

Service Definition Document for Altiotech - G-Cloud 15 Lot 3

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 3)

1.1 Introduction

This Service Definition Document describes Altiatech's **Cloud Support services** under G-Cloud 15 **Lot 3 – Cloud Support**.

Lot 3 services provide **planning, implementation support, operational management, optimisation, security, governance and enablement** for cloud hosted services. These services complement cloud hosting (Lot 1) and cloud software (Lots 2a and 2b), enabling customers to **adopt, operate and optimise cloud services safely and effectively**.

Services are designed for public sector organisations using, or intending to use, public, private or hybrid cloud platforms and SaaS services such as Microsoft 365, Azure, AWS and other cloud and workplace technologies.

1.2 Overview of Services

Altiatech delivers a comprehensive portfolio of cloud support services covering the full cloud service lifecycle:

- **Cloud strategy, architecture and migration planning**
- **Cloud setup, onboarding and migration delivery**
- **Managed cloud operations and optimisation**
- **Cyber security monitoring and incident response**
- **Identity, access, governance and compliance**
- **Cloud financial management and FinOps advisory**
- **Quality assurance, testing and readiness assessments**
- **Training, enablement and adoption support**
- **End-user, device and digital workspace support**
- **AI enablement and Microsoft Copilot governance**
- **Collaboration and Microsoft Teams Rooms support**
- **Business continuity and service resilience planning**
- **Microsoft Cloud Solution Provider (CSP) with Qwantro Cloud**
- **Financial Intelligence – Guaranteed saving 13% off M365 and 8% off Azure MSRP**

Services are delivered **primarily remotely**, using secure tooling, collaboration platforms and ITIL aligned service management practices. Onsite work can be arranged where specifically required and agreed.

1.3 Service Management Principles

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

1.3.1 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

1.3.2 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

1.3.3 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 Managed Cloud Operations

2.1.1 Service Description

Operational support for cloud environments including monitoring, incident management, optimisation, patch coordination and service reporting to maintain availability, performance and security for cloud hosted services.

2.1.2 Scope

- Monitoring of cloud resources (compute, storage, network, PaaS services)
- Incident management and fault resolution for cloud services
- Patch and update coordination (in line with change process)
- Capacity and performance monitoring and tuning
- Backup and disaster recovery monitoring (execution under Lot 1 where applicable)
- Operational runbooks and standard operating procedures
- Regular service reviews and reporting

2.1.3 Features & Benefits

Feature 1: 24/7 or business hours cloud monitoring options

Benefit: Early issue detection, reduced downtime for services

Feature 2: Incident management with defined SLAs

Benefit: Predictable response and resolution times

Feature 3: Patch and update coordination processes

Benefit: Maintained security and stability of environments

Feature 4: Capacity and performance trend analysis

Benefit: Informed planning and avoided performance bottlenecks

Feature 5: Operational runbooks and documented procedures

Benefit: Consistent handling of incidents and changes

Feature 6: Regular service health and KPI reporting

Benefit: Clear visibility of service performance over time

Feature 7: Environment optimisation recommendations

Benefit: Improved efficiency and reduced operational costs

Feature 8: Integration with customer service desk tooling

Benefit: Seamless handover and visibility between teams

Feature 9: Major incident management and coordination

Benefit: Structured response to critical issues

Feature 10: Continuous improvement activities agreed in reviews

Benefit: Ongoing enhancement of operations and experience

2.1.4 Outcomes

- Improved availability and reliability of cloud services
- Reduced operational burden on internal teams
- Improved visibility of performance and risks
- Structured operational processes supporting audit readiness

2.2 Cloud Migration & Architecture Planning

2.2.1 Service Description

Advisory services to assess cloud readiness, define target architectures, identify risks and produce migration strategies and roadmaps aligned to organisational and security requirements.

2.2.2 Scope

- Cloud readiness and maturity assessment
- Application and workload assessment (6Rs, modernisation options)
- Target architecture design (IaaS, PaaS and SaaS)
- Security, identity and network architecture design
- Migration strategy and roadmap definition
- Risk identification and mitigation planning
- TCO/ROI analysis and business case support

2.2.3 Features & Benefits

Feature 1: Cloud readiness and maturity assessment

Benefit: Clear understanding of current position and gaps

Feature 2: Application portfolio and dependency analysis

Benefit: Informed migration sequencing and risk reduction

Feature 3: Target cloud architecture design documentation

Benefit: Blueprint for secure, scalable cloud environments

Feature 4: Migration strategy and prioritised roadmap

Benefit: Structured, phased delivery aligned to priorities

Feature 5: Security and compliance considerations integrated

Benefit: Architectures aligned to regulatory needs

Feature 6: Cost modelling and TCO analysis

Benefit: Informed financial decision making

Feature 7: Risk identification with mitigation plan

Benefit: Reduced chance of migration failures

Feature 8: Stakeholder workshops and design reviews

Benefit: Shared understanding and buy in across teams

Feature 9: Recommendations on tooling and platforms

Benefit: Reduced complexity and aligned capabilities

Feature 10: Handover of architecture and planning artefacts

Benefit: Clear documentation for subsequent delivery

Outcomes

- Documented, agreed target architectures and migration plans
- Reduced risk and improved predictability of cloud transitions
- Security, compliance and cost baked into planning

2.3 Cloud Setup & Migration Delivery

2.3.1 Service Description

Delivery services supporting environment setup, migration execution, optimisation and controlled transition to live operation, based on approved architectures and migration plans.

2.3.2 Scope

- Cloud landing zone configuration (subscriptions, policies, networking, identity)
- Environment setup (dev/test/prod) with segregation
- Workload migration (rehost, re-platform, refactor where in scope)
- Data migration and synchronisation activities
- Cutover planning and execution
- Postmigration optimisation and validation
- Transition to BAU support (internal or Altiatech)

2.3.3 Features & Benefits

Feature 1: Landing zone and environment setup

Benefit: Solid foundation for secure workload hosting

Feature 2: Structured workload migration execution

Benefit: Reduced disruption and predictable outcomes

Feature 3: Data migration with integrity checks

Benefit: Assurance that data remains complete and accurate

Feature 4: Cutover runbooks and rehearsals

Benefit: Smooth transitions with reduced risk

Feature 5: Postmigration performance and security tuning

Benefit: Optimised operation in the new environment

Feature 6: Migration progress reporting

Benefit: Transparency on status and risks throughout

Feature 7: Coordination with third party suppliers

Benefit: Aligned activities across all stakeholders

Feature 8: Knowledge transfer to internal teams

Benefit: Reduced reliance and improved self sufficiency

Feature 9: Postimplementation review and lessons learned

Benefit: Continuous improvement for future waves

Feature 10: Option for Altiatech managed operations

Benefit: Seamless move into supported service

2.3.4 Outcomes

- Successfully migrated workloads to cloud
- Validated performance, security and functionality
- Controlled transition into business as usual support

2.4 Cyber Security Operations & Incident Response

2.4.1 Service Description

Managed security services providing monitoring, threat detection, investigation and coordinated incident response across cloud and SaaS environments.

2.4.2 Scope

- Security monitoring of cloud and Microsoft 365 environments
- SIEM/SOAR integration (e.g. Microsoft Sentinel, Splunk)
- Threat detection and investigation support
- Security incident triage and response coordination
- Vulnerability management (identification and remediation advice)
- Security posture assessments and hardening recommendations
- Support for security policies and controls

2.4.3 Features & Benefits

Feature 1: Security monitoring with defined alert thresholds

Benefit: Faster detection of potential threats

Feature 2: Integration with SIEM/SOAR platforms

Benefit: Centralised visibility of security events

Feature 3: Threat investigation and analysis support

Benefit: Informed response to security incidents

Feature 4: Incident response coordination with stakeholders

Benefit: Structured containment and recovery

Feature 5: Vulnerability identification and prioritisation

Benefit: Focus on addressing highest risk issues

Feature 6: Regular security posture reviews

Benefit: Ongoing improvement of security controls

Feature 7: Security hardening guidance for cloud services

Benefit: Reduced attack surface and exposure

Feature 8: Security reporting and KPI tracking

Benefit: Evidence for governance and assurance

Feature 9: Collaboration with customer security teams

Benefit: Integrated working and clear responsibilities

Feature 10: Support for audit and compliance activities

Benefit: Easier demonstration of control effectiveness

2.4.4 Outcomes

- Improved detection and response to cyber threats
- Reduced risk of successful attacks and breaches
- Enhanced security posture and compliance assurance

2.5 Identity, Access, Governance & Compliance

2.5.1 Service Description

Support for identity management, access control, policy enforcement, compliance monitoring and audit readiness across cloud and SaaS services.

2.5.2 Scope

- Azure AD / Entra ID configuration and optimisation
- Conditional access and MFA policies design and operation
- Role based access control (RBAC) design and maintenance
- Governance model for cloud subscriptions and resource groups
- Policy enforcement (Azure Policy, AWS Config, etc.)
- Compliance monitoring and evidence collection
- Identity lifecycle management (joiners, movers, leavers)

2.5.3 Features & Benefits

Feature 1: Identity and access design for cloud platforms

Benefit: Structured access with least privilege applied

Feature 2: Conditional access and MFA enforcement

Benefit: Reduced account compromise risk

Feature 3: RBAC definition and management

Benefit: Clear responsibilities and segregated duties

Feature 4: Cloud governance model design

Benefit: Organised, controlled cloud resource management

Feature 5: Policy enforcement using native tooling

Benefit: Automated guardrails preventing misconfiguration

Feature 6: Compliance monitoring and reporting

Benefit: Clear view of control effectiveness

Feature 7: Support for audit evidence preparation

Benefit: Reduced effort during audits

Feature 8: Identity lifecycle and access reviews

Benefit: Minimised orphaned and inappropriate access

Feature 9: Integration with HR and directory services

Benefit: Aligned identity and HR processes

Feature 10: Documentation of governance and access model

Benefit: Shared understanding and maintainability

2.5.4 Outcomes

- Stronger identity and access control
- Improved governance of cloud resources
- Simplified compliance and audit processes

2.6 Cloud Financial Management & FinOps Advisory

2.6.1 Service Description

Advisory and optimisation services providing **cost visibility, budget control, optimisation guidance and governance** for cloud spend, aligned with FinOps principles.

2.6.2 Scope

- Cloud cost and usage analysis (multi-cloud where relevant)
- Budget setting and tracking support
- Cost allocation and tagging strategies
- Optimisation recommendations (rightsizing, reservations, licensing)
- FinOps operating model design and maturity assessment
- Training and workshops on cloud cost management

2.6.3 Features & Benefits

Feature 1: Multi-cloud cost and usage analysis

Benefit: Transparent view of cloud spending

Feature 2: Budget planning and alert configuration

Benefit: Controlled spend and fewer surprises

Feature 3: Tagging and allocation strategies design

Benefit: Clear cost ownership and accountability

Feature 4: Rightsizing and optimisation recommendations

Benefit: Reduced unnecessary cloud expenditure

Feature 5: FinOps operating model guidance

Benefit: Sustainable cost management capabilities

Feature 6: Consumption trend and forecast reporting

Benefit: Better budget planning and forecasting

Feature 7: Licence and subscription optimisation advice

Benefit: Improved value from cloud investments

Feature 8: Governance processes for approvals and exceptions

Benefit: Balanced control and agility

Feature 9: Training on FinOps practices and tooling

Benefit: Internal capability uplift in cost management

Feature 10: Regular optimisation review sessions

Benefit: Continuous savings identification

2.6.4 Outcomes

- Reduced cloud costs with maintained service levels
- Increased financial transparency and accountability
- Established FinOps culture and practices

2.7 Quality Assurance & Cloud Readiness Testing

2.7.1 Service Description

Independent assurance and testing services validating configurations, performance, security and operational readiness prior to go live or major change.

2.7.2 Scope

- Readiness assessments for new cloud services
- Configuration review against best practices
- Performance and load testing where agreed
- Failover and resilience testing (with Lot 1 providers)
- Security configuration review (nonpenetration testing)
- Operational readiness and supportability assessment

2.7.3 Features & Benefits

Feature 1: Cloud service readiness assessments

Benefit: Confidence before go live or major change

Feature 2: Configuration review against best practice baselines

Benefit: Reduced misconfiguration risk

Feature 3: Performance and capacity testing support

Benefit: Validated scalability and responsiveness

Feature 4: Resilience and failover scenario testing

Benefit: Evidence of recovery capability

Feature 5: Security configuration and hardening review

Benefit: Better security posture without full penetration test

Feature 6: Operational readiness assessment

Benefit: Ensured support processes and documentation in place

Feature 7: Clear findings and recommendations report

Benefit: Actionable improvements before production use

Feature 8: Support for remedial action planning

Benefit: Prioritised improvements aligned to risk

Feature 9: Optional retest after remediation

Benefit: Verified closure of identified issues

Feature 10: Evidence pack for governance forums

Benefit: Support for change or design approval

2.7.4 Outcomes

- Reduced risk for go lives and major changes

- Improved service reliability and performance
- Structured validation supporting governance and assurance

2.8 Cloud Training & Enablement

2.8.1 Service Description

Training and enablement services supporting adoption of cloud platforms, digital tools and AI capabilities for users and administrators.

2.8.2 Scope

- Training needs analysis for cloud and workplace technologies
- Role based training for administrators and support staff
- End-user training on Microsoft 365, Teams, Copilot (where licensed)
- Creation of user guides, FAQs and knowledgebase articles
- Train the trainer programmes for internal capability building
- Adoption campaigns and communications support

2.8.3 Features & Benefits

Feature 1: Role based training programmes

Benefit: Training tailored to specific responsibilities

Feature 2: Administrator and support staff enablement

Benefit: Improved internal support capability

Feature 3: End-user training on collaboration tools

Benefit: Better utilisation and user satisfaction

Feature 4: Bespoke documentation and user guidance

Benefit: Reduced support queries and confusion

Feature 5: Train the trainer workshops

Benefit: Scalable internal training capability

Feature 6: Adoption and change communications support

Benefit: Smoother transitions to new services

Feature 7: On demand and scheduled training options

Benefit: Flexibility to suit user availability

Feature 8: Feedback and improvement loops

Benefit: Training refined for maximum impact

Feature 9: Support for accessibility requirements

Benefit: Inclusive enablement across user groups

Feature 10: Reporting on attendance and feedback

Benefit: Measured training effectiveness

2.8.4 Outcomes

- Increased adoption and effective use of cloud tools

- Reduced resistance to change and support burden
- Strengthened internal capability for ongoing operation

2.9 Ongoing End User & Platform Support

2.9.1 Service Description

Support services covering user assistance, incident handling and service requests for cloud platforms and digital workspaces.

2.9.2 Scope

- Service desk and user support for cloud services
- Incident resolution for user issues and access problems
- Request fulfilment (e.g. access, provisioning, minor changes)
- Knowledgebase and “how-to” support content
- Escalation to platform or vendor support where required

2.9.3 Features & Benefits

Feature 1: Single point of contact for cloud support

Benefit: Simplified support experience for users

Feature 2: Incident and request management via ITIL processes

Benefit: Structured handling with clear tracking

Feature 3: Multichannel support (portal, email, phone)

Benefit: Flexible access for end users

Feature 4: Defined SLAs for response and resolution

Benefit: Predictable support service

Feature 5: Knowledgebase content for self service

Benefit: Reduced time to resolution for common issues

Feature 6: Integration with customer ticketing systems

Benefit: Joined up support and reporting

Feature 7: Regular reporting on volumes and trends

Benefit: Insight into user needs and pain points

Feature 8: Problem management for recurring issues

Benefit: Longterm reduction in incidents

Feature 9: Escalation to third party vendors as needed

Benefit: Coordinated support across suppliers

Feature 10: Customer satisfaction measurement

Benefit: Feedback driven improvement of support experience

2.9.4 Outcomes

- Improved user experience and faster resolution
- Reduced load on internal teams

- Better understanding of support demand and trends

2.10 Microsoft 365 Support Services

2.10.1 Service Description

Support for customer owned Microsoft 365 environments including **configuration, migration, security and ongoing optimisation**.

2.10.2 Scope

- Tenant configuration and security baselining
- Exchange Online, SharePoint, OneDrive and Teams configuration support
- Data and mailbox migration to Microsoft 365
- Conditional Access, DLP and information protection configuration
- Licence optimisation and SKU alignment
- Ongoing support and troubleshooting

2.10.3 Features & Benefits

Feature 1: Tenant configuration and security hardening

Benefit: Improved protection of Microsoft 365 data

Feature 2: Mailbox and data migration services

Benefit: Structured move from legacy platforms

Feature 3: Collaboration platform setup and tuning

Benefit: Effective use of Teams and SharePoint

Feature 4: DLP and information protection controls

Benefit: Reduced risk of data leakage

Feature 5: Licence analysis and optimisation

Benefit: Better value from Microsoft investment

Feature 6: Support for hybrid configurations

Benefit: Managed transition from on premises services

Feature 7: User and admin training where required

Benefit: Improved utilisation and fewer issues

Feature 8: Policy definition and implementation

Benefit: Aligned use of Microsoft 365 to organisation needs

Feature 9: Support for Copilot prerequisites and configuration

Benefit: Preparedness for AI enabled capabilities

Feature 10: Regular Microsoft 365 health reviews

Benefit: Ongoing optimisation and risk reduction

2.10.4 Outcomes

- Secure and effective use of Microsoft 365
- Reduced reliance on on-premise collaboration platforms
- Better return on Microsoft licensing investment

2.11 Device & Workspace Support Services

2.11.1 Service Description

Support for laptops, desktops and mobile devices including configuration, security controls, compliance and lifecycle support as part of cloud and workspace services.

2.11.2 Scope

- Device build and configuration standards
- Endpoint management (e.g. Microsoft Intune)
- Security controls (BitLocker, antivirus, firewall, compliance policies)
- Patch and update management (coordinated with Lot 3 operations)
- Device inventory and asset management
- Joiners, movers, leavers device processes

2.11.3 Features & Benefits

Feature 1: Standardised device build images

Benefit: Consistent user experience and reduced support issues

Feature 2: Endpoint management via Intune or similar

Benefit: Centralised control of device configuration

Feature 3: Security baselines and compliance policies

Benefit: Reduced risk from unmanaged endpoints

Feature 4: Automated patch and update deployment

Benefit: Improved security and stability

Feature 5: Asset tracking and lifecycle management

Benefit: Visibility of device estate and status

Feature 6: Support for remote and hybrid working

Benefit: Managed devices anywhere with connectivity

Feature 7: Integration with identity and access management

Benefit: Joined up policies across users and devices

Feature 8: Endpoint reporting and compliance dashboards

Benefit: Insight into device security posture

Feature 9: Support for encrypted device recovery

Benefit: Reduced impact of lost or stolen devices

Feature 10: Device retirement and data wiping processes

Benefit: Secure decommissioning and compliance

Outcomes

- Consistent, secure device estate
- Support for modern, hybrid working practices
- Lower risk of endpoint based breaches

2.12 AI Enablement & Copilot Governance

2.12.1 Service Description

Services supporting responsible AI adoption, including **Microsoft Copilot configuration, governance, training and usage monitoring**.

Scope

- Readiness assessment for AI and Copilot use
- Governance and policy definition for AI tools
- Microsoft 365 Copilot configuration and security hardening
- Training for users and administrators on Copilot use
- Usage monitoring and reporting
- Support for data protection and compliance considerations

2.12.2 Features & Benefits

Feature 1: AI readiness and capability assessment

Benefit: Clear understanding of opportunities and risks

Feature 2: AI and Copilot governance framework

Benefit: Responsible and controlled AI adoption

Feature 3: Secure Copilot configuration and enablement

Benefit: Reduced risk of inappropriate data exposure

Feature 4: User training on safe, effective AI use

Benefit: Better outcomes and reduced misuse

Feature 5: Admin training on management and controls

Benefit: Strong operational capability

Feature 6: Usage and impact reporting

Benefit: Evidence of value and areas for improvement

Feature 7: Data protection and privacy guidance

Benefit: AI use aligned to regulatory requirements

Feature 8: Pilot programmes and phased rollout

Benefit: Managed introduction with feedback loops

Feature 9: Ongoing governance reviews

Benefit: AI practices kept aligned to policy

Feature 10: Integration with broader cloud governance

Benefit: Coherent approach across all digital services

Outcomes

- Responsible and governed AI adoption
- Improved productivity with managed risk levels
- Clear evidence to support further AI investment

2.13 Qwantro Cloud Financial Intelligence - Microsoft Cloud Solution Provider (CSP)

2.13.1 Service Description

Altiatech provides **Microsoft software licence resale and cloud subscription services** as a Microsoft Cloud Solution Provider (CSP), enabling organisations to procure Microsoft 365, Azure and Dynamics subscriptions through a single trusted supplier.

The service is differentiated by **Qwantro**, an **enterprise-grade cloud financial intelligence and optimisation platform** provided as a **standalone solution** alongside CSP services. Qwantro delivers deep visibility, governance and AI-driven optimisation across Microsoft 365 licensing and Azure consumption, enabling customers to actively control spend, reduce waste and improve financial accountability.

Together, Altiatech CSP services and Qwantro allow organisations to move from **static licence purchasing** to **continuous, intelligence-led optimisation** of their Microsoft cloud estate.

2.13.2 Service Components

A. Microsoft CSP Software Resale

- Microsoft 365 licence resale (NCE, monthly and annual terms)
- Azure subscription resale and consumption billing
- Dynamics 365 licence resale
- Azure Reserved Instances and savings plans
- Subscription provisioning and lifecycle management
- Consolidated billing and invoice management

B. Qwantro – Cloud Financial Intelligence Platform

Qwantro is delivered as a **separate, standalone SaaS solution** that integrates with Microsoft 365 and Azure to provide:

- Real-time licence utilisation visibility
- Azure consumption analytics and cost breakdowns
- AI-driven optimisation and savings recommendations
- Forecasting, budget variance and anomaly detection
- Departmental chargeback and show back
- Executive dashboards and finance-ready reporting

Qwantro operates independently of licence resale and can be deployed **with** CSP services only.

2.13.3 Scope

- Supply of Microsoft cloud licences and subscriptions via CSP
- Azure consumption billing and discount application
- Licence and subscription lifecycle management
- Tenant onboarding and secure baseline configuration
- Deployment and configuration of Qwantro platform
- Continuous licence and cloud cost optimisation
- Forecasting, reporting and financial governance
- Ongoing CSP support and Microsoft escalation management

2.13.4 Features & Benefits

Feature 1: Microsoft 365, Azure and Dynamics licence resale

Benefit: Simplified procurement through a single trusted Microsoft partner

Feature 2: Up to **13% discount off Microsoft MSRP**

Benefit: Immediate and ongoing licence cost savings

Feature 3: **5% discount on Azure consumption charges**

Benefit: Reduced monthly cloud spend without changing workloads

Feature 4: Standalone Qwantro cloud financial intelligence platform

Benefit: Full visibility and control of cloud and licence spend

Feature 5: Real-time licence utilisation analytics

Benefit: Eliminate unused or under-utilised licences

Feature 6: AI-driven optimisation and savings recommendations

Benefit: Continuous cost reduction over contract lifecycle

Feature 7: Azure Reserved Instance and savings plan optimisation

Benefit: Improved cost efficiency for predictable workloads

Feature 8: Chargeback and show back by department or cost centre

Benefit: Clear financial accountability across the organisation

Feature 9: Consolidated billing and invoicing

Benefit: Reduced finance and procurement administration

Feature 10: Dedicated CSP account management and Microsoft escalation

Benefit: Faster resolution and access to Microsoft expertise

2.13.5 Delivery Approach

- **Assess:** Review current licences, Azure usage and cost baseline
- **Procure:** Supply licences and subscriptions via CSP
- **Configure:** Secure tenant setup and Qwantro integration
- **Optimise:** Apply continuous optimisation using Qwantro insights

- **Operate:** Ongoing CSP support, billing and reporting

Qwantro is configured during onboarding and remains active throughout the contract lifecycle to ensure sustained optimisation.

2.13.6 Pricing Model

- Per-user / per-licence pricing (Microsoft CSP terms)
- Azure consumption billed monthly in arrears
- Reserved Instances and commitments billed per Microsoft terms
- **Up to 13% off Microsoft MSRP**
- **5% off Azure consumption MSRP**

2.13.7 Qwantro

- Subscription-based pricing (per tenant / usage tier)
- Can be purchased independently of CSP services

Optional optimisation, advisory and managed services are priced separately.

2.14 Microsoft Teams Rooms Design, Deployment & Support

2.14.1 Service Description

Design, deployment and operational support for **Microsoft Teams Rooms**, including room design, configuration and AV integration.

2.14.2 Scope

- Room requirements gathering and design (layouts, capacities)
- Hardware selection and procurement advice (where customer procures)
- Microsoft Teams Rooms configuration and policies
- Integration with Microsoft 365 and identity services
- Onsite or remote deployment support (as agreed)
- Ongoing monitoring and issue resolution
- User training for meeting hosts and support staff

2.14.3 Features & Benefits

Feature 1: Room design tailored to organisational needs

Benefit: Spaces optimised for Teams meetings

Feature 2: Hardware and configuration guidance with Poly, Condecó, HP, Microsoft, Logi, Neat

Benefit: Reduced risk of incompatible solutions

Feature 3: Standardised Teams Rooms policies

Benefit: Consistent experience across sites

Feature 4: Integration with calendars and room systems

Benefit: Simple room booking and joining experience

Feature 5: Support for hybrid meeting scenarios

Benefit: Better experience for remote and inroom participants

Feature 6: Monitoring of room health and availability

Benefit: Early detection of AV and connectivity issues

Feature 7: Troubleshooting and incident handling

Benefit: Reduced downtime for meeting spaces

Feature 8: Training for users and support teams

Benefit: More effective use and reduced confusion

Feature 9: Documentation for each room configuration

Benefit: Faster resolution and maintainability

Feature 10: Advice on roadmap and upgrades

Benefit: Futureproofed collaboration spaces

2.14.4 Outcomes

- Consistent, high quality hybrid meeting experience
- Reduced support overhead for AV and conferencing
- Better utilisation of meeting room investments

2.15 Business Continuity & Service Resilience Planning

2.15.1 Service Description

Planning and assurance services supporting **business continuity, operational resilience and recovery readiness** for cloud based services.

2.15.2 Scope

- Business impact analysis (BIA) and requirements capture
- Recovery time objective (RTO) and recovery point objective (RPO) definition
- Design of continuity and resilience strategies
- Alignment with existing BCP/DR frameworks
- Testing of recovery procedures and DR plans
- Documentation of continuity plans and runbooks

2.15.3 Features & Benefits

Feature 1: Business impact analysis for cloud services

Benefit: Clear understanding of criticality and priorities

Feature 2: RTO and RPO definition per service

Benefit: Agreed recovery objectives informing design

Feature 3: Continuity strategy and architecture design

Benefit: Practical and achievable resilience approach

Feature 4: DR and resilience plan documentation

Benefit: Clear guidance during incidents

Feature 5: Support for DR tests and exercises

Benefit: Validated ability to recover services

Feature 6: Recommendations on tooling and automation

Benefit: Faster, more reliable recovery options

Feature 7: Integration with cyber incident response

Benefit: Coherent approach to disruption management

Feature 8: Alignment with regulatory expectations

Benefit: Easier compliance with resilience requirements

Feature 9: Post-test review and improvement planning

Benefit: Ongoing enhancement of resilience posture

Feature 10: Training for incident and recovery teams

Benefit: Better preparedness for real incidents

2.15.4 Outcomes

- Clearly defined continuity and resilience posture
- Tested recovery procedures with validated capabilities
- Greater confidence in responding to disruptions

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 long 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
- ISO 20000 Service 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

(This section can be reused consistently across all lots.)

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

Contact:

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Phone: +44 (0)33 033 25842

Website: www.altiatech.com

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

If you want, I can now:

- Compress this into the exact G-Cloud “Service definition” PDF format (headings and length trimmed).
- Add a **SLA and support model** subsection with response/resolution times.
- Tailor it explicitly for a particular customer segment (e.g. housing, NHS, local authority).

5. Appendix A – RAID Management

Project Risks, Assumptions, Issues and Dependencies

Project Assumptions

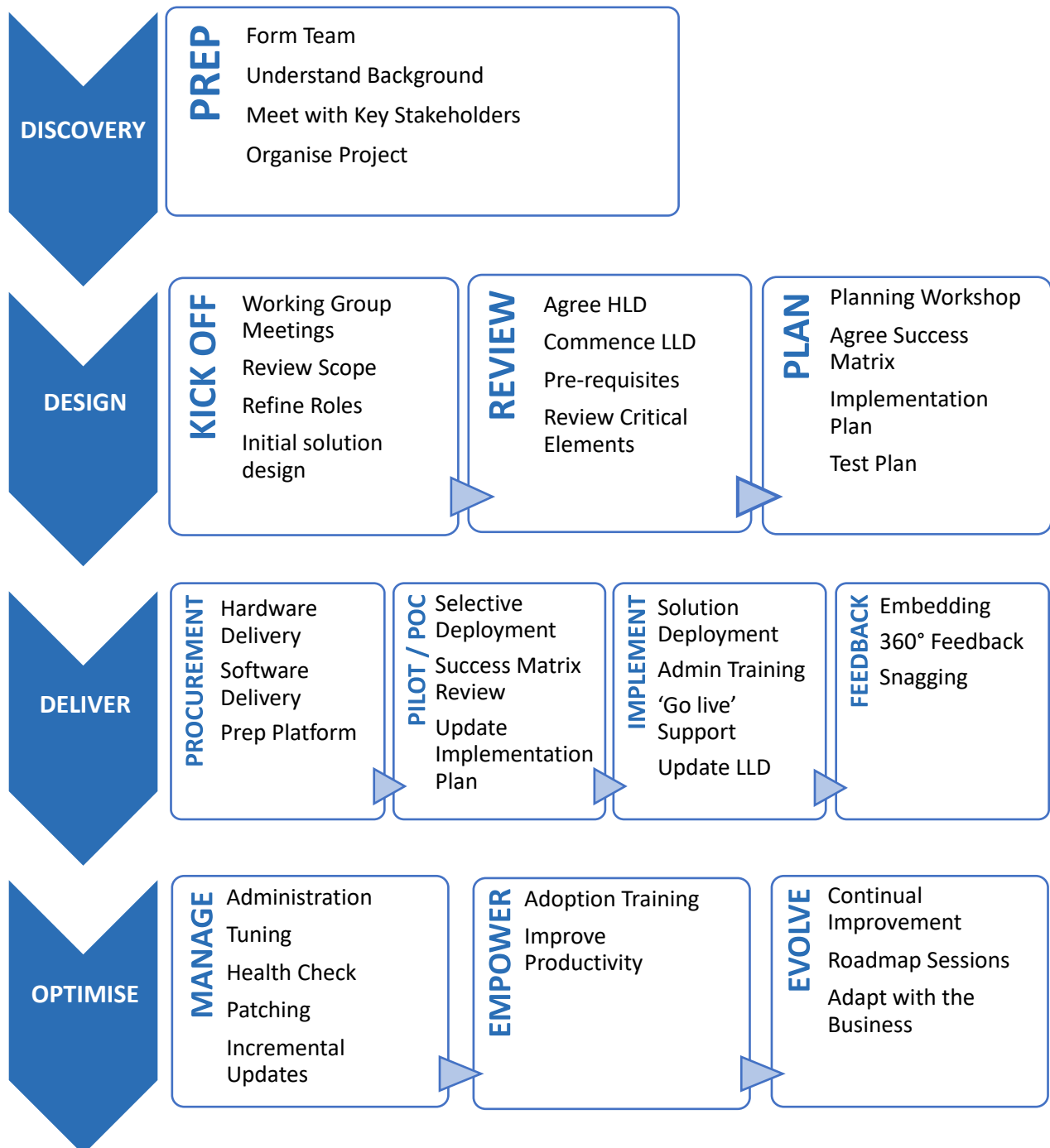
Reference	Assumptions	Details
A-001	Accuracy of information	Information provided by customer is assumed to be correct. Altiatech will not be responsible for delays, outages or costs incurred as a result of inaccurate information.
A-002	Healthy environment	Customer's environment (AD, Azure AD, etc.) is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

altiatch

Empowering Business Through Innovation

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