

G-CLOUD 15 SERVICE DEFINITION DOCUMENT

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1 Our Services

InfraTech Systems offer a broad range of services that cover on-premise, cloud and hybrid environments. This document focuses the cloud services that we offer through the G-Cloud Framework.

As a leading provider of cloud IT services, we are committed to delivering innovative, scalable, and secure cloud services that enable you to accelerate growth, drive efficiency, and achieve your business objectives in today's dynamic digital landscape.

In this service description document, we present an overview of our extensive portfolio of cloud solutions, highlighting key features, benefits, and capabilities that set us apart as a preferred partner for organisations seeking to harness the full potential of cloud technology. From infrastructure and platform services to data management and application modernisation, we offer a wide range of solutions tailored to meet the unique needs of our clients.

2 Cloud Strategy and Transformation Advisory Service

2.1 Service Summary

Advisory service to design a clear, business aligned cloud strategy and transformation roadmap. Covers readiness, target architecture and cloud governance to enable secure, compliant adoption of Azure, hybrid or multi-cloud in the public sector.

2.2 Service Description

Cloud Strategy & Transformation Advisory helps public sector organisations define a practical, risk-aware path to cloud.

InfraTech Systems starts by assessing your current IT landscape, digital ambitions and constraints. We then define a cloud strategy, target architecture and operating model that reflect your business priorities, regulatory environment and appetite for change.

The service covers governance, policies and decision-making frameworks so cloud adoption is controlled, auditable and aligned with organisational goals. We evaluate options across Azure, hybrid and multi-cloud to avoid lock-in and ensure value for money.

Finally, we provide a prioritised transformation roadmap, showing phases, dependencies, costs and benefits, so leadership can make informed decisions and track progress.

2.3 Service Key Features and Benefits

Service Features

- Cloud strategy aligned to organisational objectives
- Cloud readiness assessment across IT, people and process
- Target Azure / hybrid / multi-cloud architecture design
- Cloud operating model and roles definition
- Governance, policy and risk management framework
- Transformation roadmap with phases and milestones
- Investment and cost-estimation support
- Vendor-agnostic guidance and options analysis
- Stakeholder workshops and decision facilitation
- Executive-friendly documentation and summaries

Service Benefits

- Clear, shared vision for cloud adoption
- Reduced risk of failed or stalled cloud projects
- Faster, better-informed cloud decisions
- Stronger governance and compliance from day one
- Investment focused on highest-value initiatives
- Avoids cloud lock-in and poor architecture choices
- Easier stakeholder alignment and sponsorship
- More predictable timelines and delivery outcomes
- Improved confidence in digital transformation plans
- Strong evidence base for business cases

3 Cloud Readiness & IT Assessment (Security, Resilience & Modernisation) Service

3.1 Service Summary

A structured assessment of your IT estate, security and resilience to determine cloud readiness, identify technical debt and provide a practical modernisation and migration action plan.

3.2 Service Description

Cloud Readiness & IT Assessment provides an end-to-end view of how ready your organisation is to adopt cloud.

InfraTech Systems carries out discovery across infrastructure, applications, networks and data flows, mapping dependencies and highlighting constraints. We evaluate security controls, backup, disaster recovery and resilience to identify vulnerabilities and gaps that cloud migration may expose.

Using structured scoring and best-practice benchmarks, we rate your cloud readiness and highlight technical debt, end-of-life systems and quick wins. We then provide a prioritised action plan and high-level roadmap for modernisation and migration, tailored to budget, risk appetite and organisational capacity.

The outcome is a clear, evidence-based understanding of where you are today and the steps required to move safely and efficiently to cloud.

3.3 Service Key Features and Benefits

Service Features

- Estate discovery across servers, apps, networks and data
- Cloud readiness scoring against best practice models
- Security and resilience assessment of key systems
- Identification of technical debt and legacy risks

- Mapping of dependencies and integration constraints
- Modernisation and migration recommendations
- Prioritised remediation and quick-win actions
- Executive report with clear findings and options
- Workshops to validate and refine recommendations
- Optional follow-on planning and design support

Service Benefits

- Clear, objective view of cloud readiness
- Reduced risk of surprise costs or delays
- Better prioritisation of modernisation efforts
- Stronger security and resilience pre-migration
- Improved alignment between IT and business goals
- Solid foundation for cloud business cases
- Faster, smoother cloud migration projects
- Less disruption to users and services
- Better utilisation of existing IT investments
- Evidence to support funding and approvals

4 Cloud Migration Services (Applications, Databases & File Services)

4.1 Service Summary

End-to-end planning and execution of migrations for applications, databases and file services into Azure and public cloud, with minimal disruption and strong security.

4.2 Service Description

Cloud Migration Services deliver a structured, low-risk approach to moving workloads into Azure and other major public clouds.

InfraTech Systems begins with discovery and dependency mapping to understand how applications, databases and file services interact. We then define the migration strategy for each workload, selecting the right approach between re-host, re-platform or re-factor – based on risk, cost and business value.

We design the target cloud environment, including landing zones, networking, security and identity integration. Migrations are delivered in waves, with detailed cutover planning, rollback options and clear communication. Data migration is handled with appropriate tools and techniques for minimal downtime and integrity.

Post-migration, we optimise performance, cost and security so you quickly realise the benefits of cloud.

4.3 Service Key Features and Benefits

Service Features

- Application and workload discovery and grouping
- Migration strategy per workload (7R-style approach)
- Azure landing zone and security design
- Network and connectivity planning and build
- Data migration for databases and file services

- Wave-based migration and cutover management
- Testing, validation and rollback planning
- Post-migration tuning and optimisation
- Knowledge transfer to in-house teams
- Documentation of migrated environment

Service Benefits

- Lower risk cloud migrations with clear planning
- Reduced downtime and business disruption
- Secure and compliant target environments
- Faster realisation of cloud benefits and savings
- Opportunity to modernise legacy systems
- Better performance and scalability for workloads
- Improved visibility and control over cloud assets
- Stronger alignment with cloud best practice
- Increased confidence from stakeholders and users
- Re-usable patterns for future migrations

5 Secure Cloud Hosting for Public Sector (Azure landing zones & managed IaaS)

5.1 Service Summary

Managed, secure Azure-based hosting with landing zones, IaaS and resilience designed around UK public sector security, compliance and availability needs.

5.2 Service Description

Secure Cloud Hosting for Public Sector provides fully managed Azure landing zones and IaaS tailored to government and wider public sector organisations.

InfraTech Systems designs and deploys secure landing zones, encompassing identity, networking, segmentation, monitoring and security tooling. We manage virtual machines, storage and associated services, ensuring patching, backup and disaster recovery align to agreed service levels.

Connectivity options such as VPN and private endpoints are configured to integrate with your existing networks securely. We apply best-practice governance and standards, so environments are consistent, auditable and easy to manage.

The service includes ongoing monitoring, incident handling and capacity management, giving you a robust, scalable hosting platform for critical applications and data.

5.3 Service Key Features and Benefits

Service Features

- Secure Azure landing zone design and build
- Managed IaaS for VMs, storage and networking
- Network security, firewalls and segmentation
- VPN and secure connectivity configuration
- Backup and disaster recovery implementation
- Patch and configuration management services
- Monitoring, alerts and incident handling

- Capacity and performance management
- Governance and standards enforcement
- Public sector-aligned security controls

Service Benefits

- Secure, compliant cloud hosting foundation
- Reduced operational overhead and complexity
- Improved availability for critical applications
- Easy scaling to meet changing demand
- Consistent, well-governed cloud environments
- Faster time-to-deploy for new services
- Predictable service levels and support
- Lower risk versus self-managed cloud builds
- Better utilisation of Azure capabilities
- Strong platform for further cloud adoption

6 Cloud Infrastructure & Cost Optimisation (FinOps & Operations) Service

6.1 Service Summary

Ongoing management, optimisation and FinOps-driven cost control for Azure and hybrid cloud, ensuring secure, performant and cost-efficient infrastructure.

6.2 Service Description

Cloud Infrastructure Management & Cost Optimisation combines operational management with FinOps practices for Azure and hybrid cloud environments.

InfraTech Systems monitors and manages your cloud resources, handling patching, configuration and performance tuning. We implement tagging, budgets and alerting to give clear cost visibility, and regularly review usage to eliminate waste, right-size resources and optimise reservations or savings plans.

We enforce governance policies around resource creation and lifecycle, reducing sprawl and risk. Regular reviews with stakeholders highlight optimisation opportunities, security updates and changes needed to support new services.

This service ensures your cloud infrastructure remains secure, reliable and financially efficient over time.

6.3 Service Key Features and Benefits

Service Features

- Proactive management of Azure and hybrid resources
- Monitoring, patching and configuration management
- Performance and capacity optimisation
- Cost tagging standards and budget controls
- Regular FinOps cost reviews and reports
- Rightsizing and waste-elimination recommendations
- Governance policies for resource lifecycle

- Automation for common operational tasks
- Security baselines applied and maintained
- Stakeholder service and optimisation reviews

Service Benefits

- Lower, more predictable cloud spend
- Reduced risk from poorly managed resources
- Better performance and reliability for services
- Clear visibility of where cloud money is spent
- Stronger alignment of spend to business value
- Less time spent on routine infrastructure tasks
- Reduced cloud sprawl and unused services
- Improved security posture through standardisation
- Ability to scale cloud use with confidence
- Ongoing optimisation as needs evolve

7 Microsoft 365 Modern Workplace Managed Service (Teams, SharePoint, OneDrive)

7.1 Service Summary

Managed service for Microsoft 365, covering secure setup, administration and support for Teams, SharePoint, OneDrive and related services to enable a modern workplace.

7.2 Service Description

Microsoft 365 Modern Workplace Managed Service delivers end-to-end management of your Microsoft 365 environment to support collaboration and hybrid working.

InfraTech Systems designs and hardens your tenant, configures security and compliance, and manages day-to-day administration across Teams, SharePoint, OneDrive and Exchange Online. We support user onboarding, permissions, configuration changes and problem resolution.

The service includes licence optimisation, adoption monitoring and guidance to drive effective use of collaboration tools. Integration with identity and device management ensures a secure, controlled experience.

An ITIL-aligned service desk and regular reporting give you clear visibility of service performance, adoption and improvement opportunities.

7.3 Service Key Features and Benefits

Service Features

- Tenant design, setup and security hardening
- Administration of Teams, SharePoint, OneDrive, Exchange
- User and licence management and optimisation
- ITIL-aligned service desk and user support
- Governance for sites, teams and data access
- Configuration of compliance and retention policies
- Integration with identity and device management
- Adoption insights and best-practice guidance

- Change and release management for new features
- Regular service reviews and reporting

Service Benefits

- Secure, well-managed Microsoft 365 environment
- Higher adoption of collaboration tools
- Reduced admin burden on internal IT teams
- Optimised licence usage and reduced waste
- Consistent user experience for hybrid workers
- Better control over data, sharing and access
- Faster resolution of user issues and requests
- Improved compliance with retention and audit needs
- Clear visibility of service health and usage
- Strong platform for digital workplace initiatives

8 Microsoft 365 Backup, Disaster Recovery & Business Continuity Service

8.1 Service Summary

Fully managed backup and recovery for Microsoft 365 workloads, aligned to your business continuity and compliance requirements, protecting against data loss and ransomware.

8.2 Service Description

Microsoft 365 Backup, Disaster Recovery & Business Continuity Service ensures your Microsoft 365 data is protected and recoverable.

InfraTech Systems implements and manages backup solutions for Exchange Online, SharePoint, OneDrive and Teams, providing granular and full environment restore options. Retention policies are configured to match regulatory and business needs, including legal hold where required.

We integrate these capabilities into your wider business continuity and disaster recovery plans, defining recovery point and recovery time objectives and testing recoveries where agreed.

Regular reporting demonstrates coverage, success rates and readiness, giving assurance that your Microsoft 365 data can be restored when needed.

8.3 Service Key Features and Benefits

Service Features

- Automated backup of key Microsoft 365 services
- Granular and full environment restore options
- Configurable retention and legal hold support
- Protection against ransomware and deletion
- Integration with wider DR and BCP plans
- Defined RPO/RTO aligned to business needs
- Periodic recovery tests and evidence
- Monitoring of backup jobs and alerts

- Reporting on coverage and recovery readiness
- Support during recovery incidents

Service Benefits

- Assured protection of critical Microsoft 365 data
- Faster recovery from cyber incidents and mistakes
- Compliance with regulatory retention requirements
- Reduced risk of permanent data loss
- Clear understanding of recovery capabilities
- Less operational effort managing backup tools
- Improved user confidence in cloud services
- Stronger overall business continuity posture
- Evidence for audits and assurance reviews
- Predictable costs for backup and protection

9 Managed IT Service Desk & Endpoint Support (ITIL-Aligned Managed Service)

9.1 Service Summary

ITIL-aligned managed service desk and endpoint support, providing a single point of contact for users and reliable support for devices and core services.

9.2 Service Description

Managed IT Service Desk & Endpoint Support delivers day-to-day IT support for users in cloud and hybrid environments.

InfraTech Systems operates a service desk that handles incidents, service requests and problems under agreed SLAs. We provide remote support for laptops, desktops and mobile devices, with optional field engineering where required.

Integrated tooling enables remote diagnostics, patching and software deployment. We work alongside your existing IT team or other suppliers, managing escalations and ensuring consistent service.

Regular reporting and service reviews drive continual improvement and ensure the service remains aligned with organisational needs.

9.3 Service Key Features and Benefits

Service Features

- Single point of contact IT service desk
- Incident, request and problem management
- Remote support for endpoints and core services
- SLA-based response and resolution targets
- Remote tooling for diagnostics and fixes
- Optional onsite and field engineering support
- Knowledge base and self-service portal options
- Integration with other IT suppliers and teams

- Service reporting and trend analysis
- Continual service improvement planning

Service Benefits

- Improved user satisfaction with IT support
- Reduced downtime and productivity loss
- Consistent, predictable service for users
- Less pressure on in-house IT staff
- Better visibility of recurring issues and trends
- Faster resolution through skilled support team
- Ability to scale support as the organisation grows
- Strong underpinning for cloud and SaaS services
- Easier coordination across multiple suppliers
- More time for internal IT to focus on strategy

10 Proactive Monitoring, Automation & Observability (Cloud & Hybrid Infrastructure) Service

10.1 Service Summary

24/7 monitoring, observability and automated remediation for cloud and hybrid infrastructure, improving reliability and reducing incident impact.

10.2 Service Definition

Proactive Monitoring, Automation & Observability provides comprehensive visibility and automated response capabilities for your infrastructure and key services.

InfraTech Systems deploys and configures observability tooling to collect metrics, logs and traces from cloud and on-premises systems. We define thresholds, alerting rules and runbooks to detect issues early and respond quickly, including automated remediation for common problems.

Dashboards and regular reports provide operations and leadership with clear insight into system health, performance and SLA adherence.

The service reduces noisy alerts, focuses teams on meaningful events and lays the foundation for SRE-style continuous improvement.

10.3 Service Key Features and Benefits

Service Features

- Monitoring of servers, networks and cloud workloads
- Centralised logging, metrics and tracing collection
- Tuned alerting and incident notification processes
- Automated remediation for common issues
- Health and SLA dashboards for key services
- Integration with Azure Monitor and existing tools
- Runbooks and standard operating procedures

- Root-cause and trend analysis for incidents
- Reporting on performance and availability
- Support for continual observability improvements

Service Benefits

- Earlier detection of issues before users notice
- Reduced incident volume via automation
- Improved availability and performance of services
- Less time spent firefighting and chasing false alerts
- Clear visibility of system health for stakeholders
- Strong base for SRE and DevOps practices
- Better prioritisation of engineering effort
- Reduced risk of major outages and SLA breaches
- More predictable service levels for the business
- Enhanced user confidence in digital services

11 AI Foundations & Readiness Assessment

Service for Public Sector Organisations

11.1 Service Summary

Assessment and roadmap service to understand AI readiness, data landscape and governance needs, and define a 90-day plan for safe, value-driven AI adoption

11.2 Service Description

AI Foundations & Readiness Assessment helps public sector organisations adopt AI safely and effectively.

InfraTech Systems evaluates your current capabilities across people, process, data and technology. We review data quality, access, security and governance to understand what AI and generative AI solutions can realistically deliver.

Working with stakeholders, we identify and prioritise AI use cases that offer real value while respecting constraints such as privacy, ethics and regulation. We then define a 90-day roadmap outlining quick wins, pilots and enabling actions.

Recommendations also cover responsible AI policies, risk management and alignment with platforms such as Microsoft 365 Copilot.

11.3 Service Key Features and Benefits

Service Features

- Assessment of AI readiness across key dimensions
- Review of data quality, access and governance
- Identification and prioritisation of AI use cases
- High-level architecture for AI solutions and tools
- 90-day roadmap with quick wins and pilots
- Responsible AI policy and risk guidance
- Stakeholder workshops and discovery sessions

- Alignment with existing cloud and data platforms
- Recommendations on skills and operating model
- Executive summary with clear next steps

Service Benefits

- Clear, realistic view of AI readiness
- Focus on high-value, feasible AI use cases
- Reduced risk around ethics, privacy and security
- Faster, more confident AI experimentation and pilots
- Better alignment between IT, data and business teams
- Strong foundations for enterprise AI adoption
- Avoidance of hype-driven, low-value projects
- Improved stakeholder understanding and buy-in
- Ability to plan AI investment and skills development
- Structured, time-bound plan to start delivering value

12 Data Reporting and Data Analytics Service

12.1 Service Description

Our Data Reporting and Data Analytics service is a comprehensive solution designed to unlock the value of your data and drive informed decision-making across your organisation.

With our service, you can gain valuable insights, visualise trends, and uncover opportunities to optimize performance and achieve your business objectives.

Experience the power of data-driven decision-making with our Data Reporting and Data Analytics service.

12.2 Service Key Features and Benefits

Service Features

- Data integration and aggregation
- Data cleansing and quality assurance
- Customised reporting dashboards
- Advanced analytics and data visualisation
- Ad hoc querying and analysis
- Performance monitoring and optimisation

Service Benefits

- Informed decision-making
- Improved efficiency
- Enhanced visibility
- Competitive advantage
- Risk mitigation
- Cost savings
- Compliance and governance

13 AI Integrated Cybersecurity Operations and Threat Protection Service

13.1 Service Summary

Managed, AI-assisted cybersecurity operations service providing enhanced threat detection, endpoint protection and security awareness for cloud and hybrid environments.

13.2 Service Description

AI-Enhanced Cybersecurity Operations & Threat Protection offers a SOC managed security service for public sector and similar organisations.

InfraTech Systems uses AI-assisted analytics and existing security tools to detect suspicious activity across endpoints, identities and cloud services. We provide triage, investigation support and guidance on containment and remediation.

The service includes vulnerability management, phishing simulations and user awareness training to strengthen human defences. Integration with Microsoft Defender, SIEM and logging platforms maximises the value of your existing investments.

Regular reporting highlights threats, trends, vulnerabilities and improvements to your security posture

13.3 Service Key Features and Benefits

Service Features

- AI-assisted threat detection and correlation
- Endpoint protection and vulnerability management
- Security incident triage and response guidance
- Phishing simulations and awareness campaigns
- Integration with Microsoft Defender and SIEM tools
- Security posture reporting and dashboards
- Recommendations for hardening and improvements

- Support for policy and control implementation
- Tuning of alerts to reduce noise
- Option for extended-hours monitoring

Service Benefits

- Stronger protection against cyber threats and ransomware
- Faster detection and response to security incidents
- Better utilisation of existing security tooling
- Improved user awareness and reduced human risk
- Clear understanding of current security posture
- Reduced likelihood of successful attacks
- Enhanced compliance and audit readiness
- Lower operational burden on internal security teams
- Prioritised focus on high-risk vulnerabilities
- Increased confidence for leadership and stakeholders

14 IT Security Assessment & Compliance (Cyber Essentials, ISO 27001 & GDPR Service)

14.1 Service Summary

Security assessment aligned to Cyber Essentials, ISO 27001 and GDPR, identifying gaps in technical controls and policies and providing a practical remediation roadmap.

14.2 Service Description

IT Security Assessment & Compliance provides an end-to-end review of your security controls and processes against recognised standards.

InfraTech Systems examines networks, endpoints, cloud platforms and key applications, checking configuration and hardening against best practice. We review security policies, processes and documentation and map them to Cyber Essentials, ISO 27001 and GDPR expectations.

Findings are risk-rated and grouped into a prioritised remediation plan, highlighting quick wins and strategic improvements. Where desired, we support your preparation for formal Cyber Essentials / CE+ assessments.

The output is a clear view of your security posture, gaps and steps needed to reach target compliance levels

14.3 Service Key Features and Benefits

Service Features

- Technical review of networks, endpoints and cloud
- Configuration and hardening checks for key systems
- Policy and process review against key standards
- Gap analysis for Cyber Essentials and ISO 27001
- Risk-rated findings and prioritised remediation plan
- Recommendations for controls and tooling improvements
- Support for Cyber Essentials / CE+ preparation
- Workshops to review findings and agree actions

- Clear, non-technical executive summary
- Optional follow-on support for implementation

Service Benefits

- Clear understanding of security strengths and gaps
- Practical roadmap to improve compliance and control
- Reduced risk of security incidents and breaches
- Better preparation for formal certifications and audits
- Stronger confidence from leadership and partners
- Improved clarity of roles, responsibilities and processes
- More effective use of existing security investments
- Prioritised actions focusing on highest risks
- Easier communication of security status to stakeholders
- Foundation for continuous security improvement

15 Business Resilience & Ransomware Recovery Assessment (Backup & DR Review) Service

15.1 Service Summary

Independent assessment of backup and disaster recovery capabilities, focusing on data resilience and ransomware recovery readiness, with actionable improvements.

15.2 Service Description

Data Resilience & Ransomware Recovery Assessment evaluates how well you can withstand and recover from data loss incidents.

InfraTech Systems reviews backup coverage, technologies, schedules and retention policies for critical systems and data. We assess disaster recovery architectures, documentation and test history, comparing RPO and RTO targets with business expectations.

Specific attention is given to ransomware scenarios, including immutability, segregation and clean recovery options. We identify gaps, risks and single points of failure, then propose improvements and technology options.

The result is a clear picture of your data resilience and a roadmap to strengthen backup and DR for modern threat landscapes.

15.3 Service Key Features and Benefits

Service Features

- Review of backup strategy, tools and coverage
- Assessment of DR architecture and documentation
- Evaluation of RPO/RTO versus business needs
- Ransomware recovery readiness and clean restore options
- Identification of gaps, risks and single points of failure
- Recommendations for backup and DR enhancements
- Advice on immutability and off-site protection

- Guidance on test planning and execution
- Executive report with prioritised actions
- Workshops to discuss findings and next steps

Service Benefits

- Stronger assurance around data protection and recovery
- Reduced impact of ransomware and major incidents
- Better alignment of DR capability with business priorities
- Clear prioritisation of resilience investments
- Fewer surprises during real recovery events
- Improved confidence from regulators and auditors
- More effective use of existing backup solutions
- Enhanced ability to meet uptime and recovery SLAs
- Structured approach to DR testing and improvement
- Clear communication of resilience posture to leadership

16 Architecture-as-a-Service (Enterprise, Solution, Data & Cloud Architecture)

16.1 Service Summary

On-demand access to experienced enterprise, solution, data and cloud architects to support transformation, integration and cloud programmes.

16.2 Service Description

Architecture-as-a-Service (AaaS) provides flexible architecture capability without the cost of building a large permanent team.

InfraTech Systems supplies architects with experience in enterprise, solution, data and cloud architecture. They support programmes and projects with design, documentation and governance, helping ensure solutions align with strategy and standards.

We create and maintain reference architectures, patterns and principles covering Azure, integration, data and security. Architecture boards and reviews provide assurance, risk management and consistency across suppliers and delivery teams.

This service can flex with demand, supporting peak workloads or specific initiatives, while embedding good architectural practices into your organisation

16.3 Service Key Features and Benefits

Service Features

- Enterprise, solution, data and cloud architecture expertise
- Design support for programmes and key projects
- Azure and hybrid cloud architecture design and review
- Integration and data architecture patterns and guidance
- Creation of standards, principles and reference models
- Architecture governance and design assurance boards
- Support for business and technology road mapping
- Collaboration with delivery and supplier teams

- Documentation of target and transitional architectures
- Flexible resourcing model aligned to demand

Service Benefits

- Access to senior architecture skills when needed
- More consistent, future-proof solution designs
- Reduced delivery risk through stronger governance
- Better alignment between business strategy and technology
- Faster, more informed technical decision-making
- Improved re-use of patterns and components
- Easier coordination across multiple projects and suppliers
- Stronger control of technical debt and complexity
- Ability to scale architecture capacity for major programmes
- Clearer roadmaps connecting current and target states

17 Identity, Access and Device Management Service (Entra ID, Intune and Modern EUC)

17.1 Service Summary

Design and management of secure identity, access and device management using Entra ID and Intune, enabling compliant modern end-user computing.

17.2 Service Description

Identity, Access & Device Management provides a secure foundation for modern working by centralising identity, access and endpoint control.

InfraTech Systems designs and implements identity and access management with Entra ID, configuring conditional access, multifactor authentication and single sign-on. We deploy and manage Intune for device enrolment, policies, updates and compliance across Windows, mobile and other endpoints.

The service supports BYOD and virtual desktop strategies, enforcing encryption, patching and security baselines.

Integration with Microsoft 365 and other SaaS platforms ensures consistent access control and simplified user experience, improving both security and productivity.

17.3 Service Key Features and Benefits

Service Features

- Identity and access management design with Entra ID
- Conditional access, MFA and SSO configuration
- Intune-based device enrolment and policy management
- Endpoint patching, encryption and compliance monitoring
- Support for BYOD and virtual desktop scenarios
- Integration with Microsoft 365 and key SaaS apps
- Role-based access and least-privilege design
- Self-service options for password and access requests

- Documentation of standards and configurations
- Ongoing management or knowledge transfer options

Service Benefits

- Stronger security through centralised identity control
- Consistent, policy-driven device compliance
- Better user experience with secure single sign-on
- Reduced risk of data loss from unmanaged devices
- Easier support for hybrid and remote working
- Improved auditability of access and changes
- Less manual effort managing identities and devices
- Aligned platform for future security enhancements
- Increased confidence from security and compliance teams
- Clear, enforceable standards for users and suppliers

18 AI Readiness Assessment and Advisory Service (River AI)

18.1 Service Summary

An independent AI readiness assessment service that helps organisations understand how prepared they are to adopt AI safely and effectively. RiverAI assesses people, processes, data, technology, and governance to provide a clear, risk-aware roadmap from ambition to measurable value.

18.2 Service Description

RiverAI's AI Readiness Assessment and Advisory Service helps organisations understand their current capability to adopt and scale artificial intelligence responsibly.

Many AI initiatives fail due to gaps in organisational readiness rather than technology. This service provides a structured, evidence-based assessment across people, processes, data, technology, and governance to establish a clear baseline of AI maturity.

RiverAI works with senior stakeholders, technology teams, and operational users to identify risks, dependencies, and opportunities. We assess existing systems, data quality, skills, operating models, and decision-making structures to determine what is realistically achievable and where change is required.

The service outputs a clear, prioritised AI readiness roadmap aligned to organisational objectives, regulatory obligations, and risk appetite. This enables informed decision-making, reduces delivery risk, and ensures AI initiatives are designed to be safe, compliant, and sustainable.

The service is vendor-agnostic and suitable for public sector organisations at any stage of AI adoption, from early exploration through to scaling existing AI capabilities.

18.3 Service Key Features and Benefits

Service Features

- Assessment of organisational readiness for AI adoption

- Review of people, skills, and operating models
- Evaluation of data quality, availability, and governance
- Review of existing technology and architecture constraints
- Identification of AI risks, dependencies, and blockers
- Alignment with public sector governance and assurance needs
- Stakeholder workshops and structured interviews
- Clear AI maturity baseline and evidence-based findings
- Prioritised, practical AI readiness roadmap
- Independent, vendor-agnostic advisory approach

Service Benefits

- Clear understanding of AI readiness across the organisation
- Reduced risk of failed or stalled AI initiatives
- Better informed investment and procurement decisions
- Improved alignment between business, technology, and data teams
- Early identification of governance and compliance risks
- Practical roadmap to move from ambition to delivery
- Increased confidence in adopting AI responsibly
- Avoidance of unnecessary technology spend
- Stronger foundations for future AI programmes
- Supports safe and sustainable AI adoption in the public sector

19 AI Solution Design and Use Case Development Service (River AI)

19.1 Service Summary

A structured AI solution design service that helps organisations translate business objectives into validated, high-value AI use cases. RiverAI designs AI solutions that are feasible, deliverable, and aligned to operational and governance requirements, reducing delivery risk and supporting measurable outcomes.

19.2 Service Description

RiverAI's AI Solution Design and Use Case Development Service helps organisations identify, design, and validate artificial intelligence solutions that address real business problems. AI delivers value when it is applied to clearly defined objectives. This service supports organisations in translating strategic goals into practical AI use cases that are technically feasible, operationally achievable, and aligned to data availability and governance requirements.

RiverAI works with business, digital, and data stakeholders to define problems, assess suitability for AI, and prioritise opportunities based on value and risk. We consider automation potential, data readiness, integration requirements, and operational impact to ensure proposed solutions can be delivered and sustained.

The service outputs clearly defined AI solution designs, including use case definitions, success measures, and implementation considerations. This enables organisations to make informed investment decisions, reduce the risk of failed AI initiatives, and progress confidently into delivery.

The service is suitable for public sector organisations at any stage of AI adoption and is independent of specific platforms or vendors.

19.3 Service Key Features and Benefits

Service Features

- Business problem definition and scoping for AI
- Identification and prioritisation of AI use cases
- Assessment of suitability for AI and automation
- Evaluation of data readiness and availability
- Consideration of governance and risk requirements
- Definition of success measures and outcomes
- Design of automation and AI workflows
- Stakeholder workshops and discovery sessions
- Practical, delivery-focused solution designs
- Vendor-agnostic and technology-independent approach

Service Benefits

- Focuses AI investment on real business needs
- Reduces risk of failed or low-value AI initiatives
- Improves alignment between strategy and delivery
- Enables better informed procurement decisions
- Identifies dependencies before delivery begins
- Accelerates progression from concept to build
- Supports responsible and governed AI adoption
- Avoids unnecessary experimentation and spend
- Creates clarity and confidence for stakeholders
- Improves likelihood of measurable AI outcomes

20 AI Operations as a Service (Managed AI and Agentic Systems) (River AI)

20.1 Service Summary

A fully managed AI operations service providing the people, processes, and governance required to run AI and agentic systems safely in production. RiverAI enables organisations to operate AI as a business-critical capability without the cost and risk of building large in-house teams.

20.2 Service Description

RiverAI's AI Operations as a Service provides a managed operating capability for organisations running artificial intelligence and agentic systems in live environments.

Operating AI in production requires ongoing oversight across governance, data, engineering, integration, testing, and support. Many organisations lack the specialist skills and capacity required to sustain this capability internally. This service addresses that gap.

RiverAI provides multidisciplinary teams that design, operate, govern, and evolve AI systems on behalf of the organisation. This includes AI solution architecture, business analysis, AI governance, data governance, AI engineering, data engineering, testing, integration, monitoring, and incident support.

The service ensures AI systems remain reliable, secure, compliant, and aligned to changing business and regulatory requirements. It supports continuous improvement, cost control, and performance management across models, agents, data pipelines, and integrated systems. AI Operations as a Service enables organisations to deploy and scale AI with confidence, while avoiding the cost, risk, and complexity of recruiting, training, and managing large specialist teams

20.3 Service Key Features and Benefits

Service Features

- Managed AI and agentic system operations
- AI solution and enterprise architecture support
- AI governance and risk management
- Data governance and data quality oversight
- AI and data engineering capability
- Integration with enterprise systems and workflows
- Monitoring of performance, cost, and behaviour
- Testing, validation, and assurance activities
- Incident management and operational support
- Continuous optimisation and improvement

Service Benefits

- Enables safe, reliable AI operation in production
- Reduces risk of AI service failure or misuse
- Avoids cost of building large in-house AI teams
- Provides immediate access to specialist skills
- Supports compliance and responsible AI use
- Improves stability and performance of AI systems
- Enables AI to scale across teams and services
- Predictable operating costs for AI capability
- Frees internal teams to focus on core services
- Builds long-term, sustainable AI capability

21 Acronis Cyber Protect Cloud Service (Backup, Security, Management)

21.1 Service Summary

Acronis Cyber Protect Cloud delivers unified cyber protection by integrating backup, disaster recovery, advanced AI-driven cybersecurity, and endpoint management in a single platform. It simplifies MSP service delivery, strengthens resilience against ransomware and threats, automates IT tasks, and ensures rapid recovery and compliance—boosting operational efficiency and reducing complexity.

21.2 Service Description

Acronis Cyber Protect Cloud is a unified cyber protection platform that integrates backup, disaster recovery, AI-powered anti-malware, antivirus, endpoint protection, and security management in a single solution. Designed for modern cloud-first environments, it safeguards data across endpoints, servers, virtual machines, and cloud workloads.

Delivered as a managed service, Acronis Cyber Protect Cloud ensures business continuity with robust backup and rapid recovery, while actively detecting and neutralising cyber threats in real time. The platform supports multi-tenant deployments, granular role-based access, and integrates with leading tools and automation frameworks.

Customers benefit from centralised management, flexible protection plans, and scalable storage options—cloud, local or hybrid. Acronis infrastructure meets international compliance standards (ISO 27001, SSAE-18, GDPR), with data encrypted in transit and at rest.

The service is ideal for public sector organisations seeking comprehensive, easy-to-manage data protection and cybersecurity with simplified licensing and predictable costs.

21.3 Service Key Features and Benefits

Service Features

- Integrated backup and cybersecurity in one platform
- AI-powered anti-malware and ransomware protection
- Cloud, on-premises, and hybrid deployment support
- Continuous data protection for critical workloads
- Patch management for Windows and third-party apps
- Remote desktop and assistance capabilities built-in
- Advanced threat detection and remediation tools
- Secure file sync and share features
- Automated backup scheduling and flexible retention
- Centralised management console for complete visibility

Service Benefits

- Minimizes downtime with fast recovery capabilities
- Enhances security with proactive threat defense
- Ensures compliance with built-in data protection standards
- Reduces costs with unified, all-in-one solution
- Protects against data loss across all environments
- Supports remote work with secure access tools
- Boosts productivity through automation and integration
- Scales easily with growing business needs
- Improves visibility and control over all endpoints

22 Governed AI Software Delivery Service

22.1 Service Summary

An AI software platform that enables governed, end-to-end software delivery using coordinated AI agents and human oversight. It provides a decision intelligence and orchestration layer over existing development tools, embedding governance, auditability, and policy enforcement directly into delivery workflows. The service supports new builds, ongoing delivery, and modernisation, helping organisations improve speed, quality, and control without sacrificing compliance or accountability.

22.2 Service Description

This service uses an **agentic AI enterprise platform** designed to run software delivery as a continuous, governed operating model. It does not replace existing SDLC tools; instead, it orchestrates people, AI agents, tools, data, and infrastructure into a single execution layer that preserves business intent and delivery context across the lifecycle.

At the core is a **decision intelligence engine** that captures architectural standards, delivery patterns, and expert decisions, converting them into reusable, governed workflows. This reduces dependency on individual expertise and ensures consistent application of standards across teams, suppliers, and programmes. Context and learning are preserved across discovery, build, run, and change phases.

The platform supports **agentic automation**, moving beyond task-level scripting to goal-driven execution. AI agents coordinate end-to-end delivery activities, adapt to context, and manage exceptions, while humans retain control over judgement, approvals, and change. Governance is enforced in real time through policy controls, audit trails, and change-impact analysis.

We support a range of delivery scenarios including new software builds, live project acceleration, code and infrastructure modernisation, and data platform modernisation. Agents can analyse legacy systems, extract undocumented knowledge, generate living documentation, and incrementally refactor systems without disrupting operations.

22.3 Service Key Features and Benefits

Service Features

- Decision intelligence and governed delivery patterns
- Agentic orchestration across the SDLC
- Embedded governance and policy enforcement
- Human-in-the-loop execution and approvals
- Context and knowledge retention across lifecycle
- Integration with existing enterprise tools
- Continuous testing, assurance, and audit trails
- Support for build, run, and modernisation
- Multi-tenant, service-provider-ready architecture
- Monitoring, insight, and continuous improvement

Service Benefits

- Faster and more predictable software delivery
- Reduced reliance on individual expertise
- Governance built into execution, not bolted on
- Lower delivery risk and audit exposure
- Improved control over AI-assisted development
- Incremental modernisation without disruption
- Better reuse of delivery knowledge and IP
- Scalable delivery without linear cost growth
- Improved compliance and accountability
- Measurable improvements in quality and ROI

23 How We Deliver Our Services

Planning

Our planning approach consists of three key stages:

1. REQUIREMENTS CAPTURE

In the requirements capture stage we work with the customer to fully determine the needs of the business. Initial scoping calls will capture high level requirements and understand the business' cloud strategy. This is followed by a workshop to take the high-level requirements and expand on them to allow a clear definition of the project and scope.

2. ANALYSIS

In this stage, the requirements will be analysed to allow an initial vision for the delivery to be established. All areas will be assessed including application, network, data, security and licensing. This will be followed with optional demonstrations for the proposed service and proof of concepts to ensure that the final delivery will meet requirements. During the analysis stage, the project plan (including timelines) will be created.

3. DESIGN

In the design stage, high level designs will outline the key areas of the system and how they will be delivered. The strategy for migrating on-premise applications and services will be detailed. Estimated on-going costs for running the service will be included using cost modelling. This will be followed by low level detailed designs.

Solution Build & Recovery – Setup & Migration

The setup and migration service implements the designs agreed during the planning stage to build and migrate your cloud services. With regular checkpoints throughout the process, our experienced consultants will get the service off the ground and into the cloud, ensuring that industry best practices are followed. All aspects to deliver the final

solution will be implemented by this service including cloud infrastructure setup, data migration, security configuration, and any required bespoke development.

Multi-Phase Testing

Dedicated teams perform functional, performance, operational and user acceptance testing on the system. We produce detailed test plans based on requirements and ensure they are signed off by the business for each testing phase:

- Functional testing ensures that the migrated systems work as designed and intended. Functional testing is generally performed in cycles based on delivery of applications.
- Performance testing is conducted using a combination of in-house and 3rd party tools. This is paramount to ensuring the best user experience and system scalability. Load, stress, spike, endurance/soak and scalability tests all make up this phase.
- Operational testing ensures that high availability, system resilience, disaster recovery and backup solutions are working as expected. This confirms that the systems are operationally ready for live service.
- User acceptance testing engages business users to ensure that all key business activities can be completed and to sign-off any new processes being introduced.

Training

InfraTech Systems will provide exceptional training for your employees to enable your own staff to manage the system during and after the transition to the cloud. Training is typically focused on three areas:

- Knowledge Transfer Sessions - One to one or many to one training sessions that educate your resources on the solution and any specifics of its implementation.
- Operational Engagement - Involvement of the service management teams within the project delivery to ensure that first-hand knowledge is obtained by your employees.

- Paired Working & Shadowing - Coaching your employees on any technical processes following delivery. Training will also provide access to documented designs, service specific handover material and run books for repeatable actions.

Support

InfraTech Systems offer ITIL based support for cloud services we deliver, or for your existing services. We can also work with your service management teams to support systems developed in-house or by other third parties. Support requests can be raised via the InfraTech service portal and will be subject to clearly defined service level agreements. If the customer wishes to support the new services within their own organisation, then we will determine the appropriate service transition that is required as part of the delivering the project.

24 General Service Information

Backup & Recovery

InfraTech systems will ensure that an appropriate backup solution is put in place to protect your organisation's data. The design of your backup solution will take place after analysis and requirements gathering, when we get an understanding of the types and criticality of data, the rate of change, retention policies and your RTO & RPO targets.

Disaster Recovery

InfraTech Systems will include a disaster recovery solution as part of the design for any services being procured. The solution for each organisation will depend on customer requirements, system and application limitations and service criticality. We can also help with, or provide you with, disaster recovery plans and business continuity plans. It is essential that the disaster recovery solution is tested, prior to service go-live, and during non-functional testing.

Service Onboarding

Successful on-boarding requires a good understanding of your organisation's needs as well as your existing systems and processes. InfraTech Systems will develop an on-boarding plan in collaboration with you, after completing our analysis and design – so that we know what we are transitioning from and to. The plan will include any changes that may be required to existing processes and procedures. It will also identify key risks associated with the on-boarding process so that these can be mitigated. We will aim to minimise any impact to your business and end users during service on-boarding and will carefully plan and execute an efficient and effective transition.

Service Off-Boarding

An exit plan will be agreed with you when you commission services from us. This will include details for the return or destruction of any data, removal of system access, return of any physical assets and any final MI or reporting obligations at the point of service termination.

Service Constraints

Any service constraints for things such as maintenance windows will be agreed with you and will be included in the Service Level Agreement document.

Service Levels

Service levels will be agreed with you and defined in a Service Level Agreement document which will include the following:

- The services in scope
- Hours of support
- InfraTech Systems' responsibilities
- Client obligations
- Service availability and uptime
- Service constraints
- Target response and resolution times for incidents
- Definition of incident prioritisation
- Disaster recovery
- Change request process
- Service request process and fulfillment targets
- Management of any 3rd party suppliers
- Reporting/MI requirements
- Any KPIs that are agreed

Ordering & Invoicing Process

We will be happy to discuss any requirements with you and provide advice to help you order the best service or combination of services from us for your organisation. Following this consultation process, you can place an order for our services which we will respond to with a detailed cost breakdown or a Statement of Work (SOW). If you are satisfied with the cost breakdown, then you will accept the order by completing a Call-Off Contract. After the Call-Off Contract is agreed, we will start delivery. You will be invoiced monthly in arrears or according to agreed delivery milestones.

Service Termination

We will agree the terms for service termination during the pre-order consultation. InfraTech Systems will always operate fairly towards our clients. Once we have been notified of termination, we will agree an exit plan with you to cover everything involved with closing down the service.

25 Who We Are

InfraTech Systems was founded in 2017 by a group of highly skilled IT consultants with huge experience in delivering complex IT infrastructure projects. We share a passion for delivering outstanding service to our customers and place clients at the centre of everything we do.

We are responsive and place an emphasis on establishing strong, lasting relationships with our clients, prospects, suppliers, and partners. We are flexible, transparent, energetic, and focussed on delivering fantastic results.

We offer a wide range of services to our clients from consulting and project delivery through to a full managed service supported by a UK based service desk. Our services cover both on-premise and cloud hosted environments.

Our consultants have a proven track record of successful delivery in both public and private sectors and the solutions that we deliver are scalable, robust, and based on modern technology.



26 What We Do – On a Page

Deliver great value, innovation and outstanding customer experience to our clients.

Managed Service

Our managed service offering, blends highly skilled service desk and support teams with market-leading tooling. The result is consistent and outstanding service delivery.

End User Computing | Modern Workplace

As your needs evolve and adapt to the changing digital world, it's vital that your organisation's strategy can support the increased demand for mobility and remote working. Our End User Computing service will enable you to provide your users with secure and reliable access to the services, applications, and data they need.

Cloud Computing

We can design, plan, and implement a cloud solution appropriate to your business. If you already utilise cloud services, we can provide recommendations to optimise your investment and to improve the utilisation and security of your environment.

Security & Risk

Resilience against cyber threats is vital for your organisation. We will help protect your data and technologies to give you the peace of mind to focus on your core business activities.



IT Consultancy

From ad hoc, helpful advice to fully managed design and implementation, we will work with you to understand your requirements and tailor an engagement to suit your needs.

Digital Services

We provide a wide range of digital services to clients including Digital Transformation, backup and DR solutions, program remediation, architectural reviews.

Business Process Automation/Optimisation

Through the use of technology, we can automate manual, repetitive tasks allowing you to focus on more critical activities. Benefits include reduced cost, increased efficiency and greater consistency.

Data Analytics

Our data analytics service enables organisations to unlock the potential in their data, helping to turn it into valuable insights.

27 Our Value Proposition

Why choose Infratech Systems?

People

Our team is made up of people who are focussed on delivering outstanding service. They are skilled, dedicated, and trusted – this fosters an empowerment that develops strong relationships, drives customer loyalty, and delivers customer success.

Attitude

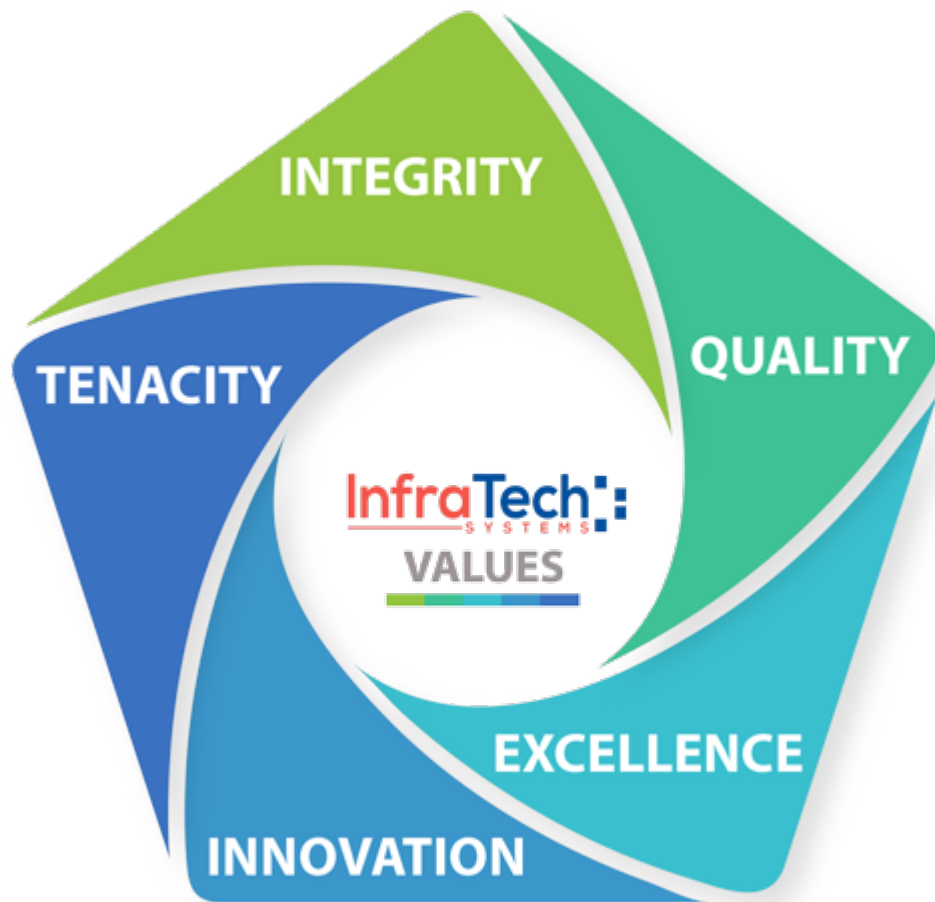
Our attitude is a key differentiator that is regularly cited by our clients. This underpins everything we do and ensures that we are constantly seeking ways to improve and opportunities to serve our clients better. It drives us to meet our objectives, achieve targets and honour commitments.

Customer Success

At Infratech Systems, we are dedicated to implementing technology and providing a service that will help our customers to innovate, become more efficient and grow quicker.



28 Our Core Values



Our **core values** and behaviours are the foundations that underpin everything we do as an organisation. They are a product of our combined life and work experiences and describe the type of people we are, our attitudes and our work ethic.

They challenge us to ask ourselves ‘does this feel right?’ They ensure that we treat people fairly and that our success is hard earned. They mean that we take a pride in our work, have a passion for resolving issues and a determination to provide outstanding service.

29 Environmental, Social and Governance

We are committed to operating in ways which are sustainable and ethical.

Our ESG credentials include:

- Policies and practices to ensure fair treatment of employees
- Employee wellbeing initiatives
- Fair treatment of customers and suppliers
- Monitoring of customer satisfaction levels
- Running projects to support our communities
- Supporting local and national charities
- Involvement with environmental projects
- Commitment to achieving Net Zero
- ISO 27001 and ISO 9001



30 Get in Touch

We'd Love to Hear From You!

Email: contact@infratechsystems.co.uk

Tel: +44 (0)20 3866 1180

Or Follow Us...

Website: <https://www.infratechsystems.co.uk>

LinkedIn: <https://www.linkedin.com/company/infratechsystems>

