

Service Definition Document

iSaaS Systems Infrastructure Software Services

Rosebud Cloud Solutions

G-Cloud 15 – Lot 2a: Infrastructure Software as a Service (iSaaS)

1. Overview

Rosebud Cloud Solutions' *iSaaS Systems Infrastructure Software Services* provide scalable, cloud-based management of IT operations using Microsoft Azure. The service enables public sector organisations to automate configuration, orchestrate workloads, monitor performance, and maintain secure, compliant infrastructure environments. It supports ITIL-aligned service management and continuous optimisation across hybrid, public, and private cloud estates.

2. Service Summary

Service Name

iSaaS Systems Infrastructure Software Services

Service Type

Lot 2a – Infrastructure Software as a Service (iSaaS)

Service Description

Rosebud's Systems Infrastructure Software delivers centralised, cloud-native control of IT operations through Azure. It supports automation, configuration management, workload orchestration, datacentre oversight, and integrated service management. The service enhances operational efficiency, reduces manual effort, and strengthens governance across complex environments.

Service Categories

- Systems Infrastructure Software
- System and Service Management
- IT Operations Management
- IT Automation and Configuration Management
- Workload Management
- Datacentre System and Application Control
- IT Service Management

Multi-Cloud Support

Yes – supports public, private, and hybrid Azure-based deployments.

3. Service Features and Benefits

3.1 Features

- IT operations management via Azure
- Automated configuration and deployment
- Workload orchestration and scaling
- Datacentre system control
- Application performance monitoring
- IT service management integration
- Role-based access control (RBAC)
- Real-time system analytics
- Incident and change tracking
- Policy-driven automation

3.2 Benefits

- Streamlines infrastructure operations
- Reduces manual configuration errors
- Enhances workload efficiency
- Improves system visibility and reporting
- Supports secure access management
- Enables faster issue resolution
- Optimises resource usage
- Aligns with ITIL practices
- Scales with organisational growth
- Strengthens governance and compliance

4. Service Scope

4.1 Included

- Access to Rosebud's Azure-based infrastructure software platform
- Standard configuration and onboarding
- Integration with existing Azure resources
- RBAC configuration
- Monitoring, analytics, and performance dashboards
- Incident and change tracking
- Policy-based automation workflows

4.2 Not Included

- Custom development beyond standard Azure capabilities
- Third-party licensing costs
- Bespoke integrations requiring additional engineering
- Onsite support (available at extra cost)
- Extended support packages (quoted separately)

4.3 Add-ons and Extensions

- Software add-ons or extensions: **No**

5. Cloud Deployment Model

- Public Cloud
- Private Cloud
- Hybrid Cloud

6. Service Constraints

- Requires integration with the buyer's Azure environment.
- Appropriate access permissions must be granted for deployment and ongoing management.
- Service capabilities depend on the configuration of underlying infrastructure and may be limited by legacy systems or third-party dependencies.
- Customisation beyond standard Azure features may require additional development or licensing.

- Stable internet connectivity and sufficient bandwidth are required.

7. System Requirements

- Role-based access control (RBAC) configured
- Defined resource groups for services
- Secure virtual network configuration
- Azure Monitor and Log Analytics enabled
- Azure Active Directory integration
- Reliable internet connection

8. Reselling Information

Supplier Type

Reseller providing additional features and support not available from the original supplier.

Original Supplier

Microsoft

9. User Support

9.1 Support Channels

- Email or online ticketing: **Yes, at extra cost**
- Phone support: **No**
- Web chat support: **No**
- Onsite support: **Yes, at extra cost**

9.2 Support Response Times

- 1-hour initial response
- 2-day fix target
- 12-hour weekend response time (unless otherwise agreed)

9.3 Support Levels

- Standard support level (cost provided at discovery/quote stage)
- Dedicated technical account manager (qualified cloud engineer)

9.4 Support for Third Parties

Yes – support available to authorised third-party partners or managed service providers.

9.5 Accessibility

Compliant with EN 301 549.

10. How Users Access the Service

- Web browser interface: **No**
- Application installation: **No**
- Mobile-optimised interface: **No**
- Service interface: **No**
- API availability: **No**
- Customisation: **No**

11. Pricing

Pricing is provided during discovery and quotation, based on:

- Scope of Azure integration
- Required support levels
- Resource consumption
- Optional onsite or extended support services

12. Onboarding and Offboarding

12.1 Onboarding

- Discovery and requirements validation
- Access and permissions setup
- Integration with Azure AD, Monitor, and Log Analytics
- Configuration of automation and monitoring policies
- Knowledge transfer and documentation

12.2 Offboarding

- Removal of access permissions

- Export of logs, configurations, and monitoring data (where applicable)
- Decommissioning of service components
- Optional offboarding support available at extra cost

13. Security and Compliance

- Built on Microsoft Azure's security and compliance framework
- Supports RBAC and least-privilege access
- Aligns with public sector governance and ITIL practices
- Data residency aligned with Azure region selection

14. Service Management

Rosebud provides ITIL-aligned service management, including:

- Incident management
- Change management
- Problem management
- Capacity and performance monitoring
- Governance reporting

15. Technical Roadmap

Rosebud continues to enhance the service in line with Azure platform evolution, including:

- Expanded automation capabilities
- Enhanced analytics and AI-driven insights
- Additional governance and compliance tooling