

Cloud-Hosted PLM Implementation and Integration Services

Supplier: PLM Partnership Ltd.

Framework: G-Cloud 15 (RM1557.15)

Delivered By

PLM Partnership Ltd

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Document Control

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Executive Overview

PLM Partnership Ltd provides implementation and integration services for Product Lifecycle Management (PLM) solutions deployed in cloud and hybrid cloud environments. This service supports public sector organisations in the delivery of PLM platforms, including configuration, integration, and deployment activities required to move solutions into live operation.

The service is designed for organisations implementing new PLM platforms, migrating existing environments to cloud hosting, or integrating PLM solutions with wider enterprise systems. It provides structured, consultancy-led delivery to reduce implementation risk and ensure solutions are configured and integrated effectively.

About This Document

This document defines how the Cloud-Hosted PLM Implementation and Integration service is delivered. It explains the scope of the service, the delivery and commercial models, service constraints, and the responsibilities of both the Supplier and the Buyer.

The objective of this document is to provide buyers with a clear understanding of how PLM implementation and integration services are delivered, what activities are included, and how the service can be engaged under the G-Cloud 15 framework.

Intended Audience

This document is intended for public sector buyers, programme and project managers, technical and solution architects, digital delivery teams, and operational stakeholders responsible for implementing or upgrading PLM platforms.

This document should be read alongside the Digital Marketplace service listing, the Service Pricing Document, the Supplier Terms and Conditions, and any Call-Off Contract agreed between the Buyer and PLM Partnership Ltd.

Scope of Services

Scope Overview and Service Objectives

The Cloud-Hosted PLM Implementation and Integration service provides project-based delivery support for PLM solutions operating in cloud or hybrid cloud environments. The scope of the service covers the activities required to configure, integrate, and deploy PLM platforms into live service.

The objectives of the service are to deliver PLM solutions that meet agreed requirements, integrate effectively with enterprise systems, and operate reliably within cloud environments. The service supports buyers in reducing delivery risk, ensuring technical quality, and achieving a controlled transition to live operation.

The service does not include responsibility for hosting or infrastructure management.

Implementation Services

Within the scope of the service, implementation activities may include system configuration, workflow and data model setup, interface and integration configuration, and support for deployment into cloud or hybrid environments.

The service may also include support for upgrades, migrations, or remediation activities as part of an agreed implementation scope.

Integration and Deployment Support

Integration activities may include configuration and testing of interfaces between PLM platforms and CAD, ERP, or other enterprise systems. Deployment support may include technical validation, environment readiness checks, and go-live support activities.

Knowledge transfer and documentation may be provided to support transition to live service and handover to operational teams.

The precise scope of services is agreed with the Buyer prior to delivery.

Service Delivery Model

Delivery Approach

The service is delivered on a project and consultancy-led basis, with resources assigned and managed by PLM Partnership Ltd. Delivery is typically provided remotely during UK business hours, with on-site delivery available by agreement.

PLM Partnership Ltd retains responsibility for resource management, delivery quality, and adherence to the agreed scope.

Commercial Model

The service may be delivered using either a time and materials or fixed price commercial model.

A time and materials model is used where requirements are evolving, discovery-led, or dependent on technical findings during delivery.

A fixed price model may be offered where the Buyer has a well-defined and agreed set of requirements, scope, assumptions, dependencies, and acceptance criteria established upfront. In such cases, the scope and pricing are agreed prior to commencement and documented within the Call-Off Contract.

Service Constraints and Assumptions

Service Boundaries

This service does not include the provision of software licences, cloud hosting, or infrastructure management. Buyers remain responsible for the operation and security of underlying cloud platforms and environments.

The service supports PLM platforms and approved integrations only and does not extend to non-PLM systems.

Support Coverage

The service does not provide ongoing operational support following implementation unless agreed as part of a separate support or managed services engagement.

Service Levels and Support Hours

Implementation and integration services are delivered during UK business hours, Monday to Friday. Delivery schedules, milestones, and response expectations are agreed as part of the project plan and reflect the consultancy-led nature of the service rather than a fixed SLA-based support model.

Enhanced delivery options, such as extended hours or accelerated delivery schedules, may be provided by agreement and are subject to additional cost.

Onboarding and Offboarding

Onboarding

Onboarding includes confirmation of implementation scope, delivery approach, access requirements, dependencies, and governance arrangements. Buyers are responsible for providing access to environments, systems, documentation, and relevant stakeholders.

Offboarding

On completion of the service, PLM Partnership Ltd will support orderly offboarding, including knowledge transfer, documentation handover, and transition to live service or operational support as agreed. Buyer data is not retained beyond contractual or legal requirements.

Data Backup, Restore, and Disaster Recovery

PLM Partnership Ltd does not provide data backup, restore, or disaster recovery services. These capabilities remain the responsibility of the Buyer or their cloud hosting provider. Advisory support may be provided where required.

Security

PLM Partnership Ltd applies appropriate organisational and technical security controls. Access to Buyer systems and information is limited to what is required to deliver the service and is removed when no longer required. Personnel can be screened to Developed Vetting (DV) or higher where required by the Buyer.

Outage and Maintenance Management

PLM Partnership Ltd does not control platform outages or infrastructure maintenance windows. Implementation activities may be planned to align with Buyer maintenance schedules where required.

Access to Data on Exit

All Buyer data remains the property of the Buyer. PLM Partnership Ltd does not retain Buyer data following service completion, except where required for contractual or legal purposes.

After-Sales Support

Further consultancy, support, or managed services may be provided following implementation, subject to commercial agreement and availability.