

PLM Adoption, Training and Enablement Services

Supplier: PLM Partnership Ltd

Framework: G-Cloud 15 (RM1557.15)

Delivered By

PLM Partnership Ltd

27/01/2026

Copyright © PLM Partnership Ltd 2025

PLM Partnership Ltd is a registered company in England and Wales,
Registered Company Number: 11515411
with registered address at 25 Westend Courtyard,
Grove Lane, Stonehouse, Gloucestershire, England, GL10 3FA

Document Control

Change History

Date	Description	Author	Version
27/01/2026	Initial Release	RDB	1.0

Document Circulation

Date	Role	Comments	Approver / Reviewer	Reviewed Version
27/01/2026	Author		RDB	1.0
27/01/2026	Peer Review		SF	1.0

Table of Contents

Document Control	1
Change History	1
Document Circulation	1
Table of Contents	2
Executive Overview	3
About This Document	4
Intended Audience	4
Scope of Services	5
Scope Overview and Service Objectives	5
Training and Enablement Activities	5
Adoption and Knowledge Transfer	5
Service Delivery Model	6
Delivery Approach	6
Commercial Model	6
Service Constraints and Assumptions	7
Service Boundaries	7
Support Coverage	7
Service Levels and Support Hours	7
Onboarding and Offboarding	8
Onboarding	8
Offboarding	8
Data Backup, Restore, and Disaster Recovery	9
Security	9
Outage and Maintenance Management	9
Access to Data on Exit	9
After-Sales Support	9

Executive Overview

PLM Partnership Ltd provides adoption, training, and enablement services for Product Lifecycle Management (PLM) solutions deployed in cloud and hybrid cloud environments. This service supports public sector organisations in achieving effective, sustainable use of PLM platforms by focusing on user adoption, capability development, and knowledge transfer.

The service is designed to help organisations embed PLM platforms into day-to-day operations, ensuring users understand how to use the system effectively and consistently. It supports change activities associated with new implementations, upgrades, or changes to ways of working, without assuming responsibility for operational support or system administration.

About This Document

This document defines how the PLM Adoption, Training and Enablement service is delivered. It describes 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 adoption and enablement services are delivered in practice, 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 change managers, training leads, product owners, and technical or operational stakeholders responsible for introducing or embedding PLM platforms within their organisations.

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 PLM Adoption, Training and Enablement service supports organisations in adopting and embedding PLM platforms in cloud or hybrid cloud environments. The scope of the service focuses on enabling users, teams, and stakeholders to work effectively with PLM systems and associated processes.

The objectives of the service are to improve user adoption, build internal capability, promote consistent use of PLM platforms, and support long-term sustainability by reducing reliance on external support. The service is suitable for organisations introducing new PLM platforms, expanding functionality, or driving changes to processes and ways of working.

Training and Enablement Activities

Within the scope of the service, training and enablement activities may include role-based training delivery, development of training materials and user guidance, support for onboarding new users, and delivery of workshops to support specific processes or use cases.

Training may be delivered remotely or on-site, depending on Buyer requirements, and can be tailored to different user groups, roles, and levels of experience.

Adoption and Knowledge Transfer

The service may also include adoption planning, readiness assessments, and structured knowledge transfer to internal teams. These activities are intended to support behavioural change, encourage consistent usage, and ensure organisations can operate and evolve their PLM platforms independently over time.

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

Service Delivery Model

Delivery Approach

The service is delivered on a 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 service outcomes.

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 training and enablement needs are evolving or where flexibility is required to adapt content and delivery based on user feedback.

A fixed price model may be offered where the Buyer has a well-defined and agreed set of training objectives, scope, assumptions, and deliverables 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, infrastructure management, or ongoing operational support. Buyers remain responsible for the operation and administration of PLM platforms.

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

Support Coverage

Training and enablement activities are delivered during UK business hours unless otherwise agreed.

Service Levels and Support Hours

Training delivery schedules, response times, and engagement cadence are agreed with the Buyer as part of each engagement. Service levels are appropriate to a consultancy-led enablement service and do not constitute 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 training scope, objectives, delivery approach, and access to relevant systems, documentation, and user groups. Buyers are responsible for coordinating attendance and providing necessary access.

Offboarding

On completion of the service, PLM Partnership Ltd will support orderly offboarding, including handover of training materials and knowledge transfer 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 as part of this service.

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

This service does not involve management of system outages or maintenance activities. Training delivery may be scheduled to align with Buyer maintenance or release plans 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 training, enablement, or adoption support may be provided following initial delivery, subject to commercial agreement and availability.