

PLM Cloud Consultancy and Support

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 consultancy and support services for Siemens Product Lifecycle Management (PLM) solutions deployed in cloud and hybrid cloud environments. The service supports public sector organisations that rely on Siemens PLM platforms, including Teamcenter, to manage complex product data, engineering processes, and integrations with wider enterprise systems.

The service is delivered on a consultancy-led basis and is designed to provide flexible access to experienced PLM specialists. It supports the stable operation, optimisation, and ongoing assurance of PLM platforms, helping organisations manage technical risk, maintain service continuity, and ensure their PLM environments remain aligned with business and security requirements.

About This Document

This document defines how the Siemens PLM Cloud Consultancy and Support service is delivered. It explains the scope of the service, the delivery approach, service constraints, and the responsibilities of both the Supplier and the Buyer.

The objective of this document is to give buyers a clear, practical understanding of what the service includes, how it operates in practice, and how it may be engaged under the G-Cloud 15 framework. It is intended to support informed procurement decisions and effective service planning.

Intended Audience

This document is intended for public sector buyers, commercial and procurement teams, technical and digital leads, and operational stakeholders who are responsible for the governance, delivery, or support of 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 Siemens PLM Cloud Consultancy and Support service provides consultancy and technical support for Siemens PLM solutions operating in cloud or hybrid cloud environments. The scope of the service is designed to support organisations throughout the operational lifecycle of their PLM platforms.

The objectives of the service are to support the stable and secure operation of PLM environments, reduce operational and technical risk, resolve issues efficiently, and ensure systems continue to meet business, operational, and security requirements over time.

The service is suitable for organisations requiring expert assistance to support live PLM services, address technical challenges, and optimise system performance without transferring responsibility for hosting or infrastructure management.

Consultancy and Advisory Services

Within the scope of the service, consultancy and advisory activities may include architectural and configuration reviews, cloud and hybrid deployment advice, integration and interoperability guidance, and planning support for upgrades or remediation activities.

These activities provide buyers with expert input to support technical decision-making and ensure PLM platforms are configured and operated in line with best practice.

Technical and Operational Support

The service may also include technical and operational support activities to assist with the day-to-day operation of PLM platforms. This may include troubleshooting and investigation of issues, incident and problem support, performance tuning, configuration assistance, and support for planned maintenance or upgrade activities.

Knowledge transfer and documentation support may be provided to help build internal capability and support long-term operability.

The precise scope of services 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. Services are typically delivered remotely during UK business hours, although on-site delivery can be agreed where required.

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, depending on the nature of the engagement.

Time and materials delivery is used where requirements are evolving, exploratory, or not fully defined at the outset. This model provides flexibility and allows effort to be adjusted as priorities change.

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

The applicable commercial model is agreed with the Buyer before service delivery begins.

Service Constraints and Assumptions

Service Boundaries

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

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

Support Coverage

The service does not provide continuous 24x7 support unless explicitly agreed as part of a separate commercial arrangement.

Service Levels and Support Hours

Support is provided during UK business hours, Monday to Friday. Response times and priorities are agreed on a per-engagement basis and reflect the consultancy-led nature of the service rather than a fixed SLA-based support model.

Enhanced support options, such as extended hours or prioritised response, may be provided by agreement and are subject to additional cost.

Onboarding and Offboarding

Onboarding

Onboarding activities include confirmation of scope, access requirements, delivery approach, and communication arrangements. Buyers are responsible for providing appropriate access to systems, environments, and documentation required for service delivery.

Offboarding

On completion of services, PLM Partnership Ltd will support orderly offboarding, including knowledge transfer and handover activities 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 is limited to what is necessary 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 maintenance windows. Where required, advisory and support services may be provided to assist Buyers with the planning, coordination, and execution of maintenance or upgrade activities.

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

Ongoing consultancy and support services may be provided following initial delivery, subject to commercial agreement and availability.