

G-Cloud 15 Purple Matrix Ltd Service Definition Document

This document is intended to provide a comprehensive overview of the Purple Matrix's cloud support and consultancy services, highlighting our unique selling points and benefits and provide pricing information. It is our aim to furnish procurement teams with the necessary insights to facilitate an informed evaluation of our service portfolio suitability for their specific operational needs. Through this document, we endeavour to convey how Purple Matrix can make a positive and significant contribution for your digital transformation projects.

Contents

1	Introduction	5
1.1	Document Sections	5
2	Service Overview	5
2.1	Section Introduction	5
2.2	Cloud Support & Consultancy Overview and Assurance.....	5
2.2.1	Service Functional Capabilities	6
2.2.2	Service Non-Functional Capabilities	6
2.2.3	Information Assurance	7
2.3	Benefits	7
2.4	Security	7
2.5	Backup / Restore and Disaster Recovery Provision	7
2.6	Technical Requirements	7
2.7	Browsers	8
2.8	Service Pricing.....	8
2.8.1	Service Provision Pricing	8
2.8.2	On-Boarding Charges	8
2.8.3	Off-Boarding Charges	8
2.8.4	Termination Charges	8
2.8.5	Training Charges	8
2.8.6	Consultancy Charges.....	8
3	G-Cloud Alignment Information	9
3.1	On-Boarding and Off-Boarding Processes.....	9
3.1.1	On-Boarding	9
3.1.2	Off-Boarding	9
3.2	Service Management Details	9
3.2.1	Technical Boundary	9
3.2.2	Support Boundary	9
3.2.3	User Authorisation and Roles	10
3.2.4	General Support Details.....	10
3.2.5	Support Exclusions	10
3.3	Service Constraints	10

3.4	Service Levels	10
3.5	Training	10
3.6	Invoicing Process	11
3.7	Termination Terms	11
3.8	Data Extraction / Removal Criteria.....	11
3.9	Data Processing & Storage Locations	11
3.10	Government Policy Alignment.....	11
4	About Our Company and Our Services	11
4.1	About Us – Purple Matrix Ltd	11
4.2	Why Choose Us?.....	11
4.3	Our Service Portfolio (Other G-Cloud Services).....	12
4.4	How to Buy Our Services	12
4.5	Pricing Our Services	12

1 Introduction

This Service Definition provides a comprehensive overview of Purple Matrix Ltd's Cloud Support & Consultancy services, including Microsoft Azure, Microsoft 365 and SQL Server consultancy. It outlines the functional and non-functional capabilities of our services, our security and information assurance model, our onboarding and offboarding processes, and the commercial terms under which our services are provided through the G-Cloud 15 Framework.

The purpose of this document is to provide Buyers with the clarity and transparency required to assess whether our solution meets their technical, operational and commercial needs. Purple Matrix has a proven track record of supporting public-sector clients, including NHS Trusts and financial services organisations, with secure, resilient and highly specialised cloud services.

This document forms part of our G-Cloud 15 Service Offering and should be read alongside the associated Pricing Document.

1.1 Document Sections

This document is organised into the following sections:

- *Section 1 – Introduction*
- *Section 2 – Service Overview*
- *Section 3 – G-Cloud Alignment Information*
- *Section 4 – About Our Company and Our Services*

1.2 How to Use This Document

This Service Definition has been structured to align with the G-Cloud 15 buyer journey. Buyers may review each section independently, depending on the stage of the procurement process—initial assessment, technical evaluation, commercial review or due diligence.

Hyperlinks (where provided) enable efficient navigation between related sections for ease of use during detailed evaluation.

2 Service Overview

2.1 Section Introduction

This section describes Purple Matrix's Cloud Support & Consultancy services, focusing on our capabilities across Azure, Microsoft 365, and SQL Server environments. These services are suitable for organisations seeking expert cloud migration support, secure operational management, environment optimisation, or cloud-aligned strategic consultancy.

2.2 Cloud Support & Consultancy Overview and Assurance

Purple Matrix provides professional consultancy, design, migration, support and optimisation services across Microsoft cloud technologies. All work is delivered by experienced consultants operating under rigorous quality, security and governance standards.

Our services are delivered remotely or on-site as agreed, and are available for both one-off engagements and ongoing support arrangements.

2.2.1 Service Functional Capabilities

Our Cloud Consultancy and Support services span three primary technology domains: Microsoft Azure, Microsoft 365, and SQL Server. Functional capabilities include:

Microsoft Azure

- Cloud readiness assessments
- Solution design, architecture, and roadmap planning
- Cloud migration planning and execution
- Azure Virtual Desktop deployment and optimisation
- Identity and security configuration (Conditional Access, MFA)
- Governance, compliance and role-based access design
- Azure Backup and Azure Site Recovery design and configuration
- Azure monitoring, alerting and performance optimisation
- Cost optimisation reviews
- Security baseline implementation and enhancement

Microsoft 365

- Microsoft 365 readiness assessments
- Tenant setup, configuration and optimisation
- Email and data migrations (Exchange, SharePoint, Teams)
- Licensing assessments and optimisation
- Security hardening and compliance configurations
- Collaboration platform setup (Teams, SharePoint Online)
- Data governance, retention policies, DLP and eDiscovery
- Ongoing support and advisory services

SQL Server

- SQL environment health checks and diagnostics
- Performance tuning and optimisation
- High Availability and Disaster Recovery (HADR) design (including AlwaysOn)
- SQL clustering
- Security hardening and audits
- Data migration and consolidation projects
- Database design and modelling
- Version upgrades and legacy database modernisation
- Reporting (SSRS) and BI support

2.2.2 Service Non-Functional Capabilities

- Delivered by UK-based, ISO 27001:2022 and Cyber Essentials Plus accredited organisation
- Structured project management and governance
- Dedicated consultant(s) assigned where appropriate
- Documentation delivered as standard for all consultancy engagements
- Secure remote access methods
- Clear support boundaries and SLAs
- Adherence to Microsoft Cloud Adoption Framework and best practices

2.2.3 Information Assurance

Purple Matrix is certified to ISO 27001:2022 and Cyber Essentials Plus, ensuring robust information security processes. Our consultants operate under strict internal governance processes, including:

- Secure access control and MFA
- Role-based access to client environments
- Confidentiality and data-handling policies
- Secure encrypted communications
- Audited internal processes for data access and data retention

No client data is stored outside of the UK unless explicitly requested by the Buyer.

2.3 Benefits

- Access to Tier 1 Microsoft CSP expertise
- Proven track record in NHS, public sector and high-security environments
- Consultants with deep specialism in Azure, Microsoft 365 and SQL technologies
- Flexible engagement models
- Cost-effective access to high-level expertise
- Improved performance, security and governance of cloud environments
- Reduced operational risk and increased service reliability
- Support for achieving regulatory and technical compliance

2.4 Security

Purple Matrix employs industry-leading security technologies and best practices across all consultancy engagements, including:

- Secure encrypted communication using TLS 1.3
- Mandatory MFA for all consultant access
- Zero-trust access principles
- Activity logging and audit trails for all privileged activities
- Annual CREST-aligned penetration testing of internal systems
- Strict least-privilege access controls

Consultants work within Buyer-defined access boundaries and operate only under explicit approval and documented change processes.

2.5 Backup / Restore and Disaster Recovery Provision

As this service is consultancy and not a hosted SaaS solution, Purple Matrix does not hold or persist client data. Backup and DR responsibilities for production systems remain with the Buyer.

Where relevant to the engagement scope, Purple Matrix can:

- Review and design Azure Backup and Site Recovery strategies
- Support test restores and DR simulations
- Provide documentation supporting RTO/RPO compliance

2.6 Technical Requirements

There are no software prerequisites to consume our consultancy services. Buyers must provide:

- Authorised access to relevant cloud environments
- A point of contact for scheduling
- Any required architectural or policy documentation

All consultancy work can be delivered remotely using secure access methods.

2.7 Browsers

Not applicable — no browser-based components are included in this consultancy service.

2.8 Service Pricing

Our pricing follows the G-Cloud 15 framework requirements.

2.8.1 Service Provision Pricing

Pricing is resource-based and charged per consultant, per day, in accordance with the maximum day rates published in our G-Cloud 15 Lot 3 Pricing Document.

2.8.2 On-Boarding Charges

There are no mandatory onboarding fees for consultancy engagements.

Any optional scoping consultancy will be charged at the standard maximum day rates published in our Pricing Document.

2.8.3 Off-Boarding Charges

We do not charge mandatory offboarding fees.

At the end of an engagement, we provide:

- Handover sessions
- Project documentation
- Knowledge transfer
- Any requested consultancy support (time-and-materials basis)

2.8.4 Termination Charges

Termination rights and charges are governed solely by the G-Cloud 15 Call-Off Contract Terms.

2.8.5 Training Charges

Training is optional and can be provided at published consultancy day rates.

2.8.6 Consultancy Charges

Additional consultancy (beyond the scope defined in the Call-Off Order Form) is charged per day at the maximum day rates published in our G-Cloud 15 Pricing Document. No additional rate card applies.

3 G-Cloud Alignment Information

3.1 On-Boarding and Off-Boarding Processes

3.1.1 On-Boarding

A typical onboarding process includes:

1. Engagement kick-off
2. Requirements capture & scoping
3. Access provisioning
4. Delivery planning
5. Scheduling and resource assignment

Where required, technical scoping can be delivered prior to main project commencement.

3.1.2 Off-Boarding

At the end of the project, Purple Matrix provides:

- Documentation and handover
- Knowledge transfer
- Closure meeting
- Optional follow-on support consultancy

All data associated with the engagement is securely deleted in accordance with ISO 27001 controls.

3.2 Service Management Details

3.2.1 Technical Boundary

Purple Matrix is responsible for:

- Consultancy deliverables
- Design documentation
- Recommendations, configuration assistance and best practices
- Technical implementation work where included in scope

The Buyer remains responsible for:

- Operation of their production environment
- User administration
- Licensing
- On-premises infrastructure or third-party systems
- Approval of any configuration or change activities

3.2.2 Support Boundary

Purple Matrix provides support for:

- Issues directly related to consultancy deliverables
- Technical queries arising from the engagement
- Clarifications on documentation

Support does not include:

- End-user device troubleshooting

- Third-party vendor issues
- Customer-owned integrations
- Issues resulting from customer-controlled configuration changes

3.2.3 User Authorisation and Roles

Access to the Buyer's environment will be provided at the minimum level required and removed upon project completion.

3.2.4 General Support Details

Support hours: Monday–Friday, 09:00–18:00 UK time (excluding public holidays).
Support channels: Email and telephone.

3.2.5 Support Exclusions

- BYOD devices
- Unsupported software
- Customer-managed infrastructure
- Network or firewall issues not owned by Purple Matrix
- Issues unrelated to agreed deliverables

3.3 Service Constraints

Work must be scheduled in advance. Emergency work may require additional approval and may be subject to availability.

3.4 Service Levels

Service Level response times apply only to consultancy-related incidents and not to Buyer production systems.

- P1 – 10 minutes
- P2 – 4 hours
- P3 – Next business day
- P4 – Within 2 business days

No availability SLA applies, as the service is consultancy rather than a hosted system.

3.5 Training

Training can be delivered remotely or onsite and is charged at standard day rates.

3.6 Invoicing Process

Invoices are issued according to the Buyer's selected payment frequency and in line with G-Cloud Call-Off Terms.

3.7 Termination Terms

Governed solely by the standard G-Cloud 15 Call-Off Contract Terms.

3.8 Data Extraction / Removal Criteria

Purple Matrix does not store customer data as part of this service. Any temporary files, logs or documentation containing client information are securely deleted at the end of the engagement using ISO 27001-compliant secure deletion procedures.

3.9 Data Processing & Storage Locations

All internal Purple Matrix systems that may transiently process documentation are hosted within the UK.

No customer data is transferred outside the UK.

3.10 Government Policy Alignment

Accessibility (W3C Compliance)

All documentation can be provided in accessible formats upon request.

EU Cookie Directive

No cookies are used as part of the consultancy service.

4 About Our Company and Our Services

4.1 About Us – Purple Matrix Ltd

Purple Matrix is a UK-based, privately owned IT services provider with over 25 years of experience supporting public-sector and high-security clients. We are a Microsoft Tier 1 Cloud Solution Provider and hold ISO 27001 and Cyber Essentials Plus certifications.

4.2 Why Choose Us?

- 25+ years delivering secure cloud solutions
- Experienced specialists in Azure, M365 and SQL
- Strong heritage in NHS and high-security environments
- Proven methodologies and governance frameworks
- Commitment to transparency and service excellence

4.3 Our Service Portfolio (Other G-Cloud Services)

- Cloud Support
- Cloud Consultancy
- Cloud Migrations
- SQL Server Health Checks & Optimisation
- Cloud Cyber Security Services

4.4 How to Buy Our Services

Services can be procured directly through the G-Cloud 15 Digital Marketplace by reviewing our listings and completing a standard G-Cloud Call-Off Contract.

4.5 Pricing Our Services

All prices listed represent the maximum charges applicable under the G-Cloud 15 framework. Any variations will be agreed with the Buyer but will not exceed the maximum day rates published in our Pricing Document.