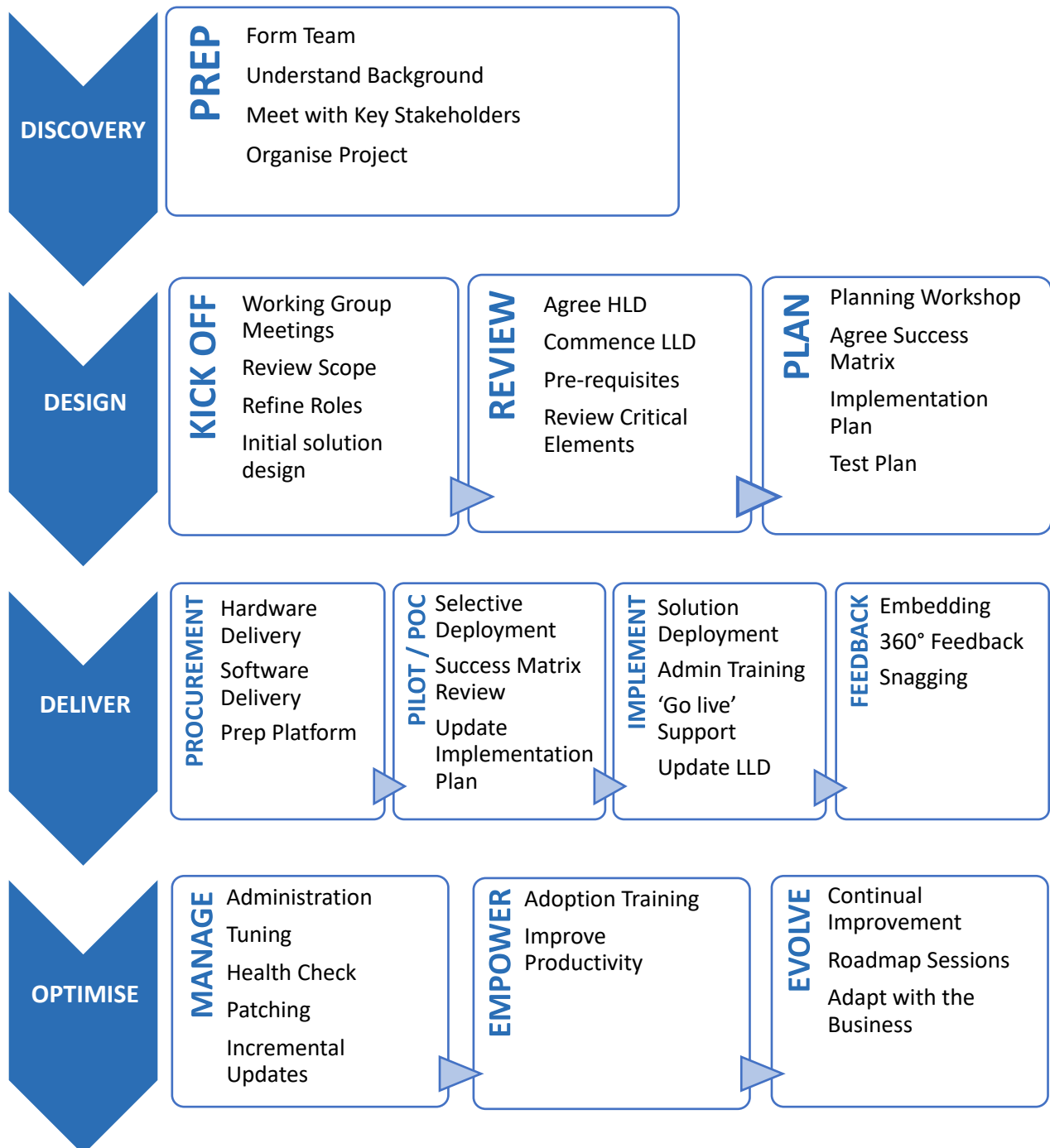
Reference	Assumptions	Details
A-001	Accuracy of information	Information provided by customer is assumed to be correct. Altiatech will not be responsible for delays, outages or costs incurred as a result of inaccurate information.
A-002	Healthy environment	Customer's environment (AD, Azure AD, etc.) is fully functional and meets requirements. Issues identified during Health Check will need remediation.
A-003	Environment backup	Customer will undertake full backup of their environment. Altiatech will not be responsible for data loss or service outages during implementation, migration, testing or operation.
A-004	Identified prerequisites	Customer will identify any prerequisites they are unable to meet upon reviewing documentation.

Project Dependencies

Reference	Dependencies	Details
D-001	Hardware access	Customer will ensure all necessary hardware is accessible.
D-002	Software access	Customer will ensure license keys are accessible (physically or electronically).
D-003	Systems access	Access to necessary systems provided in both on-site and remote-working situations at Altiatech's request.
D-004	Timely responses	Requests made by Altiatech are acknowledged and handled in reasonable timeframe.
D-005	Data integrity	Customer facilitates appropriate backup methods. Altiatech is not held responsible for data loss.
D-006	Office environment	Office environment provides good access to relevant staff with storage and facilities for testing.
D-007	Staff availability	Customer staff available to escalate any issues during work outlined.

6. Appendix B – Project Approach

Altiatech’s standard project delivery framework is built using Prince 2, ITIL and best practices as recommended by the software and hardware vendors. Our delivery framework and project approach have been tested over time and have resulted in successful deployments for clients across all verticals.



7. Appendix C – Our Strategic Partners

END USER

Mobility
Unified Communications
Device Management



SECURITY

End-point Security
Network Security
Security Management



DATA CENTRE

Networking
Infrastructure
Data Protection



8. Appendix D – Our Customers

Public Services	Professional Services	Financial Services	Other	Other	Non-Profit
 CHARITY COMMISSION FOR ENGLAND AND WALES  CITY UNIVERSITY LONDON  Department for International Development  London South Bank University  SPORT ENGLAND  NHS Worcestershire Acute Hospitals NHS Trust  University of Suffolk	 Cambridge Education Group  Capita  CCS CORONA CORPORATE SOLUTIONS  communisys  Deloitte.  esri  SYNEXUS	 CCLA  emovis  BANK OF ENGLAND  Investec  KILLIK & Co  PREMIUM CREDIT  ST. JAMES'S PLACE	 British Land  encore tickets  ESSENTRA  FRAMESTORE  ITHACA ENERGY  ST. MODWEN HOMES  VLS	 Chevron  COMO HOTELS AND RESORTS  Dick Lovett  EMCO group  gist TRANSFORMING SUPPLY CHAINS  REVER OFFSHORE  Tower Hamlets Law Centre	 aat  BritishRedCross  Conservatives  Cystic Fibrosis Trust  Historic England  MATW-PROJECT  Lifeboats

9. Appendix E – What Our Customers Are Saying



My team has been engaged with Altiatech at Premium Credit Limited and their work has been impeccable.

Pedro J Portilla | Global Managing Director | Microsoft



We work with Altiatech, and they have massively accelerated everything we've been able to do. We rely on them for some deep technical knowledge, and we rely on them for helping us see the road-map that's coming from Microsoft.

Mark Dearnley | CIO | Premium Credit



**CITY UNIVERSITY
LONDON**



With the support of Altiatech, the set-up process was smooth and undisruptive. The integration of Microsoft Teams with our Mitel telephone system was carried out with the highest levels of professionalism. Microsoft Teams Direct Routing was very straightforward and was set up very quickly.

Matthew Craughwell | Telecoms Team Leader | City, University of London



Altiatech helped us evaluate the technologies available and ensured we made the right decisions for the business.

Mohammed Ghanty | Infrastructure and Operations Manager | AAT

About Altiatch

Altiatch is an independent Systems Integrator focused on innovating your business. Our experience in delivering transformational user experiences means that we understand the challenges you face in your business and provide innovative solutions to support you in reaching your objectives.

Our expert team deliver a supportive framework for growing companies, by designing manageable technology solutions at an affordable cost.

Altiatch services range from Managed IT, Digital Transformation and Consultation, Design and Strategy Planning to Software and Hardware Procurement.

Our strategy is to implement a reliable, scalable solution with a proactive approach to problem-solving that keeps your IT infrastructure highly optimised.

- ☛ We are a Microsoft tiered partner with multiple Gold Competencies in Cloud, Communications and Management & Virtualisation.
- ☛ In-depth domain knowledge and expertise in Network & Security, offering 24/7 support that delivers comprehensive Managed Services and post-implementation services.
- ☛ Our support team is staffed by fully certified engineers who work hard to provide problem resolutions at first point of call.
- ☛ Exceptional track record of improving client workflow and efficiencies.

To view our **Standard Terms of Business** please follow this link:

www.altiatch.com/standard-terms-of-business

Crown
Commercial
Service
Supplier



HM Government
G-Cloud
Supplier



**CYBER
ESSENTIALS**

altiatech

Empowering Business Through Innovation

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