



G-Cloud 15 Lot 2a - Infrastructure Software as a Service (iSaaS)

Service Definition Document

Alasdair Murray
Chief Technology and Product Officer
Condatis

Document Control

Title	G-Cloud 15 Lot 2a - Infrastructure Software as a Service (iSaaS)
Filename	Condatis.G-Cloud15.SDD.Lot2a
Author / Creation Date	Alasdair Murray / 13 January 2026
Version / Document Type	v[CalcVersion] / [Document Type]
Information Handling Classification	[Classification]
Distribution	Client
Document Owner	[Owner]
Review Due (DD/MM/YYYY)	
Review Approver	[Review Approver]
Publish Approver	[Publish Approver]
Client Name / Client Code	/
Project Name / Job Code	N/A

Revision History

Date	Author	Change
13 January 2026	Alasdair Murray	Draft
21 January 2026	Alasdair Murray	Ian Ewers release review.
21 January 2026	Alasdair Murray	Final Document
27 January 2026	SMT	Final Version

Table of Contents

1	Service Summary	4
2	Features	4
3	Service Benefits	5
4	Organisational Outcomes.....	5
5	Service Model.....	6
6	Social Value Commitments	6
7	Accessibility & Inclusivity.....	6
8	Performance Metrics	7
9	Security Certifications	8
10	Integration Details	8
11	Mapping to G-Cloud 15 Lot 2a Categories	9
12	Compliance Table	9
13	Pricing Document.....	10
14	Terms & Conditions.....	10

1 Service Summary

Condatis provides secure, scalable digital identity solutions built using Microsoft Azure, Security and Entra technologies. Our offering under G-Cloud 15 Lot 2a delivers advanced identity and access management capabilities, strategic advisory, professional services, and managed support. Condatis extends Microsoft's native functionality with bespoke components to meet complex or niche requirements, ensuring compliance, security, and optimal user experience.

2 Features

Our service delivers a comprehensive suite of identity and access management capabilities, security enhancements, and operational support designed to meet complex infrastructure software requirements under G-Cloud 15 Lot 2a.

- **Identity and Access Management:** encompassing the implementation of zero trust frameworks, safeguarding workforce access, protecting citizens, customers, and partners, as well as securing access for cloud-based and non-human identities, including AI and Agentic AI.
- **Example technologies:** Covering, but not limited to, Microsoft Entra ID, Security Copilot, Entra Private Access, Entra Internet Access, Entra ID Governance, Entra ID Protection, Entra Verified ID, Entra External ID, Entra Workload ID, Entra Agent ID and Microsoft Foundry.
- **Custom Extensions:** Where appropriate, Condatis can develop tailored extensions that facilitate integration with legacy systems and address distinctive business workflows.
- **Security Enhancements:** Solutions built on robust Zero Trust architectures, ensuring that every access request, whether from the workforce, customers, partners, workloads, or AI agents, is continuously verified and monitored. Advanced threat protection mechanism safeguarding identities across cloud and on-premises environments, leveraging Microsoft Entra technologies to secure workforce credentials, citizen and customer data, partner integrations, and non-human identities such as workloads and AI.
- **Operational Support:** Condatis provides managed support, including monitoring, optimisation, and incident response. Clients benefit from flexible call-off support, comprehensive hyper care during critical rollout phases, and SLAs tailored to either UK office hours or 24/7 coverage. Our UK-based team ensures quick response, proactive monitoring, and expert assistance to maintain secure, stable operations.
- **Strategic Advisory:**
 - Identity Strategy & Roadmap
 - Define enterprise identity vision aligned with Zero Trust principles.
 - Prioritise investments across Microsoft Entra technologies (e.g., Verified ID, External ID, Private Access, Internet Access).
 - Compliance & Risk Management
 - Advisory on regulatory frameworks (e.g., GDS, GDPR, NIS2, DORA) and identity governance.
 - Technology Capability Assessment
 - Review current IAM maturity, identify gaps, and recommend enhancements.
 - Integration and Migration Planning
 - Guidance on connecting identity with broader security and data governance landscape.
 - AI & Emerging Trends

- Position clients for future identity models, including non-human identities, decentralized identity, identity wallets and AI-driven security.

3 Service Benefits

Condatis' service delivers tangible organisational, security, and compliance benefits, ensuring robust identity protection, operational efficiency, and long-term adaptability for evolving business and regulatory needs.

- Comprehensive integrated security with Microsoft infrastructure and Condatis expertise
- Organisational benefits from a layered security approach leveraging Microsoft's advanced identity and access management (IAM) technologies, such as Verified ID, External ID, Private Access, and Internet Access, while drawing on Condatis' deep expertise in aligning enterprise identity strategy with Zero Trust principles. Ensuring robust protection against evolving threats and supports secure access for both human and non-human identities.
- Flexible and scalable solutions for complex identity needs
- Tailored extensions and integrations to address sophisticated or specific requirements. Solutions are designed to adapt to changing organisational structures, emerging technologies (like decentralized identity and AI-driven security), and evolving regulatory demands, ensuring long-term adaptability.
- Compliance and risk management aligned with regulatory frameworks
- Clients gain advisory services and technology configurations that support compliance with critical regulations such as GDS, GDPR, GDS, NIS2, and DORA. Condatis and Microsoft provide identity governance and risk management capabilities that help organizations demonstrate accountability and maintain audit readiness.
- Sustainable operations through GreenOps Principles utilising Microsoft Azure's cloud infrastructure and Condatis' commitment to sustainability, clients reduce environmental impact. Solutions are designed with GreenOps principles in mind, optimising resource consumption and supporting corporate sustainability goals.
- Seamless integration and migration support thorough discovery, architecture design, and migration planning, ensuring smooth integration with existing security and data governance frameworks (including Microsoft Purview). Minimising disruption and accelerates time-to-value.
- Consistent and responsive support through reliable onboarding, offboarding, and user support via multiple channels, with service levels that include rapid response for critical incidents and ITIL-aligned resolution targets. Optional 24/7 support ensures continuous protection and operational continuity.

4 Organisational Outcomes

Delivering well designed and implemented IAM programmes can deliver one or more significant organisational outcomes that resonate at the most senior level in organisations. These business outcomes are outlined below with examples:

1. **Citizen Digital Journeys:** Seamless, Secure, Scalable
2. **Service Engagement Growth:** Identity as a Driver of Engagement, Loyalty, and Repeat Engagement
3. **Cyber Resilience:** Protecting What Matters Most
4. **Operational Efficiency:** Doing More with Less

5. **Compliance and Audit:** Turning Identity into a Governance Asset

5 Service Model

Delivered as Infrastructure Software as a Service (iSaaS). Accessible via secure internet or private network. Hosted in Microsoft Azure cloud environments.

6 Social Value Commitments

Condatis is committed to delivering measurable social value throughout the lifecycle of our services. Our approach aligns with the UK Government's Social Value Model and focuses on the following key themes:

- **Fighting Climate Change**
 - Condatis designs and operates services using GreenOps principles, optimising resource consumption and reducing carbon emissions through efficient use of Microsoft Azure cloud infrastructure and automation.
 - Commitment to net-zero targets by minimising energy usage and supporting sustainable hosting practices.
- **Tackling Economic Inequality**
 - Condatis only uses UK-based delivery teams, creating local employment opportunities and supporting regional economic growth.
 - Offer skills development programmes for employees and clients, including training on identity security, cloud technologies, and compliance frameworks.
- **Equal Opportunity**
 - Condatis promotes inclusive recruitment practices, ensuring diversity and equal opportunity across all roles.
 - We provide accessible solutions compliant with WCAG and other UK Government standards to ensure usability for all users, including those with disabilities.
- **Wellbeing and Community Integration**
 - Support employee wellbeing through flexible working arrangements and mental health initiatives.
 - Engage with local communities via STEM outreach programmes and apprenticeships encouraging careers in technology and cybersecurity.

7 Accessibility & Inclusivity

Condatis is committed to ensuring that all services are accessible and inclusive for every user. Our approach includes:

- **Compliance with Accessibility Standards**

- All user interfaces and documentation are designed to meet Web Content Accessibility Guidelines (WCAG) 2.1 AA standards and other mandated standards where required.
- Regular accessibility audits are conducted, with clients, to maintain compliance and improve usability for individuals with disabilities.
- **Inclusive Design Principles**
 - Solutions are developed using inclusive design practices, ensuring compatibility with assistive technologies such as screen readers, voice recognition software, and alternative input devices.
 - Clear, consistent navigation and adaptable layouts support users with varying needs.
- **Language and Cultural Inclusivity**
 - Multi-language support is available for key service components.
 - Content is written in plain English to ensure clarity and ease of understanding.
- **Ongoing Improvement**
 - Accessibility feedback channels are provided for clients and end-users.
 - Continuous improvement processes ensure enhancements based on user feedback and evolving standards.

8 Performance Metrics

Condatis guarantees high service reliability and responsiveness through defined performance targets aligned with G-Cloud standards:

- **Service Availability**
 - Uptime Guarantee: 99.9% monthly availability for core identity services hosted on Microsoft Azure.
 - Monitoring: Continuous monitoring with automated alerts for service degradation where required.
- **Incident Response**
 - Response Times:
 - Critical incidents: Initial response within 30 minutes.
 - High priority: Within 1 hour.
 - Standard issues: Within 4 business hours.
 - Resolution Targets:
 - Critical: Resolved within 4 hours.
 - High priority: Within 8 hours.
 - Standard: Within 24 hours.
- **Support SLAs**
 - UK business hours support as standard, with optional 24/7 coverage.
 - Escalation procedures documented and aligned with ITIL best practices.
- **Performance Reporting**
 - Monthly performance reports covering:
 - Uptime statistics.
 - Incident response and resolution times.
 - SLA compliance metrics.
 - Continuous Improvement
 - Regular service reviews and optimisation based on performance data.
 - Proactive identification of trends to prevent recurring issues.

9 Security Certifications

Condatis and Microsoft maintain rigorous security standards to ensure the confidentiality, integrity, and availability of client data. Our services comply with recognised industry certifications and frameworks, including:

	Condatis	Microsoft
ISO 27001	Yes	Yes
ISO 90001	Yes	Yes
Cyber Essentials Plus	Yes	Yes
GDPR	Yes	Yes
SOC1&2		Yes
Secure Development Lifecycle	Yes	Yes
NIST 800-88	Yes	Yes
Penetration Testing	Where requested	Yes

10 Integration Details

Condatis solutions are designed for seamless integration with existing enterprise systems and security frameworks. Our approach ensures minimal disruption and accelerates time-to-value:

- **Legacy System Integration**
 - Development of custom connectors and extensions to integrate with on-premises directories such as HR systems, and bespoke applications.
 - Support for hybrid environments combining cloud and on-premises identity infrastructures.
- **API and Standards-Based Connectivity**
 - Utilisation of open standards such as SAML, OAuth 2.0, and OpenID Connect for interoperability.
 - RESTful APIs provided for integration with third-party applications and workflows.
- **Microsoft Ecosystem Alignment**
 - Native integration across the Microsoft ecosystem using products such as Microsoft Entra technologies, including Verified ID, External ID, Private Access, and Internet Access.
 - Alignment with Microsoft Purview for data governance and compliance.
- **Migration Planning**
 - Comprehensive discovery and assessment of current identity architecture.
 - Detailed migration roadmap covering data transfer, configuration, and testing phases.
 - Hypercare support during cutover to ensure continuity.
- **Future-Ready Architecture**
 - Solutions designed to accommodate emerging identity models, including decentralized identity and AI-driven security.
 - Scalable architecture supporting growth and evolving regulatory requirements.

11 Mapping to G-Cloud 15 Lot 2a Categories

Condatis' Infrastructure Software as a Service (iSaaS) offering aligns with the core categories defined under Lot 2a:

- **IT Operations and Service Management**
 - Our managed support services, proactive monitoring, and ITIL-aligned incident response ensure operational continuity and efficient service management.
- **Network Security and Identity Management**
 - Advanced identity and access management capabilities, Zero Trust frameworks, and Microsoft Entra technologies safeguard workforce, citizen, and partner access across cloud and hybrid environments.
- **Governance, Risk, and Compliance (GRC)**
 - Strategic advisory services address regulatory frameworks such as GDPR, NIS2, and DORA, while identity governance features support compliance and audit readiness.
- **FinOps and GreenOps**
 - Solutions leverage Microsoft Azure's resource optimisation and Condatis' GreenOps principles to reduce environmental impact and support cost efficiency.
- **Virtual Client Computing**
 - Secure access for human and non-human identities, including workloads and AI agents, ensures compatibility with modern virtualised environments.

12 Compliance Table

	Condatis	Microsoft
User Support	• Support via email and portal during UK business hours. • SLAs for response and resolution times. • Escalation procedures documented.- Training and onboarding guidance included.	• 24/7 global support via multiple channels (portal, phone). • FastTrack onboarding programme. • Defined SLAs and escalation paths. • Extensive self-service resources.
Asset Protection	• Data stored in UK/EU regions. • ISO 27001, ISO 9001 and GDPR compliance. • Encryption at rest and in transit. • Regular audits and certifications maintained.	• Global data centres with regional options. • ISO 27001, SOC, GDPR compliance. • Advanced encryption and key management. • Continuous compliance monitoring.
Penetration Testing	• Annual penetration tests by certified third parties where clients requests. • Remediation documented and tracked.	• Regular penetration testing across all services. • Automated vulnerability scanning.

	• Aligned with NCSC and Secure Lifecycle guidance.	• Remediation tracked in compliance dashboards. • Independent audits performed.
Data Sanitisation	• Secure erasure using NIST 800-88 standards. • ISO 27001 certified processes. • Audit trail provided for verification. • Optional migration support offered.	• Secure deletion aligned with NIST and GDPR. • Customer-controlled retention policies. • Compliance certifications available. • Transition assistance provided.

13 Pricing Document

Detailed pricing information will be provided in accordance with G-Cloud requirements, including subscription tiers, consumption-based models, and any optional services.

14 Terms & Conditions

Standard G-Cloud terms apply. Additional terms specific to Condatis services will be provided upon request, covering SLAs, data protection, and compliance obligations.