

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

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 2B)

1.1 Introduction

This Service Definition Document describes **Altiatech Software as a Service (SaaS)** offerings under **G-Cloud 15 Lot 2B**.

Lot 2B services are **cloud-hosted software applications** designed to support digital communication, collaboration, workflow automation, analytics and AI-enabled productivity. Services are delivered via secure web interfaces and APIs and do not include infrastructure hosting or software licence resale.

1.2 Overview of Services

Altiatech's SaaS portfolio supports public sector organisations to **engage users, automate processes, improve service delivery and enhance productivity** using modern cloud applications.

Core SaaS capabilities include:

- Intelligent communications and engagement platforms
- Workflow automation and orchestration applications
- AI-enabled productivity and decision-support tools
- Application-level analytics and reporting dashboards

These services are designed for **internal users, service teams and external stakeholders**, and can integrate with customer-owned platforms such as Microsoft 365, Microsoft Teams, CRM and contact-centre systems.

Note: Infrastructure hosting is provided under **Lot 1**, and configuration, onboarding and operational support can be purchased separately under **Lot 3 – Cloud Support**.

1.3 Service Management Principles

Altiatech operates **ITIL-aligned** service management processes across all Cloud Support services.

Service management framework:

- Incident, request and problem management
- Change coordination and release management
- Service monitoring and reporting
- Major incident management and post-incident reviews
- Continual service improvement (CSI) cycles

Core principles:

- **Security-by-design:** least privilege, auditability, segregation of duties
- **Operational resilience:** proactive monitoring, capacity management and risk reduction
- **Transparency:** documented services, clear roles, scope and reporting
- **Automation and standardisation:** repeatable delivery patterns via runbooks and tooling
- **Customer ownership:** customers retain ownership of platforms, data and licences
- **Outcome-focused:** services aligned to business outcomes, not technology alone

Support channels and hours:

- Standard support: 09:00–17:00 UK time, Monday–Friday (excluding UK public holidays)
- Out-of-hours support and 24/7 incident cover available by agreement
- Support channels: service desk portal, email, telephone and (where agreed) MS Teams

2. Service Definitions by Category

2.1 Altia Connect – AI Powered Government Modernisation Platform

2.1.1 Service Description

Altia Connect is a cloud-hosted SaaS platform that enables public sector organisations to modernise service delivery using AI-enabled communication, workflow automation and digital interaction management. The platform provides secure, configurable digital channels for public engagement, staff collaboration and operational process efficiency, aligned to UK government compliance and assurance requirements.

2.1.2 Scope

- AI-enabled communication and interaction orchestration
- Digital workflow automation
- Public and staff interaction management
- Integration with Microsoft 365, Teams, and line-of-business systems
- Operational analytics and performance reporting

2.1.3 Features & Benefits

Feature 1: AI-driven communication and workflow orchestration

Benefit: Faster and more consistent public service delivery

Feature 2: No-code configurable automation

Benefit: Rapid service improvement without redevelopment

Feature 3: Secure cloud-hosted SaaS platform

Benefit: Scalable, resilient and compliant service delivery

Feature 4: Microsoft 365 and Teams integration

Benefit: Improved collaboration and information flow

Feature 5: Analytics dashboards and reporting

Benefit: Better visibility and operational decision-making

Feature 6: Role-based access controls

Benefit: Secure and governed use of the platform

Feature 7: Multi-channel digital engagement

Benefit: Improved accessibility for service users

Feature 8: API-based extensibility

Benefit: Flexible integration with existing systems

Feature 9: Cloud-native architecture

Benefit: High availability and performance

Feature 10: Audit logging and monitoring

Benefit: Enhanced governance and assurance

2.1.4 Outcomes

- Improved public engagement and responsiveness
- Reduced manual effort through automation
- Greater transparency and operational intelligence

2.1.5 Technical Implementation

Delivered as a secure multi-tenant SaaS solution, accessed via browser and APIs. Hosted in UK/EU data centres where required. Supports Entra ID (Azure AD) and integration with collaboration platforms.

2.1.6 Delivery Approach

- Service provisioning and configuration
- Integration and onboarding support
- User training and adoption guidance
- Ongoing service enhancements and updates

2.1.7 Pricing Model

Subscription-based SaaS pricing, charged per tenant and/or usage tier.

2.2 Altia Connect – Intelligent Collaboration, Communications & Automation

2.2.1 Service Description

A cloud-hosted SaaS platform providing intelligent collaboration, managed digital communications and workflow automation. Designed for public sector organisations to coordinate interactions, automate routine processes and embed collaboration tools directly into business workflows.

2.2.2 Scope

- Collaboration and communication orchestration
- Automated workflow routing
- Microsoft Teams and enterprise system integration
- Analytics and interaction reporting

2.2.3 Features & Benefits

Feature 1: Intelligent collaboration orchestration

Benefit: Improved coordination and team productivity

Feature 2: Automated workflow routing

Benefit: Faster task completion and reduced delays

Feature 3: Microsoft Teams integration

Benefit: Embedded collaboration within operational workflows

Feature 4: Secure role-based administration

Benefit: Controlled and compliant access

Feature 5: Scalable cloud-native platform

Benefit: Reliable performance during high activity

Feature 6: Analytics and reporting tools

Benefit: Operational insight and service optimisation

Feature 7: API-driven system integration

Benefit: Enhanced value from existing technology investments

Feature 8: Configurable business rules

Benefit: Faster change without code updates

Feature 9: Secure data handling

Benefit: Protection of sensitive public sector information

Feature 10: Audit trails and logs

Benefit: Improved accountability and compliance evidence

2.2.4 Outcomes

- Streamlined internal collaboration
- Reduced operational bottlenecks
- Improved service consistency

2.2.5 Technical Implementation

Delivered as a browser-based SaaS platform with API integration. Supports identity federation and robust access controls.

2.2.6 Delivery Approach

- Tenant provisioning
- Configuration and integration
- End-user guidance and onboarding

2.2.7 Pricing Model

Subscription-based pricing per tenant or user band.

2.3 Microsoft Copilot Governance and Implementation

2.3.1 Service Description

A SaaS-based governance and enablement service to support secure, compliant adoption of Microsoft Copilot within the public sector. The platform provides governance frameworks, policy controls, usage insights and adoption support aligned to UK risk, security, and compliance requirements.

2.3.2 Scope

- Copilot governance and policy configuration
- Usage monitoring and reporting
- Security and compliance alignment
- User enablement and adoption support

2.3.3 Features & Benefits

Feature 1: Copilot governance framework

Benefit: Responsible, controlled AI adoption

Feature 2: Usage monitoring and analytics

Benefit: Clear insight into AI usage, value and risk

Feature 3: Policy and access configuration

Benefit: Reduced compliance and data-exposure risks

Feature 4: Microsoft 365 integration

Benefit: Seamless user experience across existing tools

Feature 5: Secure cloud-hosted governance layer

Benefit: Scalable and resilient oversight

Feature 6: Role-based administration

Benefit: Controlled access to AI features

Feature 7: Adoption dashboards

Benefit: Improved understanding of benefits, impact and ROI

Feature 8: Pre-built configuration templates

Benefit: Faster and safer deployment

Feature 9: Audit and reporting capabilities

Benefit: Evidential compliance support

Feature 10: Continuous updates aligned to Microsoft roadmap

Benefit: Always current with the latest governance models

2.3.4 Outcomes

- Safe, compliant Copilot deployment
- Improved productivity within a governed environment
- Transparent insight into AI performance and value

2.3.5 Technical Implementation

Delivered as a SaaS governance layer integrated with customer Microsoft 365 tenants. Copilot licensing is not included.

2.3.6 Delivery Approach

- Governance setup and configuration
- Policy alignment with organisational standards
- User enablement and adoption support

2.3.7 Pricing Model

Subscription-based SaaS pricing.

2.4 Altia Connect – Intelligent Communications & Automation Platform

2.4.1 Service Description

A configurable SaaS platform enabling multi-channel digital communication, workflow automation and interaction management for public sector services. Designed to reduce operational workload, enhance service quality and support modern digital engagement strategies.

2.4.2 Scope

- Multi-channel communication management

- Workflow automation and routing
- System and data integration
- Reporting and analytics

2.4.3 Features & Benefits

Feature 1: Multi-channel communication orchestration

Benefit: Consistent engagement across voice, messaging and digital channels

Feature 2: Workflow automation engine

Benefit: Reduced manual handling and quicker processing

Feature 3: Integration with enterprise systems

Benefit: Improved end-to-end process visibility

Feature 4: Secure SaaS architecture

Benefit: Scalable, compliant and resilient service delivery

Feature 5: Role-based access control

Benefit: Secure and governed administration

Feature 6: Analytics dashboards

Benefit: Better operational understanding and trend analysis

Feature 7: API integration

Benefit: Flexible connectivity to existing systems

Feature 8: Cloud-native design

Benefit: High performance and availability

Feature 9: No-code configuration

Benefit: Faster service changes without redevelopment

Feature 10: Audit logging

Benefit: Stronger governance and traceability

2.4.4 Outcomes

- Increased service delivery efficiency
- Lower operational overhead
- Improved visibility of communication performance

2.4.5 Technical Implementation

Cloud-hosted SaaS accessed via browser and APIs. Supports identity federation and secure access controls.

2.4.6 Delivery Approach

- Service provisioning
- Configuration and onboarding
- Training and documentation

2.4.7 Pricing Model

Subscription-based pricing.

3. Commercial Arrangements

3.1 Use of Subcontractors and Partners

Services are delivered by Altiatech personnel and, where required, **specialist partners** subject to prior buyer approval. Where partner products are used (e.g. monitoring, security or FinOps tools), Altiatech provides value added configuration and management.

All subcontractors are required to meet Altiatech's security, quality and data protection standards.

3.2 Pricing

Pricing is published in the Digital Marketplace pricing documents for each service. Lot 3 services may be delivered as:

- **Time and materials:** Using published SFIA day rates
- **Fixed price engagements:** For defined scopes and deliverables
- **Managed service charges:** Per user, per device or per environment monthly fees

Notes:

- Cloud consumption and third party software licences are **excluded** unless explicitly stated (e.g. where bundled in a managed service).
- Pricing can be scaled for small, medium and large environments.
- Volume discounts may be available for longer term or larger scope engagements.

3.3 Ordering and Invoicing Process

Ordering:

- Buyers follow the G-Cloud ordering process.
- A call off contract or statement of work will define:
 - Scope and objectives
 - Deliverables and acceptance criteria
 - Roles and responsibilities
 - Dependencies and assumptions
 - Charging model (time and materials, fixed price, managed service)
 - Service levels (for managed support)

Invoicing:

- Time and materials: **Monthly in arrears** based on actual days delivered
- Fixed price: Invoiced against agreed milestones or completion

- Managed service: Monthly or quarterly in advance or arrears as agreed
- Standard terms: **Net 30 days** unless otherwise agreed

3.4 Consumer Responsibilities

Buyers are responsible for:

- Providing timely access to stakeholders, information and required environments
- Maintaining required cloud subscriptions and licences (unless otherwise agreed)
- Appointing a service owner and operational contacts
- Approving designs, changes and deliverables in a timely manner
- Providing relevant security and compliance requirements
- Ensuring internal policies and governance frameworks are communicated
- Participating in testing, training and service review activities

3.5 Accreditations

Altiatech maintains relevant organisational, security and vendor accreditations, including (but not limited to):

- ISO 27001 Information Security Management
- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- Cyber Essentials / Cyber Essentials Plus
- Microsoft Solution Partner designations (e.g. Modern Work, Security, Infrastructure)
- Parallels, VMware and other relevant vendor partnerships

Evidence can be provided during buyer due diligence or as part of procurement evaluation.

4. About Altiatech

Altiatech is an independent systems integrator focused on **innovating your business**. Our experience in delivering transformational user experiences means we understand the challenges you face and provide **practical, secure solutions** to support your objectives.

Our expert team delivers a supportive framework for growing organisations by designing **manageable technology solutions at an affordable cost**. Altiatech services range from:

- Managed IT and Cloud Support
- Digital Transformation and Consultancy
- Design and Strategy Planning
- Software and Hardware Procurement

We aim to implement reliable, scalable solutions with a **proactive approach to problem solving** that keeps your IT environment highly optimised and secure.

- Microsoft tiered partner with multiple competencies in Cloud, Communications and Management & Virtualisation
- In-depth domain knowledge and expertise in Network & Security, offering support that delivers comprehensive managed services and postimplementation services
- Support team staffed by fully certified engineers providing first line to specialist expertise
- Track record of improving client workflows and efficiencies across public sector, financial services, education and other regulated industries

4.1 Contact Information

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Title: Chief Technology Officer
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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

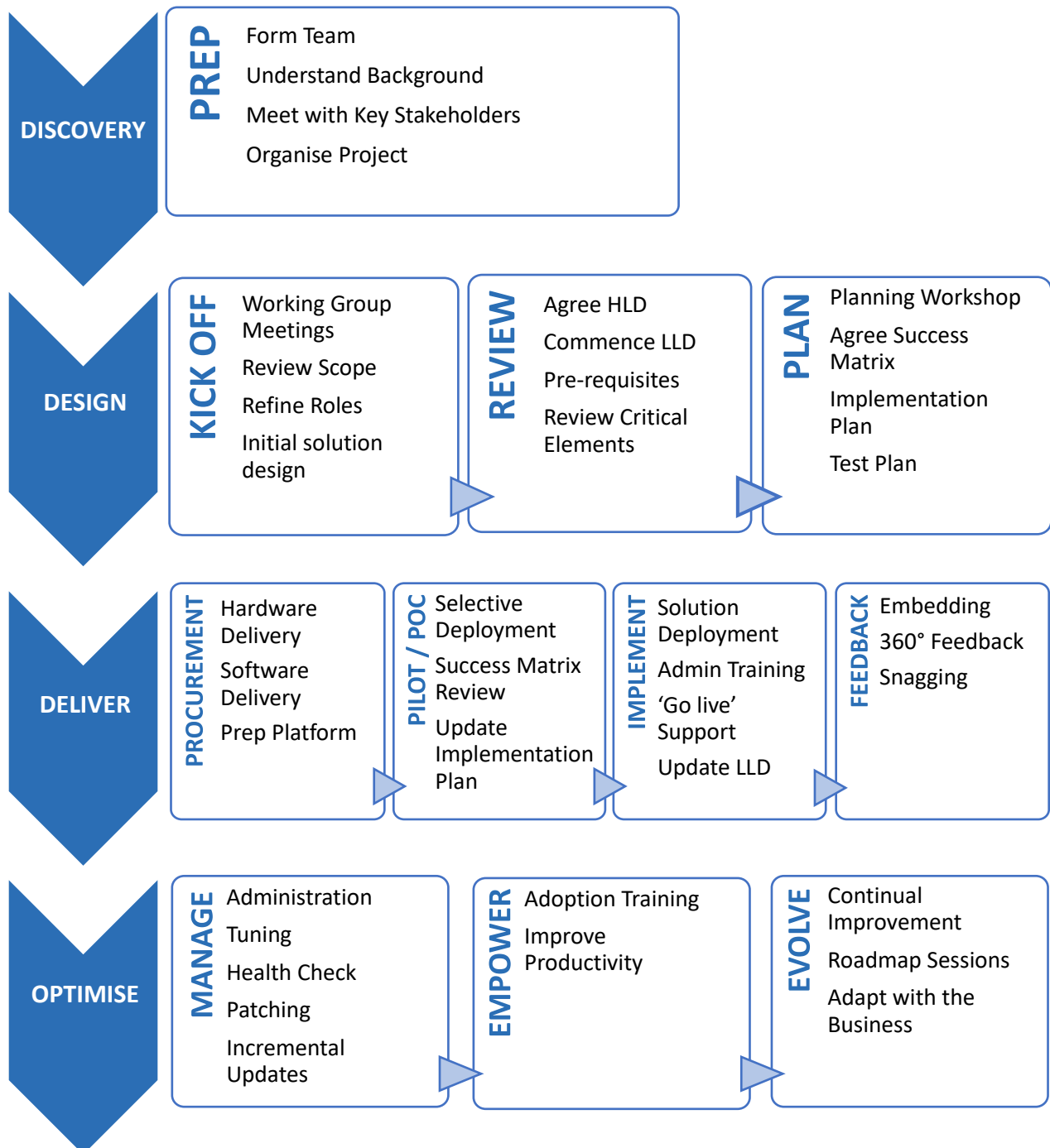
Reference	Assumptions	Details
A-001	Accuracy of information	Information provided by customer is assumed to be correct. Altiatech will not be responsible for delays, outages or costs incurred as a result of inaccurate information.
A-002	Healthy environment	Customer's environment (AD, Azure AD, etc.) is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

Crown
Commercial
Service
Supplier



HM Government
G-Cloud
Supplier



**CYBER
ESSENTIALS**

altiatech

Empowering Business Through Innovation

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