

PLM Cloud Support and Managed 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 ongoing support and managed services for Product Lifecycle Management (PLM) solutions deployed in cloud and hybrid cloud environments. This service is focused on the reliable operation, maintenance, and optimisation of PLM applications, including Siemens Teamcenter and associated integrations.

The service is designed for public sector organisations that require structured, ongoing support for live PLM platforms. It provides a managed, consultancy-led approach to application support, helping organisations maintain service stability, manage incidents and changes, and ensure PLM platforms continue to operate effectively over time.

About This Document

This document defines how the PLM Cloud Support and Managed Services offering 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 and practical understanding of the managed support service, how it operates in practice, and how it can be engaged under the G-Cloud 15 framework.

Intended Audience

This document is intended for public sector buyers, commercial and procurement teams, service owners, and technical or operational leads responsible for the ongoing operation and support of 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 PLM Cloud Support and Managed Services offering provides ongoing application-level support for PLM solutions operating in cloud or hybrid environments. The scope of the service is designed to support the steady-state operation of live PLM platforms following implementation or transition to cloud hosting.

The objectives of the service are to maintain platform stability, minimise disruption to users, manage incidents and changes effectively, and ensure PLM systems continue to meet operational, business, and security requirements. The service supports buyers in managing technical risk and maintaining continuity without transferring responsibility for hosting or infrastructure operations.

Managed Application Support

Within the scope of the service, managed support activities may include incident, problem, and change support; investigation and resolution of application issues; configuration assistance; and performance tuning of PLM applications.

Support may also include coordination of upgrades, patches, and planned maintenance activities in collaboration with the Buyer and third-party hosting providers.

Continuous Improvement and Knowledge Transfer

The service may include proactive review activities, optimisation recommendations, documentation updates, and knowledge transfer to buyer teams. These activities support long-term operability and help reduce dependency on external support over time.

The precise scope and support activities are agreed with the Buyer prior to service commencement.

Service Delivery Model

Delivery Approach

The service is delivered on a managed, consultancy-led basis, with resources assigned and managed by PLM Partnership Ltd. Services are typically delivered remotely during UK business hours, with on-site support available by agreement where required.

PLM Partnership Ltd retains responsibility for resource management, service coordination, and delivery quality.

Commercial Model

The service may be delivered using either a time and materials or fixed price commercial model, depending on the nature of the managed support arrangement.

A time and materials model is typically used where support demand is variable or where flexibility is required to respond to changing priorities.

A fixed price model may be offered where the Buyer has a clearly defined and agreed scope of managed support activities, service boundaries, assumptions, and acceptance criteria established upfront. In such cases, the scope and pricing are agreed in advance and documented in 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, availability, and security of the underlying cloud platforms.

The service is limited to PLM application-level support and approved integrations and does not extend to non-PLM systems or infrastructure components.

Support Coverage

The service is provided during UK business hours, Monday to Friday. Continuous 24x7 support is not included unless explicitly agreed as part of a separate commercial arrangement.

Service Levels and Support Hours

Support priorities and response expectations are agreed with the Buyer as part of the managed service arrangement. Service levels are appropriate to a consultancy-led managed support model and do not constitute a rigid, SLA-driven service unless explicitly agreed.

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 support scope, service boundaries, access requirements, communication arrangements, and escalation paths. Buyers are responsible for providing appropriate access to systems, environments, and documentation.

Offboarding

On termination or completion of the service, 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 required to deliver the service and is removed when no longer necessary. 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. Where required, support services may be provided to assist Buyers with planning, coordination, and execution of application-level 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 managed support services may be provided following the initial service period, subject to commercial agreement and availability.