

Service Definition Document for Altiotech - G-Cloud 15 Lot 1A

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 1A)

1.1 Introduction

This is the Service Definition Document for Altiatech's Cloud Infrastructure and Platform Services under G-Cloud 15 Lot 1A – Infrastructure as a Service (IaaS) and Platform as a Service (PaaS).

Altiatech provides secure, scalable cloud infrastructure and platform services, including multi-cloud hosting, migration, management and optimisation. Services cover IaaS and PaaS across public, private and hybrid environments, supported by cloud governance, cost optimisation and FinOps platforms (including Aquila Clouds).

1.2 Overview of Services

Altiatech delivers comprehensive cloud infrastructure and platform services that help organisations plan, implement, optimise and manage their chosen cloud environments. We apply industry best practice across all services using ITIL-aligned service management processes, while tailoring our approach to fit specific customer needs.

Core Service Offerings:

Infrastructure as a Service (IaaS):

- Cloud infrastructure provisioning and management
- Cloud migration services
- Networking and secure connectivity
- Multi-cloud environment support
- Managed cloud infrastructure services
- Cloud governance & cost management

Platform as a Service (PaaS):

- Azure platform solutions and runtime services
- Analytics & predictive insights platforms
- Custom AI Models & AI tools on platform
- Cloud backup and disaster recovery platforms
- Platform security services (identity & access management)
- Cloud FinOps and governance platforms
- BillOps billing automation platform
- Unified cloud financial management SaaS

1.3 Service Management Principles

Altiatech operates ITIL-aligned service management processes across all cloud 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 programs

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 Cloud Infrastructure Setup & Management

Service Description

Altiatech designs, deploys and manages secure, scalable cloud infrastructure across public, private and hybrid environments. The service provides Infrastructure as a Service (IaaS) and supporting Platform as a Service (PaaS), including compute, storage, networking, governance and ongoing operational management.

Service Scope

- Design and deploy scalable cloud infrastructure environments
- Provision compute, storage and networking resources on demand
- Support public, private and hybrid cloud infrastructures
- Implement secure cloud networking and connectivity configurations
- Ongoing monitoring, patching and infrastructure management
- Implement infrastructure governance and policy controls
- Optimise infrastructure performance and resource utilisation
- Integrate backup and disaster recovery infrastructure services

Service Features & Benefits

Feature 1: Design and deploy scalable cloud infrastructure environments

Benefit: Faster deployment with infrastructure aligned to business needs

Feature 2: Provision compute, storage and networking resources on demand

Benefit: Flexible scaling without upfront capital expenditure

Feature 3: Support public, private and hybrid cloud infrastructures

Benefit: Increased flexibility and reduced dependency on single providers

Feature 4: Implement secure cloud networking and connectivity configurations

Benefit: Improved security and reliable access to cloud services

Feature 5: Ongoing monitoring, patching and infrastructure management

Benefit: Improved performance, resilience and operational stability

Feature 6: Implement infrastructure governance and policy controls

Benefit: Consistent compliance and controlled cloud usage

Feature 7: Optimise infrastructure performance and resource utilisation

Benefit: Reduced operational costs and improved efficiency

Feature 8: Integrate backup and disaster recovery infrastructure services

Benefit: Improved business continuity and reduced downtime

Feature 9: Cloud-native configuration and automation capabilities

Benefit: Faster provisioning and reduced manual configuration errors

Feature 10: Multi-cloud management and unified visibility

Benefit: Simplified operations across diverse cloud environments

Approach and Delivery

- Discover: Requirements capture, constraints, risk and dependency assessment
- Design: Reference architectures aligned to customer needs and security baselines
- Build: Infrastructure-as-code deployment, configuration and validation
- Operate: Monitoring, patching coordination, capacity management and optimisation
- Govern: Tagging, policy controls, cost visibility and service reporting

Service Outcomes

- Secure and resilient cloud environments ready for workload hosting
- Reduced time to deploy environments through repeatable delivery patterns
- Improved availability and recoverability through comprehensive controls
- Better cost visibility and control using FinOps practices
- Consistent configurations aligned to security and operational requirements

Dependencies and Assumptions

- Buyer provides required access to existing environments and stakeholders
- Buyer holds appropriate licences/subscriptions for chosen cloud services
- Feature availability may vary by cloud region and service tier
- Non-standard architectures may require additional assessment or cost

2.2 Cloud Migration Services

Service Description

Altiatech provides comprehensive cloud migration services employing the proven 6Rs methodology: Rehost, Replatform, Repurchase, Refactor, Retire, and Retain. Through automated assessments, we efficiently analyse current landscapes, enabling rapid migration/modernisation with scalable and repeatable processes for efficient and secure adoption of cloud-native services.

Service Features & Benefits

Feature 1: Plan and migrate workloads to secure cloud infrastructure

Benefit: Reduced legacy costs and improved platform scalability

Feature 2: Assess workloads and migration readiness comprehensively

Benefit: Reduced migration risk and clearer delivery planning

Feature 3: Migrate applications and data to cloud environments

Benefit: Modernised platforms with improved scalability

Feature 4: Support lift-and-shift and re-platform migration approaches

Benefit: Flexible migration aligned to business priorities

Feature 5: Secure data transfer during all migration activities

Benefit: Protected data integrity and maintained compliance

Feature 6: Minimise downtime during migration execution

Benefit: Reduced service disruption for end users

Feature 7: Cloud-native configuration optimisation during migration

Benefit: Improved performance and enhanced future scalability

Feature 8: Post-migration validation and performance optimisation

Benefit: Stable, reliable and optimised cloud operations

Feature 9: Comprehensive documentation of migrated cloud environments

Benefit: Improved operational understanding and smoother handover

Feature 10: Cost optimisation built into migration planning

Benefit: Reduced unnecessary cloud spend from day one

Migration Methodology

The migration process follows Altiatech's proven methodology:

1. Assessment Phase:
 - Automated discovery of application landscape and infrastructure
 - Dependency mapping and application clustering

- Migration readiness assessment
- Risk identification and mitigation planning
- 2. Planning Phase:
 - Define target disposition using 6Rs methodology
 - Prioritise applications for migration waves
 - Develop detailed migration runbooks
 - Establish rollback procedures
- 3. Migration Phase:
 - Execute migrations in controlled waves
 - Continuous monitoring and validation
 - Performance testing and tuning
 - User acceptance testing support
- 4. Optimisation Phase:
 - Post-migration architecture review
 - Performance and cost optimisation
 - Documentation and knowledge transfer
 - Hypercare support

Service Outcomes

- Clear modernisation and migration plan with prioritised roadmap
- Known timescales and cost base for delivery
- Clear approach to grouping applications for migration
- Defined risk profile with mitigation strategies
- Optimised cloud-native architectures

2.3 Networking & Secure Connectivity

Service Description

Design and implement secure cloud network architectures with robust connectivity solutions including VPNs, private connectivity, network segmentation and hybrid integration capabilities.

Service Features & Benefits

Feature 1: Design secure cloud network architectures

Benefit: Improved protection of cloud environments

Feature 2: Implement VPNs and private connectivity solutions

Benefit: Secure remote access to cloud services

Feature 3: Configure network segmentation and firewall rules

Benefit: Reduced attack surface and improved security

Feature 4: Support hybrid connectivity to on-premise systems

Benefit: Seamless integration between environments

Feature 5: Implement identity-based network access controls

Benefit: Enhanced security and regulatory compliance

Feature 6: Optimise network performance and routing configurations

Benefit: Improved application responsiveness

Feature 7: High-availability network configurations

Benefit: Increased resilience and reduced downtime

Feature 8: Monitor network traffic and performance continuously

Benefit: Early detection of connectivity issues

Feature 9: Secure DNS and gateway services

Benefit: Reliable and protected network access

Feature 10: Documented network designs and configuration

Benefit: Easier management and troubleshooting

Technical Capabilities

- Virtual network design and implementation (VNETs, VPCs)
- Network security groups and firewall configuration
- Load balancer and traffic management setup
- ExpressRoute/Direct Connect implementation
- SD-WAN and hybrid connectivity
- DNS and content delivery optimisation
- Network monitoring and performance analytics

2.4 Multi-Cloud Environment Provisioning Support

Service Description

Provision and manage infrastructure across multiple cloud providers with standardised deployment, centralised visibility, and consistent security controls.

Service Features & Benefits

Feature 1: Provision infrastructure across multiple cloud providers

Benefit: Increased flexibility and improved resilience

Feature 2: Standardised deployment across diverse cloud platforms

Benefit: Consistent operations and reduced complexity

Feature 3: Centralised visibility of all multi-cloud resources

Benefit: Improved governance and better control

Feature 4: Cross-cloud workload placement guidance and optimisation

Benefit: Optimised performance and reduced costs

Feature 5: Support cloud portability and seamless interoperability

Benefit: Reduced vendor lock-in risks

Feature 6: Implement common security standards across clouds

Benefit: Consistent security posture organisation-wide

Feature 7: Automate provisioning using infrastructure-as-code templates

Benefit: Faster, repeatable and reliable deployments

Feature 8: Monitor performance across all multi-cloud environments

Benefit: Improved reliability and service assurance

Feature 9: Cost tracking across multiple cloud providers

Benefit: Better financial visibility and control

Feature 10: Documented multi-cloud operating models and procedures

Benefit: Simplified management and faster decision-making

Multi-Cloud Capabilities

- Support for AWS, Azure, GCP and hybrid environments
- Infrastructure as Code using Terraform, ARM templates
- Unified management and monitoring dashboards
- Cross-cloud identity and access management
- Workload portability and migration support

2.5 Azure Runtime & Platform Services (PaaS)

Service Description

Configure and manage Azure platform services including runtime environments, managed databases, application services and platform-level capabilities for modern application deployment.

Service Features & Benefits

Feature 1: Configure Azure App Services and runtime environments
Benefit: Faster application deployment and reduced overhead

Feature 2: Managed Azure compute and platform services
Benefit: Reduced infrastructure management effort and complexity

Feature 3: Enable autoscaling and platform resilience capabilities
Benefit: Improved performance under varying demand

Feature 4: Integrate Azure security and identity services
Benefit: Secure platform access and compliance

Feature 5: Deploy managed Azure databases and data services
Benefit: Improved reliability and high availability

Feature 6: Platform monitoring and ongoing performance tuning
Benefit: Optimised application performance and stability

Feature 7: Platform governance and configuration controls
Benefit: Consistent and compliant cloud deployments

Feature 8: CI/CD integration with Azure DevOps platforms
Benefit: Faster release cycles and deployment

Feature 9: Platform documentation and comprehensive knowledge transfer
Benefit: Easier ongoing management and operations

Feature 10: Ongoing platform optimisation and support services
Benefit: Reduced operational costs and improved efficiency

Azure PaaS Services Supported

- Azure App Services and Functions
- Azure Kubernetes Service (AKS)
- Azure SQL Database and Cosmos DB
- Azure Storage and Data Lake

- Azure Logic Apps and Service Bus
- Azure API Management
- Azure Monitor and Application Insights

2.6 Analytics & Data Platform

Service Description

Deploy cloud-based analytics platforms supporting structured and unstructured data processing, real-time analytics, data visualisation and self-service capabilities.

Service Features & Benefits

Feature 1: Deploy cloud-based analytics platforms

Benefit: Improved insight and enhanced reporting

Feature 2: Support structured and unstructured data processing

Benefit: Broader data utilisation across organisation

Feature 3: Implement scalable data storage solutions

Benefit: Future-proof data growth capability

Feature 4: Integrate data ingestion pipelines

Benefit: Faster access to critical data

Feature 5: Enable self-service analytics tools

Benefit: Empowered business users and analysts

Feature 6: Secure data access and permission controls

Benefit: Protected sensitive information and compliance

Feature 7: Support real-time and batch analytics

Benefit: Timely decision-making and insights

Feature 8: Platform monitoring and performance optimisation

Benefit: Reliable analytics operations and performance

Feature 9: Data governance and quality controls

Benefit: Trusted and accurate insights

Feature 10: Documentation of data architectures and processes

Benefit: Improved maintainability and understanding

Analytics Capabilities

- Data warehouse and data lake implementation
- ETL/ELT pipeline development
- Business intelligence and reporting
- Advanced analytics and machine learning

- Data governance and cataloging
- Real-time streaming analytics

2.7 Backup & Disaster Recovery Platforms

Service Description

Implement cloud-based backup platforms with automated scheduling, geo-redundant storage, disaster recovery capabilities and regular testing procedures.

Service Features & Benefits

Feature 1: Implement cloud-based backup platforms

Benefit: Protected data availability and security

Feature 2: Automate backup scheduling and retention policies

Benefit: Reduced manual effort and errors

Feature 3: Support rapid disaster recovery solutions

Benefit: Faster service restoration after incidents

Feature 4: Geo-redundant backup configurations

Benefit: Improved resilience to regional outages

Feature 5: Secure encrypted backup storage

Benefit: Protected sensitive data from threats

Feature 6: Test recovery procedures regularly

Benefit: Assured recovery capability and confidence

Feature 7: Support application-consistent backups

Benefit: Reduced data corruption risks

Feature 8: Monitor backup success and failures proactively

Benefit: Early issue identification and resolution

Feature 9: Compliance-aligned retention policies

Benefit: Regulatory compliance support and evidence

Feature 10: Documented recovery processes and runbooks

Benefit: Faster incident response and recovery

Backup & DR Solutions

- Azure Backup and Site Recovery
- AWS Backup and Disaster Recovery
- Third-party backup solutions (Veeam, Commvault)
- Database-specific backup strategies
- Application-aware backup and recovery

- Disaster recovery testing and drills

Note: Full restore capabilities are available through our Managed Service Offering only. Self-service restore is included for basic scenarios.

2.8 Cloud FinOps & Governance Platforms

Service Description

Provide cloud cost management platforms with budget controls, cost allocation, usage monitoring, optimisation recommendations and governance enforcement.

Service Features & Benefits

Feature 1: Provide cloud cost management platforms

Benefit: Improved cost visibility and control

Feature 2: Implement budget controls and alerting mechanisms

Benefit: Prevent unexpected overspend incidents

Feature 3: Allocate costs using comprehensive tagging strategies

Benefit: Accurate cost accountability by department

Feature 4: Monitor usage against budgets continuously

Benefit: Proactive financial control and management

Feature 5: Optimise resource utilisation continuously

Benefit: Reduced cloud waste and costs

Feature 6: Governance policies for cloud usage

Benefit: Consistent and compliant cloud environments

Feature 7: Reporting dashboards for cloud spend

Benefit: Clear financial insights for stakeholders

Feature 8: Multi-cloud cost aggregation and reporting

Benefit: Unified cost oversight across platforms

Feature 9: Support forecasting and cost modelling

Benefit: Better financial planning and budgeting

Feature 10: FinOps maturity guidance and improvement

Benefit: Sustainable cost management practices

FinOps Capabilities

- Cost Planning: Determine correct cost for cloud applications
- Cost Tracking: Accurate tracking of cloud resource usage
- Cost Savings: Identify wasteful or orphaned resources
- Cost Optimisation: Reassess services for optimal efficiency
- Maturity: Monitor spend using customised dashboards
- Architecture Review: Identify architecture optimisation opportunities

Implementation Approach

Optimise Infrastructure as a Service, Containerised and Storage workloads through:

- Comprehensive cloud spend analysis
- Right-sizing recommendations
- Reserved instance and savings plan optimisation
- Unused resource identification
- Storage tier optimisation
- Architecture efficiency review

2.9 BillOps Billing SaaS Platform

Service Description

Automate cloud billing, chargeback and cost allocation processes with integrated billing across multiple cloud providers and customisable allocation rules.

Service Features & Benefits

Feature 1: Automate cloud billing and invoicing processes

Benefit: Reduced manual billing effort and errors

Feature 2: Support chargeback and showback models

Benefit: Improved financial transparency across organisation

Feature 3: Integrate billing across 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

BillOps Platform Features

- Automated invoice processing and validation
- Multi-cloud billing consolidation
- Customisable chargeback/showback rules
- Integration with ERP and finance systems
- Detailed cost allocation and tagging
- Billing anomaly detection

2.10 Unified Cloud Financial Management SaaS

Service Description

Integrate FinOps and BillOps platforms into a unified SaaS solution providing end-to-end cloud financial management from planning through billing.

Service Features & Benefits

Feature 1: Integrate FinOps and BillOps platforms seamlessly

Benefit: End-to-end financial visibility and control

Feature 2: Centralised cloud financial dashboards

Benefit: Simplified financial oversight and monitoring

Feature 3: Unified cost, usage and billing views

Benefit: Better decision-making with complete data

Feature 4: Cross-cloud financial reporting and analytics

Benefit: Consistent financial analysis across platforms

Feature 5: Forecast cloud spend across services accurately

Benefit: Improved budget planning and allocation

Feature 6: Automate financial governance policies

Benefit: Reduced financial risk and compliance

Feature 7: Support financial accountability models

Benefit: Clear ownership of cloud costs

Feature 8: AI-driven cost optimisation insights

Benefit: Continuous cost improvement and savings

Feature 9: Secure SaaS-based financial platform

Benefit: Scalable and reliable access

Feature 10: Configurable reporting for stakeholders

Benefit: Tailored financial insights by audience

Unified Platform Capabilities

- Integrated financial management lifecycle
- Predictive cost analytics and forecasting
- Automated governance and policy enforcement
- Executive dashboards and reporting
- Financial optimisation recommendations
- Multi-cloud financial operations

Service Outcomes

- Reduce current cloud spend through optimisation
- Control escalating costs preventing budget overruns
- Ensure sustainable approach to cloud usage
- Implement clear governance providing appropriate visibility
- Improve communication on sustainable cloud FinOps practices

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. Where partner products are used (e.g., cloud provider platforms), Altiatech provides value-added configuration and managed services.

Key Partners:

- Qwantro Aquila Clouds: Cloud FinOps and BillOps platforms
- Microsoft: Azure platform and services
- AWS: Amazon Web Services platform
- Other cloud platforms: 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
- Managed service charges: Monthly per-user or per-resource pricing

Indicative Pricing Examples (excluding VAT):

- One-off Onboarding & Setup: From £2,250.00
- Microsoft 365 Licensing: From £3.99 per user/month
- Backup & Disaster Recovery Solution: From £30 per user/year
- Managed Service Offering: From £30 per user/month
- Additional Managed Services: From £20 per user/month (optional)

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

3.3 Service Constraints

- Planned maintenance is communicated in advance where possible and scheduled to minimise disruption
- Underlying cloud provider maintenance and availability may affect service components
- Some features are dependent on cloud region and service tier
- Non-standard architectures may require additional assessment and pricing

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:

- Scope, timelines and deliverables
- Acceptance criteria
- Roles and responsibilities
- Pricing model and payment terms

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

Invoicing:

- Time and materials: Invoiced monthly in arrears (unless otherwise agreed)
- Fixed price: Invoiced against agreed milestones and acceptance
- Managed service: Invoiced monthly or quarterly as agreed

Payment Terms: Net 30 days unless otherwise agreed

3.5 Consumer Responsibilities

Buyers are responsible for:

- Providing timely access to stakeholders, information and required environments
- Appointing a service owner or project lead to coordinate activities
- Approving designs, changes and deliverables within agreed timelines
- Providing operational contacts for incident and change communications
- Maintaining required third-party licences/subscriptions (unless otherwise agreed)
- Providing access to relevant systems, data and environments for agreed scope

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

Cloud Platform Certifications:

- Microsoft Gold Partner (multiple competencies)

- AWS Certified Solutions Architects
- Azure Solutions Architects Expert
- Google Cloud Platform certifications

Security:

- Cyber Essentials certified
- UK Government Security Cleared personnel available

Trade Body Membership:

- Corporate membership of relevant UK trade bodies

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 pride ourselves on offering comprehensive solutions tailored to meet each client's unique needs, underpinned by a deep commitment to customer care and meticulous attention to detail.

We understand that cost-effectiveness is crucial in today's competitive landscape; we keep costs low without compromising service quality, enabling clients to leverage 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 enhance their IT infrastructure, improve 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 intrinsically linked to ours. We proactively identify process improvements, recommend innovative technologies, and share industry insights to add value beyond IT implementation, helping you thrive in an ever-evolving environment.

4.3 Services and Solutions

At Altiatech, we offer a comprehensive suite of IT solutions spanning:

- Digital Transformation: Cloud services, identity and access management
- Cloud Services: Migration, optimisation, and managed cloud services
- Managed IT Services: 24/7 technical support and service desk
- Modern Workspace Solutions: Enabling flexible work environments
- Business Continuity Planning: Disaster recovery and resilience
- Cybersecurity: State-of-the-art security measures and monitoring

Leveraging our cross-domain expertise, we empower organisations to enhance operational efficiency, strengthen security postures, and foster innovation. Whether modernising infrastructure, securing digital assets, or enabling flexible work environments, Altiatech supports your journey towards digital excellence.

4.4 Delivery Capability

Cloud Architecture and Engineering:

- Cloud architecture, engineering and operations capability

- Service management processes aligned to ITIL
- Security and governance expertise across cloud and endpoints
- Experience supporting hybrid and multi-cloud environments

Methodologies:

- Agile and Waterfall project delivery
- PRINCE2 qualified project managers
- DevOps and Infrastructure as Code
- TOGAF enterprise architecture

Support Model:

- 9-5 Mon-Fri Service Desk & Remote Support
- Dedicated team handling incidents, requests and troubleshooting
- Vendor and license management
- Security monitoring and threat detection
- Backup and disaster recovery monitoring
- Quarterly tenant and service reviews

4.5 Cloud Services Portfolio

Altiatech offers comprehensive cloud services under the following optional enhanced service categories:

1. Infrastructure Assessment: Comprehensive evaluation of hardware, software, and network components, including performance analysis, security compliance, and capacity planning.
2. Infrastructure Architecture: Development of a future-proof, optimised IT architecture tailored to organisational growth plans.
3. Cloud Readiness and Adoption: Cloud-readiness assessments and customised roadmaps to align with business objectives.
4. Cloud Migration and Implementation: Seamless migration of applications and data to the cloud with minimal disruption.
5. Multi-Cloud Management: Expertise across Azure, AWS, and Google Cloud with unified management tools and workload optimisation.
6. Cloud Optimisation and Cost Management: Monitoring utilisation, performing audits, and recommending improvements to maximise ROI.
7. Cloud Security and Compliance: Implementation of robust security measures, ensuring regulatory compliance, and conducting regular security audits.

4.6 Enhanced Managed Services

Enhanced managed services are available as optional add-ons and may include:

Governance Services:

- Virtual CIO (vCIO) Services
- Architecture Reviews & Advisory
- Compliance & Audit Support
- Cloud Cost Optimisation
- Custom Development & Integration
- Disaster Recovery Drills & Testing
- Capacity Planning & Performance Tuning
- Enhanced Security Assessments
- Backup & Data Archival Management
- Executive Reporting & IT Governance

Licensing & Provisioning:

- Microsoft 365 licence management
- Windows multi-device licensing
- Licence compliance monitoring

IT Support Services:

- IT helpdesk with tiered response times
- Remote technical support
- Incident management and resolution

Infrastructure & Equipment:

- Hardware setup and configuration
- Equipment installation and testing
- IT asset tracking
- Network design and troubleshooting
- Software installation and patch management

Microsoft Teams & Collaboration:

- Teams deployment support
- User training and troubleshooting
- Collaboration tools configuration

Security & Compliance:

- Security policy implementation
- Compliance monitoring
- Access management
- Security incident response

User Management:

- New starter builds
- User account setup
- Access rights management
- User offboarding processes

Reporting & Review:

- Monthly IT ticket analysis
- Trend identification
- Performance metrics tracking
- Service improvement recommendations

Asset Management:

- IT asset tracking
- Inventory control
- Procurement planning
- Asset lifecycle optimisation

4.7 Contact Information

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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

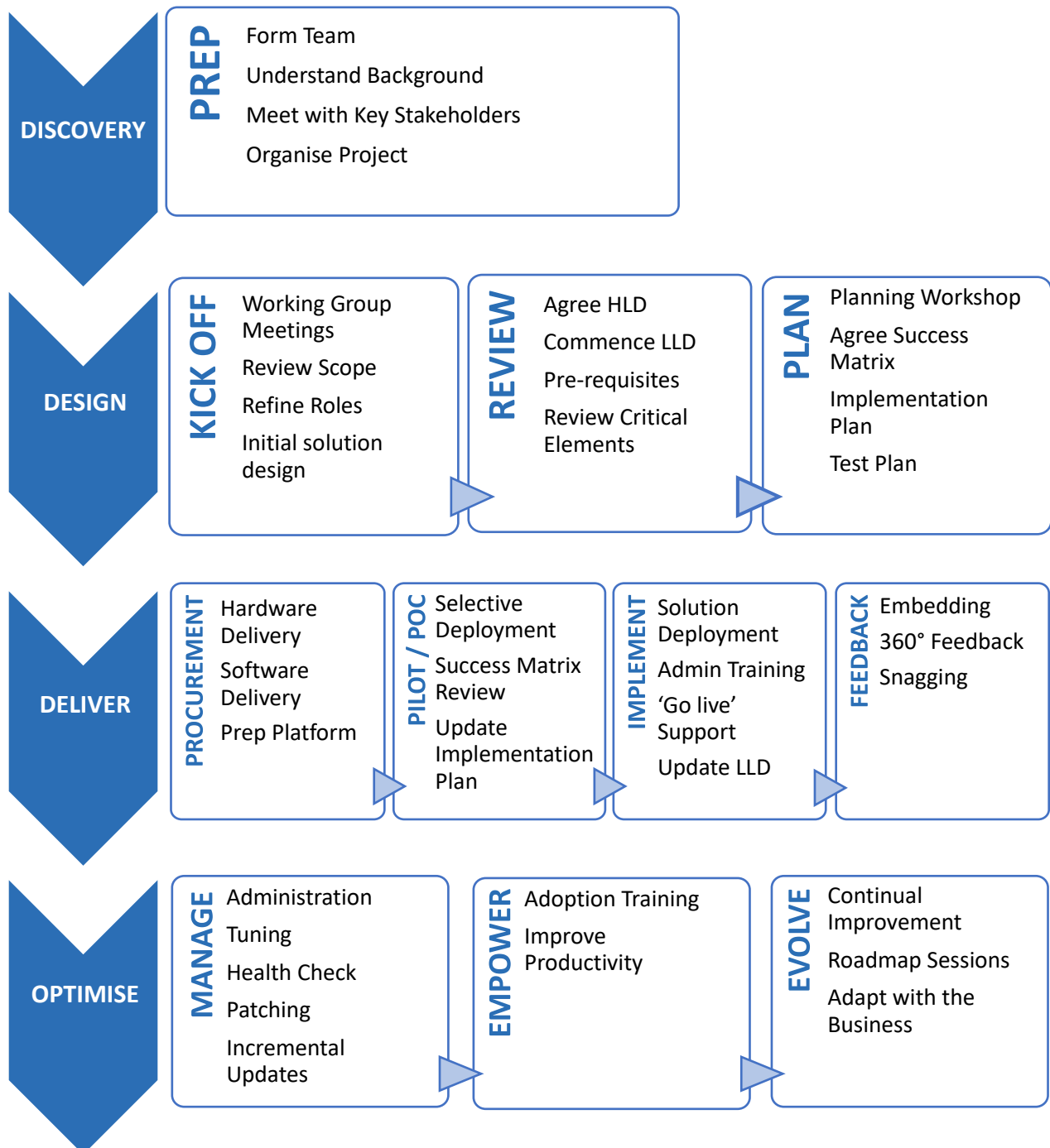
Reference	Assumptions	Details
A-001	Accuracy of information	Information provided by customer is assumed to be correct. Altiatech will not be responsible for delays, outages or costs incurred as a result of inaccurate information.
A-002	Healthy environment	Customer's environment (AD, Azure AD, etc.) is 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

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