



EYE-I SYSTEMS LTD

Service Definition Document

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G-Cloud 15

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Cloud Support Services

1. Service Summary

This service provides cloud support services to implement, configure and mobilise cloud-hosted systems and workflow automation solutions. The service supports integration, data migration, bespoke workflow development, training and operational stabilisation, delivered alongside customer teams to improve efficiency and reliability.

2. Service Scope

The service covers hands-on delivery activities required to support cloud system implementation and migration, including:

- Cloud system setup and configuration
- Data auditing, cleansing and migration
- Data and information structure design
- System and application integration
- Bespoke workflow and process automation
- Project management and delivery governance
- Stakeholder engagement and communication support
- User and administrator training
- Go-live preparation and mobilisation coordination
- Early-life and operational stabilisation support

The service does not include the resale of software licences, infrastructure hosting, or ownership of third-party systems.



3. Delivery Model

Services are delivered remotely as standard. On-site delivery can be provided by agreement where required.

Services are provided during UK business hours, defined as 9am–5pm, Monday to Friday, excluding UK public holidays.

Delivery is undertaken collaboratively with customer teams and suppliers, with responsibilities agreed at the outset of each engagement.

4. Onboarding

Onboarding activities typically include:

- Engagement initiation and confirmation of scope
 - Delivery planning and mobilisation
 - Coordination of access to customer systems and environments
 - Agreement of communication and governance arrangements
 - Onboarding activities are tailored to the size and complexity of the engagement.
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5. Offboarding

At the end of the engagement, offboarding activities include:

- Handover of service outputs and documentation
- Knowledge transfer to customer teams or third parties
- Orderly disengagement from customer systems

Customer data remains the property of the customer at all times.

6. Support and Service Levels

Support is provided as part of agreed consultancy engagements. A single standard support level is offered, delivered during UK business hours.

Support is charged on a time-and-materials basis at published day rates.

A named consultant acts as the primary point of contact and provides delivery and support services for the duration of the engagement.

Formal service level agreements are not provided unless explicitly agreed as part of a specific contract.



7. Service Constraints

Delivery depends on timely access to customer systems, environments, data and stakeholders.

Customers are responsible for holding appropriate licences for any third-party systems involved.

The service is consultancy-led and does not include 24×7 support, infrastructure management or hosting services.

8. Technical Requirements

To deliver the service, customers must provide:

- Access to relevant systems and environments
 - Access to required data and documentation
 - Appropriate third-party software licences
 - Engagement from relevant business and technical stakeholders
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9. Outage and Maintenance Management

The service does not provide hosting.

Outages or maintenance affecting customer or third-party systems are managed collaboratively with the customer and relevant suppliers. The service supports investigation and resolution activities within the agreed scope of engagement.



10. Hosting and Locations

The service does not host customer systems or data.
Where cloud platforms are involved, these are provided and managed by the customer or third-party suppliers.

11. Access to Data and Exit Arrangement

The service does not retain operational customer data beyond the duration of the engagement.
Any service outputs, documentation or artefacts produced during delivery are provided to the customer as part of offboarding.

12. Security

The service follows supplier-defined security controls aligned with the Software Security Code of Practice.

Controls include:

- Secure access to customer systems
- Role-based access permissions
- Multi-factor authentication where applicable
- Logging and audit of access
- Vulnerability and incident management processes
- Security responsibilities are shared with the customer and relevant third-party suppliers.