AMICIS GROUP

Together, we'll build cyber resilience.

Amicis Group Delivery
G-Cloud 15
Terms and Conditions –
Endpoint Management
January 2026

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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 – Endpoint Management

1. Purpose

These Service Terms describe the provision of the Endpoint Management service and define 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 Call-Off Contract. In the event of conflict, the G-Cloud 15 Framework Agreement and Call-Off Contract take precedence.

3. Service Description

Endpoint Management provides centralised management of supported customer endpoints, including configuration, policy enforcement, software deployment, and lifecycle support, to help maintain security, compliance, and operational effectiveness.

4. Service Scope and Assumptions

4.1 The service applies to supported endpoint operating systems and device types.
4.2 Endpoints must be customer-owned and correctly licensed.
4.3 The service does not include hardware procurement unless explicitly agreed.

5. Onboarding and Implementation

5.1 Onboarding includes scope definition, tooling configuration, and policy alignment.
5.2 The customer must provide administrative access and device inventories.

6. Service Levels and Support

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6.1 Standard support hours are Monday to Friday, 09:00–17:30 UK time.
6.2 Out-of-hours support is available by prior agreement.
6.3 Service levels are best-endeavours unless otherwise agreed.

7. Customer Responsibilities

7.1 The customer remains responsible for endpoint usage and user behaviour.
7.2 The customer must notify the supplier of material changes to the environment.

8. Security and Compliance

8.1 The service is delivered in accordance with UK GDPR and applicable security standards.
8.2 Access is restricted to authorised personnel.

9. Reporting and Visibility

9.1 Regular reports are provided covering endpoint status and compliance.

10. Change Management

10.1 Changes to policies or scope must be agreed by both parties.

11. Service Limitations

11.1 The service cannot prevent all endpoint failures or security incidents.

12. Offboarding and Contract End

12.1 Endpoint access is removed at contract termination.
12.2 Customer data is returned or securely deleted.

13. Pricing Basis (Informational Only)

13.1 Pricing is typically based on number of endpoints and service scope.

14. Contact and Escalation

14.1 Contacts and escalation routes are agreed during onboarding.

15. Pricing Definitions

15.1 “Endpoint” means a customer-managed device covered by the service.

16. Entire Service Terms

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These Service Terms form the entire agreement for the Endpoint Management service when read with the G-Cloud 15 Framework Agreement.