

G-Cloud 15 Service Definition Document

G-Cloud 15 Lot 3 Cloud Support



Lot 3 Cloud Support

Service Overview- Helpdesk

Flexible Support, Built for You:

Simoda delivers tiered cloud support tailored to the unique needs of public-sector organisations. Choose the level that fits your goals:

Standard Support - Included as baseline. Email/ticketing assistance, monitoring, security checks, monthly reports, and a quarterly review with your dedicated technical consultant. Stability and compliance made simple.

Enhanced Support - For critical workloads. 24/7 monitoring, faster SLAs, phone & chat access, proactive incident management, monthly optimisation, and cost insights. Resilience you can rely on.

Premium Support / Fractional Cloud Leadership - Strategic partnership at its best. Senior cloud specialists provide architectural governance, roadmap planning, cost modelling, and hands-on delivery. Your named Cloud Lead acts as part of your team.

Implementation Support - Smooth transitions guaranteed. Onboarding, testing, data validation, go-live assistance, training, and early-life support for a stress-free move.

Service Overview- Professional Services Consultancy

Expert-Led Delivery. Outcome-Focused Results.

At Simoda, we exist to make technology work harder for your business. Our mission is to help business leaders and IT teams solve challenges and achieve their goals through smart, people-first solutions.

Whether you're deploying new systems, upgrading infrastructure, or leading transformation projects, our Professional Services team brings the experience, structure, and support to deliver results - on time, on budget, and always with your needs at the centre.



Solution Design & Implementation

We work with you to understand your goals and design tailored solutions that align with your business needs. From cloud and infrastructure to cyber security and communications, we ensure every deployment is secure, scalable, and future-ready.



Technical Consultancy

Our consultants bring deep technical knowledge and real-world experience to help you make informed decisions. Whether you need guidance on architecture, compliance, or vendor selection, we're here to advise and support.



Project Management

We deliver projects with precision. Our project managers follow proven methodologies to ensure smooth delivery, clear communication, and minimal disruption to your operations.



Training & Enablement

We don't just deliver solutions; we empower your teams to use them effectively. Our training programmes are tailored to your users, from IT admins to frontline staff, ensuring confident adoption and long-term value.

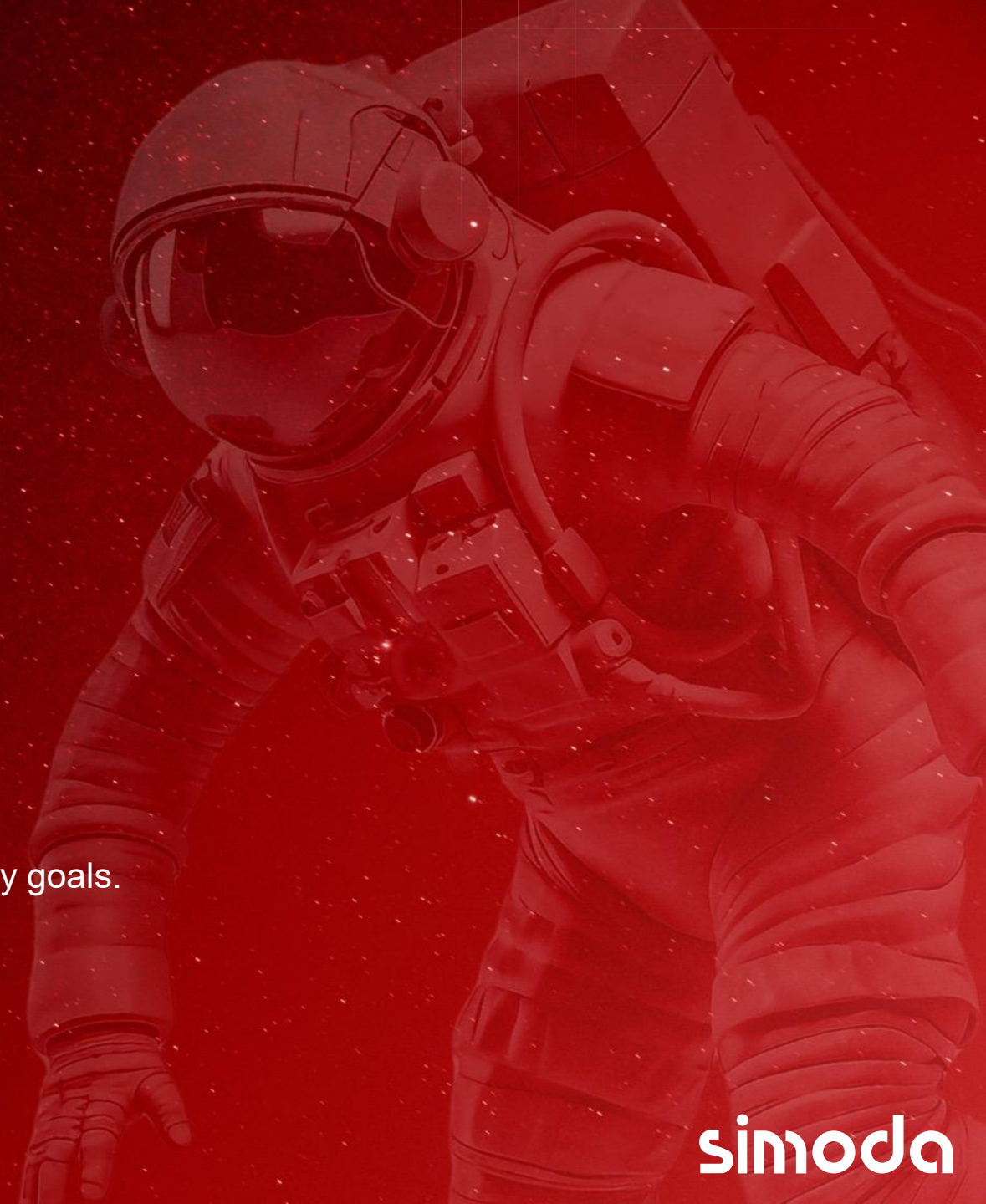
Service Overview

For customers in:

- Central Government
- Local Authorities
- NHS
- Education
- Housing Associations
- Charities

Business Outcomes

Simplify IT, enhance security, reduce costs, and support sustainability goals.



Pricing & Cost Model

Pricing is transparent and based on consumption or per-user models. Detailed pricing tables will be provided in the Pricing Document. All prices exclude VAT.

	Strategy	Change	Development	Delivery	Skills	Engagement
Follow			£425	£425		
Assist			£550	£550		£550
Apply	£725	£725	£725	£725	£725	£725
Enable	£850	£850	£850	£850	£850	£850
Ensure	£950	£950	£950	£950	£950	£950
Influence	£1,150	£1,150	£1,150	£1,150	£1,150	£1,150
Inspire	£1,500	£1,500	£1,500	£1,500	£1,500	£1,500

Terms and Conditions

When contracting for software provision, vendors may require an End User Licence Agreement (EULA) be signed by the customer to ensure fair usage and IPR rights. This will be discussed as part of contracting.

For Simoda as main contractor, we will adhere to the Call Off Terms as appropriate. For general Terms, see the Terms and Conditions document uploaded to the service as part of the GCloud offering.

**Who Are
Simoda?**



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The Senior Leadership Team



Daniel Bumby, Managing Director



Kate Hill, Commercial Director



Lee Wragg, Technology Solutions Director

Other Key Contacts

Antonia Martin – Commercial Manager and Head of Public Sector

Steve Pownall – Sales Manager

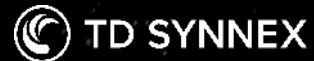
Our Values

- Challenge the Norm
- Technology 1st
- Service Excellence
- Continuous Improvement
- Sustainable Future

Quality Standards



Award Winning



simoda

+ Opportunities for Underrepresented Groups

Inclusive recruitment for NEETs, women in tech, and disadvantaged groups; offer T-Level placements and supported internships.

+ Support for SMEs & Local Supply Chains

Engage SMEs and local suppliers; advertise subcontracting opportunities openly; prioritise regional partners.

+ High-Quality Jobs

Create new cloud, cyber, and tech roles in Sheffield and the North; offer apprenticeships and early-career opportunities.

+ Youth & Future Workforce

Partner with schools and colleges; deliver digital careers workshops; provide mentoring and placements for young people.

Social Value

+ Measurable Impact

Commit to reporting on jobs created, skills delivered, SME spend, carbon reduction, and diversity metrics for every contract.

+ Environmental Sustainability

Operate to a published Carbon Reduction Plan; reduce emissions via cloud optimisation and remote-first delivery; support greener IT for customers.

+ Digital Skills Development

Provide staff with industry-recognised certifications; deliver workshops, mentoring, and "Tech Discovery Days" for public sector and local schools.

+ Fair Work & Inclusion

Pay above National Living Wage, ensure clear terms, and promote diversity, equality, and wellbeing.

+ Wellbeing & Productivity

Provide mental health and wellbeing support; promote flexible working and healthy practices; encourage volunteering for NHS and community initiatives.

Simoda's Public Sector Capability Statement

Simoda is a UK-based technology services provider specialising in secure cloud platforms, managed services, digital transformation and modern workplace enablement. We help public organisations modernise their IT estate, improve resilience, reduce technology risk and increase service quality.

We work with NHS, education, local government, and regulated organisations through our partner ecosystem and have delivered cloud modernisation, cybersecurity, ERP, CRM, and digital optimisation projects across the UK.

Simoda holds ISO 27001, ISO 9001, ISO 14001 and Cyber Essentials Plus. We supply secure, fully managed services delivered against the NCSC Cloud Security Principles and aligned to the UK Technology Code of Practice.

Where required, we work with accredited cloud hosting, SaaS and implementation partners under a subcontract model while retaining full accountability for service quality, security and commercial outcomes.

For sensitive programmes, we can provide SC-cleared personnel and work with partners certified to ISO 20000, ISO 27017, and SOC 2.

We are headquartered in Sheffield and deliver services across the UK, using cloud-first, security-first and sustainability-conscious delivery models.

Simoda's Compliance Statement

Simoda demonstrates full compliance with G-Cloud 15 framework requirements and industry standards. Our certifications and practices ensure quality, security, and sustainability across all services.

Certifications & Standards

ISO 9001: Quality Management System – Ensures consistent delivery and continuous improvement.

ISO 14001: Environmental Management – Supports sustainability and carbon reduction goals.

ISO 27001: Information Security Management – Guarantees robust data protection and risk management.

Cyber Essentials Plus: Certified for baseline cybersecurity controls, protecting against common threats.

Service Management: Aligned to ITIL best practices and PRINCE2 methodologies for structured, reliable delivery.

Technology Solutions



End User Compute

Devices
VDI
DaaS
Autopilot



Communications

UCaaS
CCaaS
Mobiles
Connectivity
SDWAN / SASE



Cloud

Public
Private
Hybrid
Simoda Cloud
Microsoft Stack
Google Workspace



Infrastructure

Servers
Storage
Network
Virtualisation
Back up & DR
Data Centre & Colo



Cyber Security

End Point Protection
Email Security
Web Security
MDR
Security Awareness
Security Operations



Data Intelligence

Data Management
A.I.
Data Analytics
Intelligent Automation
Robotics



Network Solutions

Edge/Wireless
Data Cabling
CCTV
Door Access
Audio Visual
Video Conferencing

A.I Solutions



A.I. PC



Sentiment Analysis A.I. Transcription



Copilot for 365 A.IaaS



HPE & Nvidia Private Cloud A.I.



Real time detection



Legal A.I. Power Platform



A.I. CCTV

Technology Services



Design & Architecture



Configure & Install



Migrate & Optimise



Support & Manage

Business Outcomes



Increase Performance



Reduce IT Costs



Meet Sustainability Targets



Mitigate Risks



Generate Revenue



Achieve Compliance

How We Work With You

01 / Discover, Understand

We take the time to understand you & your organisation's issues, challenges & objectives.

Discovery meetings
Free Services
Assessment tools

02 / Collaborate Together

Collaboration is a critical part of our value because of our technology 1st strategy.

Technology Consultants
Solutions Specialists
Technical Consultants

03 / Advise, Recommend, Design

Our team of specialists are on hand to advise, recommend & design solutions to meet your needs.

Solution Design
Eco System Partners
Technical Design

04 / Deliver, Support, Manage

We provide our customers with products, solutions & services the way that suits you.

Install, Config, Deployment
Managed Support
Reviews & Road Mapping

Business Outcomes



Increase Performance



Reduce IT Costs



Meet Sustainability Targets



Mitigate Risks



Generate Revenue



Achieve Compliance

Our Customers





Thank you

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The 'simoda' logo is located in the bottom right corner. It consists of the word 'simoda' in a lowercase, white, sans-serif font. The background of the entire slide is a high-contrast, red-tinted image of an astronaut in a spacesuit, with the helmet's visor reflecting a complex, industrial-looking structure.