

G Cloud 15 Service Definition Document

Managed Android Enterprise Mobility Management Service

Introduction

This Service Definition describes a Lot 3 (Cloud Support) Managed Android Enterprise Mobility Management (EMM) service provided by Nuffield Technologies. The service delivers security-first, cloud-delivered management and support for business-critical Android Enterprise device estates operating in logistics, warehousing, transport, field service, healthcare, emergency services and other operational environments. Devices are treated as operational and security endpoints and are managed across their full lifecycle through controlled, cloud-based management and support activities.

Company Overview

Nuffield Technologies is a UK-based specialist in Android Enterprise mobility and Automatic Identification and Data Capture (AIDC). The company designs, deploys and manages rugged Android mobility solutions for regulated and high-availability environments, combining deep device, platform and lifecycle expertise with structured managed services aligned to security, operational resilience and governance requirements.

Value Proposition

The Managed Android Enterprise Mobility Management Service enables customers to operate secure, supportable and reliable Android device estates without the overhead of maintaining specialist in-house mobility teams. By combining controlled EMM configuration, tested OS and OEM patching, proactive lifecycle management and responsive operational support, the service reduces risk, improves availability and delivers predictable lifecycle outcomes for business-critical mobile operations.

Overview of the G-Cloud Service

The service is delivered as a cloud-based, fully managed Android Enterprise Enterprise Mobility Management (EMM) service for approved devices, including rugged Android mobile computers and barcode scanning devices where supported. The service is designed to support secure, supportable, and operationally resilient Android device estates operating in business-critical environments.

The service is structured across the following managed service components:

Foundation Services (MDM Configuration & Device Deployment)

Foundation Services establish a secure, supportable EMM baseline for the managed device estate. These services include:

- Secure design, build, and configuration of the Android Enterprise EMM platform
- Baseline device and OEM configuration aligned to agreed security and operational requirements
- OEM-specific device and barcode scanning configuration (for example, Zebra and Honeywell devices), where supported through Android Enterprise and manufacturer tooling
- Device enrolment, provisioning, and controlled decommissioning
- Preparation of configuration and operational handover information

Day-to-Day Managed MDM Services (Operational Management)

Day-to-day Managed MDM Services provide ongoing operational administration of the EMM environment and managed devices, including:

- Ongoing MDM administration and configuration maintenance
- Application deployment and configuration support
- Managed device estate administration and maintenance
- Monitoring of device compliance, health, and security posture
- Monitoring of Android OS and OEM security patch availability
- Support for manufacturer-provided, automated Android OS and OEM firmware updates delivered via OEM-controlled FOTA mechanisms, where appropriately licensed, configured, and enabled by the customer on supported devices (monitoring and visibility only; no testing, validation, or controlled rollout).

Reactive Management (Incident, Helpdesk & Repair Services)

Reactive Management services provide operational support in response to incidents and service requests, including:

- Incident logging, triage, and fault identification
- User and device support via the service desk
- Coordination of incident resolution activities in line with defined service processes
- Administrative coordination of device repair and replacement activities through approved OEMs and third-party repair partners, where applicable

Proactive Security & Lifecycle Management

Proactive Security & Lifecycle Management services support the planned and coordinated management of device security and lifecycle activities, including:

- Scheduled, manually coordinated deployment of Android OS and OEM firmware updates, subject to device eligibility, manufacturer support, and release availability
- Staged rollout planning and deployment coordination
- Monitoring of deployment status and post-deployment compliance reporting
- Lifecycle governance, including visibility of OEM and OS support lifecycles and end-of-support planning

Services are delivered on a remote-first basis under defined governance, change control, and service management processes. The service maintains a clear separation between managed operational activities delivered by Nuffield Technologies and customer ownership of policy decisions, user behaviour, and local operating environments.

Data Protection

The service is designed to support compliance with UK data protection legislation. Access to service platforms is role-based, audit logging is enabled where supported by the platform, and data minimisation principles are applied. Configuration and service management data are processed and stored within vendor-supported cloud platforms selected to meet UK and EU data protection requirements.

Information Assurance / Security

Security is embedded by design. Devices are configured to approved Android Enterprise security baselines, including encryption, authentication controls, application governance and remote security actions such as lock and wipe. Devices that can no longer receive manufacturer security updates are deemed non-compliant and must be removed from service.

Backup and Restore

Where applicable and supported by the platform or customer applications, backup and restore capabilities are configured in line with agreed requirements. Backup services do not replace customer responsibilities for application-level or enterprise data backup unless explicitly agreed.

Data Processing and Storage Location

MDM configuration data and service management data are processed and stored within vendor-supported cloud platforms. Data locations are determined by the underlying technology providers and are selected to meet UK and EU data protection requirements.

Data Restoration / Service Migration

On request, customers may obtain exports of configuration or service data in commonly used formats to support migration to another service or platform, subject to platform capabilities and contractual terms.

Privacy by Design

Privacy and data protection controls are embedded into service design. Access is role-based, audit logs support accountability, and only the minimum data required to deliver the service is processed.

Using the Service

Customers access the service through the configured EMM platform and the Nuffield Technologies service desk. Interaction is governed through agreed points of contact, defined incident management processes and controlled change procedures.

Ordering and Invoicing Process

The service is ordered under the G-Cloud framework. Commercial terms, service scope and pricing are agreed directly with the customer in accordance with framework rules.

Availability of Trial Service

Trial services may be offered by agreement, subject to device availability and platform constraints.

On-boarding

On-boarding includes discovery and design activities, MDM build and configuration, device enrolment and initial deployment. No managed service activities commence until the baseline configuration has been approved.

API

Standard APIs provided by the underlying MDM and Android Enterprise platforms may be used where supported. Custom API development is not included unless separately agreed.

International SMS

International SMS services are not included as part of the standard service.

Off-boarding

Off-boarding includes controlled removal of devices from management, revocation of access, secure data wipe where applicable and handover of agreed service information.

Training

Administrator or operational training may be provided where agreed. End-user training is limited to guidance on device usage and support processes.

Implementation Plan

An implementation plan is agreed during onboarding and defines scope, responsibilities, milestones and acceptance criteria.

Service Management

The service is delivered remotely as a cloud-based managed service. Configuration activities, including baseline device and OEM configuration, as well as updates, maintenance and patch deployment, are performed by Nuffield Technologies under controlled change processes and customer approval. On-site activities are excluded unless separately agreed.

Service Constraints

The service is configurable within supported parameters of the selected EMM platform and approved Android Enterprise devices. Custom development or out-of-scope configuration is not included unless separately agreed. Physical repairs, replacements, and on-site activities are coordinated through approved OEMs or third-party repair partners and are not delivered directly by Nuffield Technologies.

Outage and Maintenance Management

The service is monitored on an ongoing basis. Planned maintenance is communicated in advance where possible. Incidents are managed through defined incident management processes.

Service Levels

Reactive Management services are delivered in line with agreed service hours and response targets, including defined severity classifications and response objectives. Service levels are provided as service objectives rather than guaranteed service credits.

Provision of the Service

Nuffield Technologies provides the managed service activities described in this document. Manufacturer warranties, OEM support agreements and third-party dependencies remain subject to their own terms.

Customer Responsibilities

Customers are responsible for providing accurate requirements, user information, supported devices, suitable network connectivity, and timely approvals during configuration and implementation. Customers retain responsibility for their devices, networks, and local operating environments. Nuffield Technologies acts as the data controller for data processed within the service in accordance with applicable data protection legislation.

Technical Requirements and Client-Side Requirements

Customers require supported Android Enterprise devices, network connectivity suitable for management and update activities, and compatible browsers for administration access.

Browsers

Current versions of mainstream browsers are supported, subject to the requirements of the selected EMM platform.

Outcomes / Deliverables

The service is intended to ensure devices remain patchable, supportable, compliant and operational throughout their lifecycle.

Development Lifecycle of the Solution

The service follows a controlled lifecycle covering design, deployment, operation, optimisation and retirement.

After-Sales Account Management

Each customer is assigned an account manager responsible for service oversight, performance review and coordination of ongoing improvements.

Termination Process

Termination is managed in accordance with contractual terms and includes controlled service wind-down, data handover and support for transition to an alternative cloud service where requested.

Other Messaging Services

No additional messaging services are included beyond standard service notifications.

Environmental Action & Social Value

Environmental, Social and Governance considerations are embedded into service delivery in a manner proportionate to the size and nature of the service. This includes promoting device longevity, responsible disposal of electronic equipment in line with WEEE requirements, efficient remote service delivery to minimise travel, and ethical supplier selection. Social value considerations, including equality, fair treatment and community contribution, are reflected in how the service is delivered and managed, in line with the UK Government's Social Value Model. Governance is underpinned by transparent processes, ethical conduct and regular policy review to ensure accountability and continual improvement.

Our Experience

Nuffield Technologies has extensive experience delivering Android Enterprise mobility services for operational and security-sensitive environments, including the deployment and management of rugged Android mobile devices and barcode scanning solutions across logistics, field service and other business-critical operations.

Case Studies/Clients

Case studies and client references are available on request.

Contact Details

Address: Nuffield Technologies Ltd, Unit 4 Acorn Business Park, Ling Road, Poole, Dorset, BH12 4NZ
Telephone: 01202 665885 Email: info@nuffieldtechnologies.com