



G-Cloud 15 Service Definition Document

Enterprise Content Management



1. Scope of Services

Our Enterprise Content Management (ECM) service provides a secure, scalable, and compliant platform for managing the full lifecycle of digital content across an organisation. The service supports public sector bodies in capturing, storing, organising, retrieving, sharing, and disposing of content in line with operational, legal, and regulatory requirements.

The scope of the service includes:

- **Content Capture and Ingestion**
Secure ingestion of structured and unstructured content from multiple sources, including documents, emails, scanned records, images, and multimedia files.
- **Document and Records Management**
Centralised management of documents and records with version control, metadata tagging, classification, and retention policies aligned to information governance standards.
- **Search and Retrieval**
Advanced search capabilities, including metadata-based and full-text search, to enable rapid access to information.
- **Workflow and Process Automation**
Configurable workflows to support business processes such as approvals, reviews, case management, and correspondence handling.
- **Security and Access Control**
Role-based access controls, audit trails, and encryption to protect sensitive information and ensure compliance with relevant standards (e.g. GDPR, UK data protection legislation).
- **Integration and Interoperability**
Integration with existing line-of-business systems, identity management solutions, and collaboration tools through standard APIs and connectors.
- **Information Governance and Compliance**
Support for retention schedules, legal holds, disposal processes, and audit reporting to meet public sector governance and compliance obligations.
- **Support and Service Management**
Ongoing service support, incident management, maintenance, and updates delivered in line with agreed service levels.

Out of scope items, such as bespoke application development or on-premise infrastructure management, can be discussed separately where required.

2. Approach

Our approach to delivering Enterprise Content Management is user-centred, secure-by-design, and aligned with G-Cloud principles. We focus on rapid deployment, minimal disruption, and measurable value.



Key elements of our approach include:

- **Discovery and Configuration**
We work with stakeholders to understand business needs, information types, governance requirements, and user roles. The solution is configured using standard capabilities rather than bespoke development wherever possible.
- **Agile and Iterative Delivery**
The service is implemented iteratively, enabling early access to core functionality and continuous refinement based on user feedback.
- **Security and Compliance First**
Security controls, data protection, and compliance requirements are embedded from the outset, with regular reviews and assurance activities.
- **Integration-Led Design**
We prioritise interoperability with existing systems to reduce duplication, support data consistency, and improve user experience.
- **Change Management and Adoption**
We support user adoption through clear documentation, training materials, and optional onboarding sessions to ensure the service is effectively embedded into day-to-day operations.
- **Ongoing Service Improvement**
The service is continually monitored and improved, incorporating platform updates, performance optimisations, and evolving user needs.

3. Expected Outcomes

By adopting our Enterprise Content Management service, customers can expect the following outcomes:

- **Improved Information Accessibility**
Staff can quickly find and use the information they need, improving productivity and decision-making.
- **Stronger Information Governance**
Content is managed consistently in line with retention, disposal, and compliance requirements, reducing organisational risk.
- **Enhanced Security and Compliance**
Sensitive information is protected through robust access controls, auditability, and compliance with relevant legislation and standards.
- **Operational Efficiency**
Automated workflows and reduced manual handling streamline processes and lower administrative overheads.
- **Scalability and Flexibility**
The service scales to meet changing organisational needs and can be adapted as requirements evolve.
- **Reduced Reliance on Legacy Systems**
Consolidation of content into a single, modern platform helps reduce technical debt and support costs.



4. Pricing

The service is priced either as fixed price or time and materials engagement. Time & Materials Rate Card, priced per the attached SFIA Rate Card.

5. Contact Information

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6. About Red Kite

Established in 2020, Red Kite is a SME (Small Medium Enterprise) IT Services organisation, headquartered in the UK.

It has a significant practice focussed on Business Orchestration and Automation Technologies and an enviable Track record in delivering IT Services to UK Public Sector

Over the last 6 years, Red Kite has built Strategic relationships with leading SIs supporting a number of strategic engagements across multiple accounts.

In 2025, Red Kite opened its first off-shore delivery centre in Bangalore - India, providing cost effective delivery to customers.

As a business we also have the following Security Accreditations:

- ISO27001:2013
- Cyber Essentials Plus