Skyral

# Service Definition Document: Skyral Advisory Services for Synthetic Environments and Cloud-Based Decision Support

**Service Name:** Skyral Advisory Services for Synthetic Environments and Cloud-Based Decision Support
**Supplier Name:** Skyral Defence Ltd
**Framework and Lot:** G-Cloud 15, Lot 3

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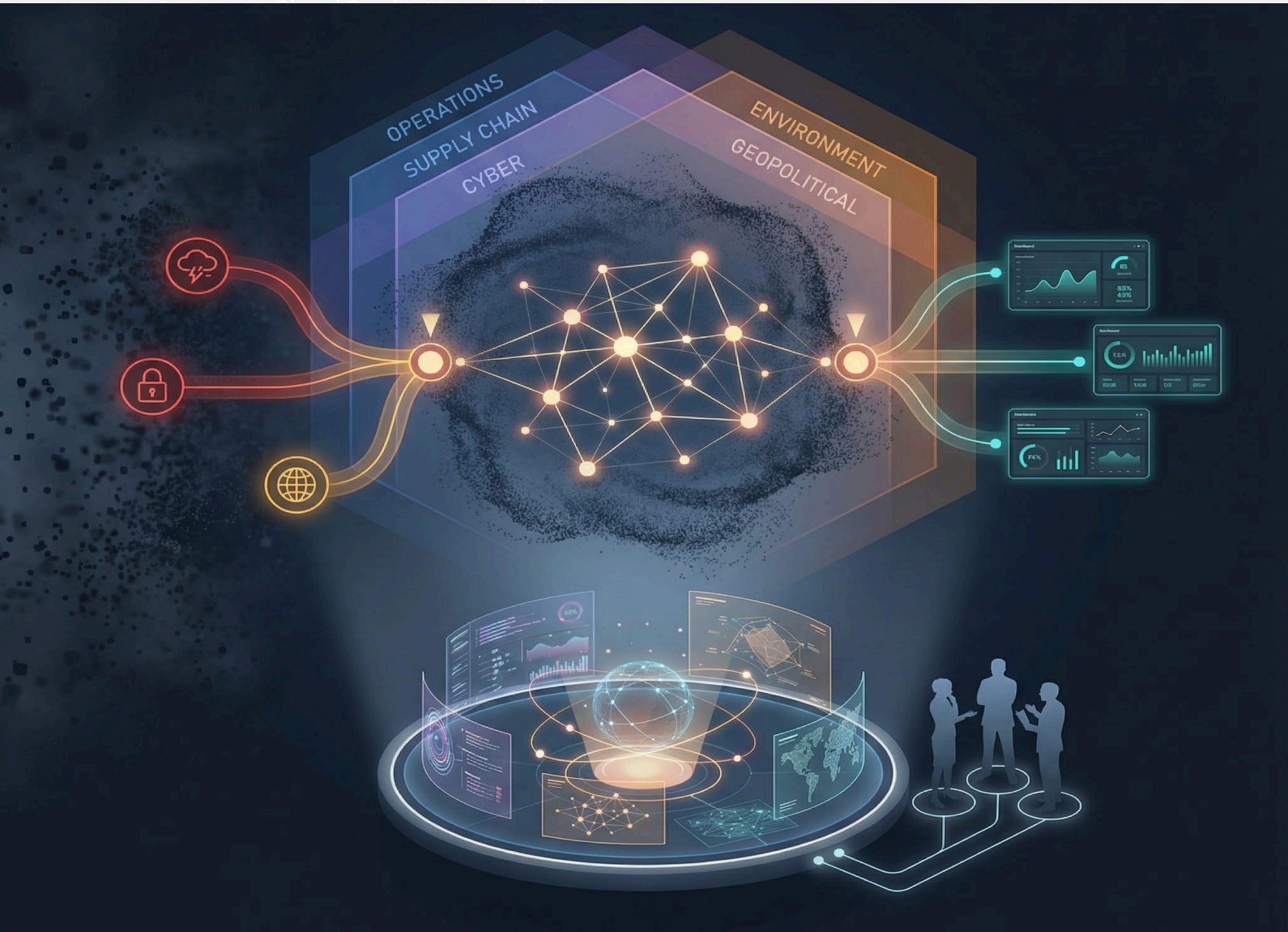

# 1. About Skyral

Skyral is a UK-headquartered modelling, simulation and digital-twin company that applies large-scale synthetic environments to complex real-world systems across defence, government and enterprise. Originating from Improbable's defence and national security division, Skyral combines high-scale simulation technology with deep experience in operational decision support, critical national infrastructure, mobility, health and strategic planning.

Skyral CORE -together with components such as Lattice, Orchestrator, Scenario Service, Data Plane and Lens - provides a modular platform to build, run and govern simulations and digital twins as long-lived decision-support capabilities, rather than one-off experiments.

# 2. Service overview – Advisory and consultancy

Skyral's advisory and consultancy services help organisations understand where modelling, simulation and digital twins can add the most value, and how to integrate these approaches into their strategies, architectures and programmes.

The service is designed to:

- Discover and refine use cases for synthetic environments, AI-enabled decision support and cloud-hosted simulation across defence, government, health, mobility, infrastructure and enterprise settings.

- Explore where human-population and behaviour modelling, large-scale agent-based simulation and data-driven digital twins can inform plans, operations, training, policy and investment decisions.

- Shape architectures, roadmaps and delivery approaches that align with existing data, tooling, security and regulatory constraints, including options that use Skyral CORE and third-party platforms.

- Provide supplementary expertise and capacity to support or accelerate ongoing development initiatives based on Skyral or other modelling and simulation technologies.

Skyral supports early-stage research, options analysis, business-case and investment-case development, vendor evaluation, and the optimisation or federation of existing simulation capabilities.

## 3. Service features and benefits

Typical advisory and consultancy activities:

- Discovery and research into problems, missions and use cases through workshops, structured interviews and review of existing artefacts.
- Identification of where modelling, simulation and digital twins can support decisions at strategic, operational and tactical levels, and how to prioritise those opportunities.
- Synthetic-platform, digital-architecture and cloud-deployment advice, including patterns using Skyral CORE alongside customer and partner technologies.
- Data and content discovery, assessing available datasets, models and reusable simulation content and highlighting gaps and options.
- Model and workflow optimisation guidance, including human-behaviour and population modelling considerations, scenario-design patterns and validation approaches.
- Advisory support wrapped around ongoing projects, providing additional consultants, architects or engineers to strengthen design, delivery and assurance.
- White-boarding, rapid prototyping and light-touch proofs of concept to de-risk larger investments and inform subsequent Synthetics Development or platform work.

Benefits for customers:

- Clear view of which use cases justify investment in synthetic environments and decision-support capabilities, and which can be deferred or handled by simpler methods.
- Better-informed decisions on digital architecture, cloud and data strategy, including security, sovereignty and interoperability trade-offs.
- Accelerated routes into Skyral products and services where appropriate, or neutral guidance on how to integrate or evolve existing vendor solutions and in-house tools.
- Access to consultants and practitioners with backgrounds in defence, gaming, cloud engineering, large-scale simulation and AI-enabled decision support, bringing practical experience from real programmes.

# 4. Commercials and rate card (advisory)

Advisory and consultancy engagements can be delivered remotely or on-site, with team composition tailored to the work, typically using consultants in the SFIA 5–7 range.

General assumptions:

- Working day: 7.5 hours exclusive of travel and lunch.
- Working week: Monday to Friday, excluding national holidays.
- Office hours: typically 09:00–17:00 UK time, unless otherwise agreed.
- Travel, mileage and subsistence: included within the M25; outside the M25, charged at the customer's standard travel and subsistence rates or as agreed in the call-off.

Indicative SFIA day-rate structure (examples only, to be populated in the pricing schedule):

- SFIA 5 – Senior Consultant / Engineer.
- SFIA 6 – Principal Consultant / Lead.
- SFIA 7 – Director / Chief Architect.

On-site delivery for extended periods, or work in higher-security environments, can be priced separately based on duration, clearance requirements and location.

## Rate Card

| SFIA Level | Strategy & Architecture | Change & Transformation | Development & Implementation | Delivery & Operation | People & Skills | Relationships & Engagement |
|---|---|---|---|---|---|---|
| 2. Assist | £949.09 | £949.09 | £949.09 | £949.09 | £949.09 | £949.09 |
| 3. Apply | £1,120.00 | £1,120.00 | £1,120.00 | £1,120.00 | £1,120.00 | £1,120.00 |
| 4. Enable | £1,565.41 | £1,500.14 | £1,434.87 | £1,500.14 | £1,304.33 | £1,304.33 |
| 5. Ensure, Advise | £1,683.11 | £1,612.49 | £1,534.87 | £1,683.11 | £1,402.77 | £1,402.77 |
| 6. Initiate, Influence | £1,926.00 | £1,833.98 | £1,833.98 | £1,833.98 | £1,833.98 | £1,833.98 |
| 7. Set Strategy, Inspire | £2,378.61 | £2,266.26 | £2,266.26 | £2,266.26 | £2,266.26 | £2,266.26 |
| Consultant's working day: 7.5 hours exclusive of travel and lunch. | | | | | | |
| Working week: Monday to Friday excluding national holidays. | | | | | | |
| Office hours: 09:00 – 17:00 Monday to Friday. | | | | | | |
| Travel/mileage subsistence: Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25. | | | | | | |
| Professional indemnity insurance: Included in day rate. | | | | | | |

## 4. Dependencies and prerequisites (including customer responsibilities)

Advisory and consultancy work is most effective where the customer can provide clarity of context and access to key stakeholders.

Key prerequisites:

- Clear articulation of objectives for the engagement (e.g. use-case discovery, architecture options, business-case support, assurance of an existing programme), including any specific questions to be answered.

- Access to relevant documents and artefacts such as strategies, architectures, process maps, risk registers, existing models, data catalogues and programme plans, as appropriate to the engagement.

- Identification of a customer sponsor and a day-to-day counterpart (e.g. product owner, programme lead, head of architecture) empowered to prioritise tasks and accept deliverables.

- Agreement of any constraints on travel, security, data access, supplier interactions and stakeholder contact, so that the advisory team can plan work effectively.

Where Skyral personnel provide supplementary manpower into existing teams, the customer is responsible for providing the local ways-of-working, access, tooling and onboarding needed for those staff to be productive.

## 5. Onboarding and delivery approach (consultancy / advisory)

The advisory service follows a structured but flexible approach, tailored to the duration and focus of each engagement.

Indicative approach:

- **Initiation and framing**

    - Kick-off session to confirm scope, priorities, timescales, key stakeholders and expected outputs (e.g. options paper, roadmap, business-case input, architecture view, workshop series).



    - Agreement of working patterns (remote/on-site mix), meeting cadence, communication channels and any reporting requirements.

- **Discovery and analysis**

    - Targeted interviews and workshops with stakeholders to understand current challenges, constraints and ambitions, and to probe where modelling, simulation and digital twins may help.

    - Review of relevant documentation, data and existing solutions to build a concise picture of the current state and opportunities.

- **Synthesis and advisory outputs**

    - Development of concise artefacts such as use-case catalogues, prioritised opportunity maps, architecture options, deployment patterns, or recommendations for data and model strategy.

    - Iterative review of findings and recommendations with the customer, refining them based on feedback and organisational realities.

- **Handover and next-step planning**

    - Final briefing or workshop to walk through conclusions and recommendations, with clear options for next steps (which may include Synthetics Development, platform deployment or further advisory work).

    - Where Skyral staff have provided supplementary manpower, handover notes and observations that may help the customer sustain and build on the work.

## 6. Configuration, customisation and integration (consultancy / advisory)

For advisory services, configuration and customisation relate primarily to tailoring methods and outputs to the customer's context; any technical configuration is usually light-touch unless explicitly scoped.

- Methods, artefacts and templates (e.g. use-case canvases, architecture views, decision frameworks) are adapted to the customer's sector, governance and maturity, rather than applied as rigid one-size-fits-all tools.



- Where advisory work involves reviewing or lightly configuring Skyral platforms or other tools (e.g. for demonstrations or proofs of concept), this is done within the limits of the agreed scope and environments, with clear explanation of what is demonstrator-grade versus production-ready.

- Integration design advice (e.g. how Skyral CORE could sit alongside existing systems, data platforms or vendor solutions) is provided at an architectural and options level; implementation is normally delivered under separate Synthetics Development or platform projects.

## 7. Service levels and performance (including availability targets)

For consultancy and advisory services, performance is measured by delivery of agreed outputs and responsiveness, not by technical platform SLAs.

- **Delivery cadence**

    - Activities and milestones (e.g. workshops, draft outputs, reviews, final deliverables) are agreed at the start of the engagement and tracked through a simple plan or backlog.

    - For longer or more intensive engagements, regular check-ins ensure the work remains aligned to the customer's evolving priorities.

- **Responsiveness**

    - Advisory teams typically operate during UK business hours, with target response times to emails and agreed actions aligned to the intensity of the engagement; these expectations are set out at kick-off.

    - Where Skyral personnel are embedded as supplementary manpower, they follow the customer's normal working hours and processes unless otherwise agreed.

- **Platform availability**

    - If Skyral platforms are used only for demonstration or light proof-of-concept purposes during advisory work, their availability follows underlying Skyral CORE/SPORE practices; any formal numerical SLAs would be defined in separate platform or managed-service arrangements, not in the advisory call-off.

## 8. Support model and service desk (hours, channels, response/resolve targets)

Support for this advisory service is provided directly by the assigned Skyral consultants rather than via a generic helpdesk.

- Day-to-day interaction is through agreed channels (e.g. email, collaboration tools, scheduled meetings and workshops), with named points of contact for both Skyral and the customer.
- Response and resolution expectations are set in the engagement plan, usually aligned with UK business hours and the cadence of workshops and deliverables.
- Where Skyral personnel are embedded in customer teams, they participate in the customer's existing ceremonies and communication channels (e.g. stand-ups, steering groups) as appropriate.

## 9. Security model and accreditations (including any ISO, Cyber Essentials, data protection)

Advisory work complies with Skyral's security and data-protection standards and any customer-specific requirements.

- Skyral operates a secure-by-design and DevSecOps approach across its platforms and services, with access control, environment segregation and monitoring appropriate to data sensitivity.08 - Lens Component Overview.docx
- Skyral holds Cyber Essentials, Cyber Essentials Plus, ISO 9001 and ISO 27001 certifications, with evidence available on request.
- Advisory work that touches classified or sensitive information follows customer security policies, including use of secure locations, networks and appropriately cleared staff where required.
- Any processing of personal, operational or commercially sensitive data follows applicable data-protection legislation and agreed contractual/data-processing terms.

## 10. Data management (location, retention, backup, restore, portability)

Data used in advisory engagements is typically limited to documents, models and datasets necessary to understand context and develop recommendations.



- Location – Where Skyral environments are used, they can be hosted in cloud, on-premises or sovereign infrastructures via SPORE, in line with the customer's residency and classification requirements.
- Retention and backup – Working materials (e.g. notes, draft outputs, analysis artefacts) are retained for at least the duration of the engagement plus an agreed period, unless customer policies require earlier deletion; underlying platform backups follow the characteristics of the hosting environment.
- Portability and export – Final deliverables are provided in commonly used formats (e.g. Office documents, PDFs, selected diagrams), and any agreed supporting artefacts (e.g. simple models, templates) can be shared to facilitate reuse by the customer and partners, subject to IP terms.

## 11. Business continuity and disaster recovery approach

For advisory and consultancy, business continuity focuses on maintaining progress toward agreed outputs despite disruptions.

- Activities can usually be re-sequenced or delivered remotely if physical access or specific systems are temporarily unavailable, with plans adjusted in consultation with the customer.
- Formal DR metrics and obligations for any underlying platforms or environments used during advisory work are normally covered under separate platform or managed-service agreements, not within this service description.

## 12. Service usage limits and constraints

This is a scoped, time-boxed advisory and consultancy service rather than an open-ended support or delivery arrangement.

Typical constraints:

- Duration: engagements are planned to fit agreed timescales and budgets (e.g. from short option-scoping sprints to multi-month advisory support); significant extensions require explicit agreement.
- Scope: effort is focused on the questions, use cases and artefacts agreed at the outset; broadening the scope (e.g. additional domains, programmes or sites) may require revisiting timelines and commercials.
- Depth: advisory work prioritises decision-useful insight and options rather than exhaustive documentation or full implementation; detailed build and run activities are normally covered by separate Synthetics Development or platform services.

## 13. Pricing model and units (linking to framework pricing rules)

Pricing for advisory, consultancy and supplementary manpower is based on SFIA-aligned day rates and agreed effort.

- Core engagements are priced on a time-and-materials or capped-T&M basis using published SFIA day rates for roles such as Senior Consultant (SFIA 5), Principal Consultant (SFIA 6) and Director/Chief Architect (SFIA 7), in line with framework rules.
- Fixed-price packages can be offered for well-defined advisory products (e.g. discovery workshops plus options paper, targeted roadmap engagement), with scope and assumptions set out in the call-off.
- On-site work for extended periods, and work in higher-security environments, may attract additional costs for travel, accommodation and clearance-related constraints, agreed in advance with the customer.

## 14. Change management (how changes to scope or volumes are handled)

Changes to advisory scope or effort are managed pragmatically, reflecting the nature of consultancy work.

- At engagement start, the intended scope, deliverables and estimated days are agreed; minor adjustments are handled through regular check-ins and reprioritisation of tasks within the existing budget and timeframe
- Material changes (e.g. adding extra domains, programmes, major artefacts or extended stakeholder coverage) are discussed jointly and, if agreed, reflected in updated estimates, timelines and commercial terms.
- Any significant increase in on-site work, travel or security-driven constraints may require a revision to assumptions and may be handled through a formal change note or new call-off.

## 15. Exit and offboarding (including data export and handover)

Exit ensures that the customer retains full benefit from the advisory work and understands any recommended next steps.



- Final deliverables (e.g. reports, slideware, backlogs, roadmaps, options analyses) are provided in agreed formats and walked through with the sponsor and key stakeholders.
- Where Skyral staff have been embedded as supplementary manpower, a brief handover of their activities, observations and any open items is provided to the relevant customer leads.
- On request, Skyral can supply supporting artefacts (e.g. workshop outputs, simple models, templates) to help internal teams continue the work, subject to IP and confidentiality terms.
- Customer data held in Skyral systems for the engagement is removed or anonymised in line with contractual data-retention and security requirements.

## 16. Key assumptions and exclusions

Key assumptions:

- The customer provides timely access to stakeholders, artefacts and decisions so that advisory work can progress without extended idle periods
- The engagement is focused on advice, analysis, design and light-touch prototyping rather than full implementation, operations or large-scale organisational change.

Key exclusions (unless explicitly added to scope):

- Full implementation, build and run of production systems, which are covered by Synthetics Development or platform/managed-service engagements.
- 24×7 operational support or incident management for any platforms or systems.
- Formal regulatory, safety or audit opinions; Skyral’s work can inform such outputs but does not replace statutory or regulated assurance processes.

## 17. Related services and optional add-ons

Advisory and consultancy services sit alongside Skyral’s build and platform offerings and can be combined as required.

Related services:

- Problem Solving / Decision Support as a Service – structured, time-boxed services that turn broad strategic or operational concerns into prioritised problems, levers and metrics, often preceding Synthetics Development.

- Modelling and Simulation Development as a Service – fixed-term engagements to design, build and extend synthetic environments, models and digital twins on Skyral CORE or integrated architectures.

Optional add-ons:

- Follow-on advisory packages focused on implementation planning, benefits-tracking frameworks or vendor evaluation and procurement support.
- Light-touch coaching and mentoring for internal teams building their own modelling and simulation capabilities, using Skyral experience and patterns as reference.

CONTACT

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