

PLM Cloud Assurance and Technical Advisory 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 cloud assurance and technical advisory services for Product Lifecycle Management (PLM) solutions deployed in cloud and hybrid cloud environments. This service supports public and private sector organisations by providing independent technical oversight, assurance, and expert advice to inform decision-making across PLM programmes and live services.

The service is designed for organisations that require confidence in the design, governance, security, and operation of their PLM platforms, without transferring responsibility for delivery or operations. It provides structured, consultancy-led assurance to help reduce risk, improve quality, and ensure alignment with organisational and regulatory requirements.

About This Document

This document defines how the PLM Cloud Assurance and Technical Advisory 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 assurance and advisory services are delivered, what activities are included, and how the service can be engaged under the G-Cloud 15 framework to support governance and risk management.

Intended Audience

This document is intended for public sector buyers, senior responsible owners, programme and project managers, enterprise and solution architects, security and assurance teams, and technical leads responsible for the governance or oversight of PLM platforms and programmes.

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 Cloud Assurance and Technical Advisory service provides independent assurance and advisory support for PLM solutions operating in cloud or hybrid environments. The scope of the service is designed to support buyers at any stage of the PLM lifecycle, including discovery, design, implementation, transition to live service, and steady-state operation.

The objectives of the service are to provide confidence in technical decisions, identify and mitigate delivery and operational risks, ensure alignment with architectural, security, and governance requirements, and support informed decision-making by senior stakeholders.

The service is advisory in nature and does not include responsibility for implementation, hosting, or operational management.

Technical Assurance and Review

Within the scope of the service, assurance activities may include reviews of PLM architecture and design, cloud and hybrid deployment approaches, integration and data flow design, performance and scalability considerations, and upgrade or migration plans.

These activities provide an independent view of technical risk, quality, and alignment with best practice and organisational standards.

Advisory and Oversight Support

The service may also include ongoing technical advisory support, participation in design or governance forums, review of supplier deliverables, and provision of expert input to support programme decision-making.

Knowledge transfer and documentation may be provided to support internal assurance capability where required.

The precise scope of assurance and advisory 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, although on-site advisory support can be agreed where required.

PLM Partnership Ltd provides independent assurance and advisory input but does not assume responsibility for delivery outcomes, operational management, or supplier performance.

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 assurance or advisory requirements are ongoing, exploratory, or dependent on evolving programme activity.

A fixed price model may be offered where the Buyer has a well-defined and agreed set of assurance activities, 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 software licences, cloud hosting, infrastructure provision, or operational support. Buyers remain responsible for delivery, supplier management, and operation of PLM platforms.

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

Independence

The service is advisory and assurance-focused. Recommendations and findings are provided to inform Buyer decisions, and responsibility for implementation remains with the Buyer or their appointed suppliers.

Service Levels and Support Hours

Advisory and assurance services are delivered during UK business hours, Monday to Friday. Response times and engagement cadence are agreed with the Buyer based on programme needs and assurance scope.

Enhanced delivery options, such as extended hours or time-critical reviews, may be provided by agreement and are subject to additional cost.

Onboarding and Offboarding

Onboarding

Onboarding includes confirmation of assurance scope, objectives, access requirements, delivery approach, and reporting arrangements. Buyers are responsible for providing access to relevant documentation, systems, and stakeholders.

Offboarding

On completion of the service, PLM Partnership Ltd will support orderly offboarding, including delivery of agreed reports, findings, and knowledge transfer. 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. Where required, advisory input may be provided to review or assess Buyer arrangements.

Security

PLM Partnership Ltd applies appropriate organisational and technical security controls. Access to Buyer systems and information 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 manage or control outages or maintenance activities. Advisory support may be provided to assess plans, risks, or impacts associated with 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

Further assurance or advisory services may be provided following initial delivery, subject to commercial agreement and availability.