

# Together, we'll build cyber resilience.

Amicis Group Delivery  
G-Cloud 15  
Terms and Conditions –  
Device Monitoring  
January 2026

# Service Terms and Conditions

## Device Monitoring

**Supplier:** Amicis Group Limited

**Framework:** G-Cloud 15

**Service Reference:** [Service ID]

**Last Updated:** 07/01/2026

## Service Terms – Device Monitoring

### 1. Purpose

These Service Terms describe the provision of the Device Monitoring service and set out the responsibilities, assumptions, and limitations applicable to the service.

### 2. Relationship to G-Cloud Terms

These Service Terms apply in addition to the G-Cloud 15 Framework Agreement and the Call-Off Contract. Where there is a conflict, the G-Cloud 15 Framework Agreement and Call-Off Contract take precedence.

### 3. Service Description

The Device Monitoring service provides continuous monitoring of supported customer devices to identify availability issues, security events, and indicators of compromise. The service combines automated telemetry analysis with analyst review and alerting to support customer security and operational monitoring requirements.

### 4. Service Scope and Assumptions

4.1 The service covers monitoring of supported operating systems, device types, and software versions as agreed during onboarding.

4.2 Monitoring is limited to telemetry and data made available by the customer.

4.3 The service assumes devices are correctly configured, licensed, and connected.

4.4 The service does not include device management, patching, or remediation unless explicitly agreed.

## 5. Onboarding and Implementation

5.1 Onboarding includes service scoping, configuration of monitoring tools, and agreement of escalation and reporting arrangements.

5.2 The customer is responsible for providing access, credentials, network connectivity, and approvals required for onboarding.

5.3 Any delays caused by incomplete or inaccurate customer information may impact service delivery timelines.

## 6. Service Levels and Support

6.1 Monitoring of ingested telemetry is provided on a 24x7 basis.

6.2 Standard support hours are Monday to Friday, 09:00–17:30 UK time, excluding public holidays.

6.3 Out-of-hours support is available by prior agreement.

6.4 Service levels are provided on a best-endeavours basis unless otherwise stated in the Call-Off Contract.

## 7. Customer Responsibilities

7.1 The customer is responsible for device ownership, configuration, and maintenance.

7.2 The customer must ensure appropriate permissions are in place for monitoring activities.

7.3 The customer remains responsible for incident response actions unless otherwise agreed.

## 8. Security and Compliance

8.1 The service is delivered in accordance with applicable UK data protection legislation, including UK GDPR.

8.2 Access to customer data is restricted to authorised personnel.

8.3 Monitoring data is used solely for the purpose of delivering the service.

8.4 Data is stored and processed in agreed geographic locations.

## 9. Reporting and Visibility

9.1 The customer will receive reports at agreed intervals summarising monitoring activity and notable events.

9.2 Real-time or near-real-time alerts are provided where supported by the monitoring platform.

9.3 Reporting formats and content may vary depending on service configuration.

## 10. Change Management

- 10.1 Changes to the service scope or configuration must be agreed by both parties.
- 10.2 Material changes may require an updated service order or pricing adjustment.
- 10.3 Emergency changes may be implemented to maintain service integrity or security.

## 11. Service Limitations

- 11.1 The service cannot guarantee detection of all security threats or events.
- 11.2 False positives and false negatives may occur.
- 11.3 Service effectiveness is dependent on data quality, device connectivity, and correct configuration.

## 12. Offboarding and Contract End

- 12.1 Upon contract termination, monitoring access will be withdrawn.
- 12.2 Customer data will be returned or securely deleted in accordance with the service agreement.
- 12.3 Reasonable offboarding assistance may be provided if agreed in advance.

## 13. Pricing Basis (Informational Only)

- 13.1 Pricing is based on factors such as number of devices, monitoring scope, and service duration.
- 13.2 Pricing details are set out in the Call-Off Contract and G-Cloud pricing schedule.

## 14. Contact and Escalation

- 14.1 Operational contacts and escalation paths are agreed during onboarding.
- 14.2 Escalation is managed in line with agreed severity levels and support arrangements.

## 15. Pricing Definitions

- 15.1 “Device” means any endpoint or network-connected asset covered by the service.
- 15.2 “Monitoring” means the collection and analysis of telemetry and security events.
- 15.3 Additional pricing definitions are set out in the pricing schedule.

## 16. Entire Service Terms

These Service Terms constitute the entire agreement for the Device Monitoring service when read together with the G-Cloud 15 Framework Agreement and Call-Off Contract.