G-CLOUD 15 SERVICE DEFINITION

Managed Cloud Data Platform Services

Your cloud data platform run, secured and optimised for you, so analytics and AI stay stable.

Cloud Support Service | Lot 3 | Service ID 991776483682644

Scout Consultancy Ltd (trading as Scout AI) | v1.0 | 13 November 2026 | Classification: Public

01 WHO WE ARE

Senior people, hands-on delivery.

LED BY

Stuart Arthur

Co-founder and Chief Executive

20+ years of government transformation

Head of Digital and Data, UK Civil Service

CTO or CIO in financial services, utilities, civil service

Group CTO at TPXimpact. CTO at Pivotl

Interim CTO, Monmouthshire Council

Co-author, Government Service Standards and Technology Code of Practice

Lead author, Common Technologies Strategy

Adviser to the UN and the Cabinet Office

CIO 100, BCS Top 5 CIO, BIMA Hot 100

What the team brings

Data and integration	Azure, Synapse, Power BI, Dataverse
AI in regulated settings	Claude and Microsoft AI inside client controls
Cloud engineering	Azure, .NET, TypeScript, React
Service design to GDS	UX, accessibility, design systems
Content-managed web	CMS with custom block libraries
Power Platform	Dynamics 365 and Dataverse builds

Live Scout contracts

A Welsh social housing provider	28 systems, one Azure platform
A national charity regulator	Managed data platform
A Welsh national transport body	AI in its own tenant
A UK research funding body	National research assessment platform
A Welsh environmental charity	Bilingual awards and schools programme platforms
A private sector social media business	Fully managed service and CTO service

The team's wider track record

In earlier roles, our senior team has delivered government transformation for NHS Jobs, ONS, the Ministry of Justice, UKRI, Ofgem, the Royal Mint, DLUHC, the Food Standards Agency, the Planning Inspectorate, UK IPO, Digital Health and Care Wales and Wales & West Utilities. That includes GDS assessments: ONS passed Alpha and Beta at first attempt, and NHS Jobs passed Alpha, Beta and Live.

02 THE SERVICE IN BRIEF

What this service is.

Scout AI provides Managed Cloud Data Platform Services to help organisations operate and optimise cloud-based data platforms.

We manage platform reliability, performance, security, and cost, ensuring data platforms remain stable, scalable, and aligned to analytics, reporting, and AI needs.

Service at a glance

Service name	Managed Cloud Data Platform Services
Service ID	991776483682644
Framework and lot	G-Cloud 15 (RM1557.15), Lot 3 Cloud Support Service
Format	Primarily remote. On-site support by agreement.
Audience	Data, technology and service leaders who run cloud data platforms
Scope	Operational management of agreed data platform components. Data content ownership and business decision-making are excluded.
Outputs	Platform operation, service reports, change and incident records, optimisation recommendations
Sector focus	UK public sector and regulated organisations
Supplier	Scout Consultancy Ltd (trading as Scout AI), company number 16168386
Registered office	4 Usk Vale Court, Pontypool, Torfaen, Wales, NP4 8AS
Website	wearescout.ai

03 WHO IT IS FOR

Is this you?

The service is for teams who recognise one or more of these situations:

- Your data platform is live, but the team that built it has moved on.

- Internal teams spend too much time keeping the platform running.
- Platform performance and availability are not monitored properly.
- Cloud data costs keep growing and nobody owns them.
- Access and security on the platform need regular attention.

The service is for public sector and regulated organisations. Education pricing is available.

04 FEATURES AND BENEFITS

What you get.

FEATURE	WHAT IT MEANS FOR YOU
Ongoing cloud data platform management	Someone accountable for the platform every day.
Monitoring, performance and availability management	Problems spotted before users notice.
Data platform security and access management	Controlled, reviewed access to data.
Platform maintenance and optimisation	The platform kept current and efficient.
Cost monitoring and optimisation support	Visibility and control of cloud data spend.
Incident and issue management coordination	Clear handling when something goes wrong.
Data pipeline operational support	Pipelines monitored and issues followed up.
Platform configuration and change management	Changes made in a controlled way.
Reporting and service performance insights	Regular reports on how the platform is doing.
Continuous improvement recommendations	A steady stream of practical improvements.

Benefits

- Improves reliability of cloud data platforms
- Reduces operational burden on internal teams
- Ensures consistent platform performance
- Improves security and compliance posture
- Optimises ongoing cloud data costs
- Enables stable analytics and AI operations

- Improves visibility of platform health
- Reduces risk of platform outages
- Supports scalable data platform growth
- Enables teams to focus on value delivery
- Education pricing available

05 HOW WE DELIVER

Five steps, agreed with you.

Every engagement follows the same shape. Scope and duration are set with you in the Call-Off.

STEP	WHAT HAPPENS	WHAT YOU RECEIVE
1 Onboard	We agree scope, access, operating procedures and acceptance criteria with your team.	Agreed scope and operating procedures
2 Baseline	We review the platform, monitoring, security and cost position, and agree a baseline.	Platform baseline
3 Operate	We monitor and manage the platform, coordinate incidents and manage changes under the agreed procedures.	Operated platform and incident and change records
4 Improve	We recommend and, where agreed, make improvements to performance, security and cost.	Prioritised improvement recommendations
5 Report	We report service performance at the agreed interval. Exit support and documentation are part of the service.	Service reports and exit documentation

Acceptance

Acceptance criteria are agreed at the start of each phase and written so they can be demonstrated. A named client approver records acceptance.

Defect correction

Where a change or improvement is delivered under the service, it carries a 90 day defect correction period from acceptance. A defect is anything that fails the agreed acceptance criteria. We correct defects at no cost: within one working day where a defect blocks a service or a user task, and within five working days otherwise.

Accessibility

Where we build user interfaces, we work to WCAG 2.2 AA. Our online ticketing and web chat interfaces are tested with assistive technologies such as screen readers and keyboard-only navigation, and reasonable adjustments are agreed with you in advance.

06 SCOPE

What is and is not included.

INCLUDED	NOT INCLUDED
Operational management of agreed data platform components	Data content ownership and business decision-making
Monitoring, performance and availability management	Software licences and cloud consumption charges
Security and access management	Components outside the agreed service scope
Incident coordination and change management	Material changes to agreed scope without a change agreed in writing
Cost monitoring and optimisation support	
Service reporting and improvement recommendations	
Standard Support for the duration of the service	

07 WHAT YOU RECEIVE

Outputs, and who owns them.

OUTPUT	WHAT IT IS
Operating procedures	The agreed way the platform is run, changed and supported.
Service reports	Availability, incidents, changes, cost and recommendations.
Incident and change records	A record of what happened and what was done.
Improvement recommendations	Practical changes to performance, security and cost.

All outputs belong to your organisation once delivered. There is no ongoing commitment and no dependency on Scout to use them.

08 BUYER RESPONSIBILITIES AND DELIVERY CONSTRAINTS

What we need from you.

- A named sponsor who receives progress reports and removes blockers.
- A named contact for access and information requests.
- Access to the environments in scope.
- Agreed operating procedures, and a named service owner on your side.

The service is delivered primarily remotely. On-site support is provided by agreement. Delivery depends on agreed scope, access to environments and defined operating procedures.

09 GOVERNANCE AND REPORTING

Named people, regular reporting.

Each engagement has a named Scout service lead and a named buyer sponsor. Scout reports service performance at the agreed interval, covering availability, incidents, changes, cost and recommendations. Reporting format and cadence are confirmed at the start of the engagement.

10 SUPPORT

Support during the service.

Standard Support is included. It gives email and online ticketing support during UK business hours, with an initial response typically within one working day, covering advisory queries, clarification requests and scheduled check-ins aligned to agreed delivery activities. Requests outside business hours are acknowledged on the next working day. Phone support is available 9 to 5 (UK time), 7 days a week. Web chat is available at extra cost. Enhanced Support, with extended availability, faster response or increased engagement, is agreed during onboarding and priced transparently. Where appropriate, a named cloud architect or senior support engineer is assigned, and larger engagements have a dedicated point of contact.

11 SECURITY AND DATA PROTECTION

Security built into the work.

AREA	POSITION
Certification	Cyber Essentials Plus, whole organisation scope, certified February 2026.
Secure development	Aligned to OWASP ASVS Level 2, as a practice. Every change is peer reviewed. Dependencies are scanned automatically, and known vulnerabilities are triaged on severity and patched before merge, or escalated to you where the fix is outside our scope.
Test and development data	We do not use production data in development or test. Where realistic data is needed, it is masked at the point of extract.
Access to your data	We access only the data and environments needed for the agreed work, under your identity and controls. Information you share is used only to deliver your service.

Data protection	UK GDPR compliant. Registered with the Information Commissioner's Office (ZC079576). A named Data Protection Officer owns our policies. We notify personal data breaches within 72 hours.
Encryption and location	Scout systems encrypt data at rest with AES-256 and in transit with TLS 1.3, and use UK data centres only.
Policies	Scout maintains an information security policy, a data protection and UK GDPR policy, and a business continuity and disaster recovery plan, reviewed at least annually. They are available to you on request.
Vetting	BPSS standard. Security-cleared specialists can be supplied where a Call-Off requires them, with clearance confirmed for each engagement.

12 DELIVERY AND EXPERIENCE

Who delivers, and what it draws on.

Delivery for this service

A named service lead runs the service, supported by cloud and data engineers. Scout holds the contract directly and uses associates engaged directly by Scout. We do not subcontract.

Work this service draws on

- A national charity regulator: we run an ITIL-aligned managed data platform service on Azure and Dynamics 365, in a blended team with the client's own data function, with severity-based incident handling and a regular governance cadence.
- A private sector social media business: we provide a fully managed service and CTO service.

13 ORDERING, PRICING AND EXIT

Working with Scout AI.

TOPIC	DETAIL
Ordering	Ordered through the Digital Marketplace under a G-Cloud 15 Call-Off Contract (RM1557.15).
Pricing	Pricing is published with this service on the Digital Marketplace. A discount is available for educational organisations. The price for a Call-Off is agreed with you, based on the published rates.
Onboarding	A scoping conversation, a Call-Off agreed with you, access arranged under your identity and controls, and a kick-off with your team.
Exit	Documentation and knowledge transfer are part of the service. All outputs belong to you, with no dependency on Scout.
About Scout AI	A digital delivery and AI consultancy based in Torfaen, South Wales. Appointed to Digital Outcomes and Specialists 7, G-Cloud 15 and the Artificial Intelligence DPS (RM6200).