



Neo Technology Cloud & Platform Infrastructure Services



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Service Overview

Neo Technology Cloud & Platform Infrastructure Services provide the foundational cloud, platform, and operational infrastructure required to host, run, secure, and operate modern digital services delivered as Software as a Service.

Delivered as Infrastructure Software as a Service (iSaaS) under Lot 2a, these services provide a secure, scalable, and resilient platform layer that supports application runtime, identity and access control, deployment automation, monitoring, data integration, and service continuity.

The services are designed to enable the reliable operation of digital platforms across public sector organisations, supporting availability, security, interoperability, and operational assurance.

Cloud Runtime & Hosting

The platform provides cloud-hosted runtime and execution environments designed to support scalable, multi-tenant digital services.

Hosting and runtime capabilities are engineered to support variable demand, service growth, and high availability requirements while maintaining isolation between tenants.

Capabilities include:

Cloud hosting and managed runtime environments
Secure, scalable, multi-tenant architecture
Logical tenant isolation and data segregation
Elastic scaling to support changes in demand
High availability configurations across environments
Platform resilience aligned to service availability requirements

Identity & Access Infrastructure

The platform includes a centralised identity and access management (IAM) infrastructure to control and audit access at both user and system level. Identity services are designed to support secure access across platform services while maintaining clear separation of duties and auditability.

Capabilities include:

- Centralised IAM platform

- Role-based access control (RBAC)
- Permission management at platform and service level
- Authentication and authorisation services
- Access logging and audit trails
- Support for integration with external identity providers where required

DevOps & Release Infrastructure

The platform provides DevOps and release management infrastructure to support controlled, repeatable, and auditable delivery of software changes. Release processes are designed to minimise risk, support rollback, and maintain service continuity.

Capabilities include:

- Continuous integration and continuous delivery (CI/CD) pipelines
- Automated build, test, and deployment processes
- Release automation and promotion controls
- Environment management across development, test, and production
- Configuration management and version control
- Support for controlled change and release governance

Monitoring, Security & Resilience

The platform includes monitoring, security, and resilience services to support operational oversight, threat detection, and service continuity. These services provide visibility into platform health, security posture, and operational performance.

Capabilities include:

- Platform monitoring and health checks
- Centralised logging and event capture
- Performance and availability monitoring
- Threat detection and protection mechanisms
- Security alerting and incident support
- Backup and restore services
- Disaster recovery and resilience planning
- Support for business continuity requirements

Data & Integration Platforms

The platform provides data and integration services to enable secure data exchange, interoperability, and reporting across systems.

Integration services are designed to support structured, controlled, and auditable data movement between platforms and services.

Capabilities include:

- Data integration and transformation services
- API management and gateway services
- Secure data exchange mechanisms
- Support for interoperability with third-party systems
- Data pipelines supporting operational reporting
- Analytics and reporting infrastructure
- Controlled access to data for authorised services and users

Platform Scope and Use

Neo Technology Cloud & Platform Infrastructure Services are designed to:

Support the hosting and operation of SaaS applications

Enable secure access and identity management

Provide reliable deployment and release pipelines

Maintain visibility, security, and resilience of platform services

Enable data integration, interoperability, and reporting

These services provide the technical foundation required for modern digital service delivery, without constraining how consuming organisations design or operate their applications.

Platform Summary

Neo Technology Cloud & Platform Infrastructure Services deliver a secure, scalable, and resilient Infrastructure Software as a Service (iSaaS) platform under Lot 2a, supporting cloud runtime, identity, DevOps, monitoring, security, and data integration capabilities.

The services are designed to enable reliable, auditable, and interoperable digital platforms across public sector environments.