Service Definition Document

iSaaS Systems Physical and Virtual Computing Services

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

1. Overview

Rosebud Cloud Solutions' *iSaaS Systems Physical and Virtual Computing Services* provide secure, scalable, and flexible compute environments across physical hardware, virtual machines, containers, and cloud platforms. The service supports operating system management, software-defined compute, remote desktop control, and hybrid cloud integration. Designed for public sector organisations, it enables efficient resource allocation, centralised compute oversight, and seamless deployment across modern and legacy environments.

2. Service Summary

Service Name

iSaaS Systems Physical and Virtual Computing Services

Service Type

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

Service Description

Rosebud's Physical and Virtual Computing service delivers secure, scalable environments across operating systems, virtual machines, containers, and cloud platforms. It supports remote desktop control, software-defined compute, and infrastructure management. Designed for public sector flexibility, it enables efficient resource allocation, client computing, and seamless integration with hybrid or cloud-native deployments.

Service Categories

- Physical and Virtual Computing
- Operating System Environments
- Core Operating Systems
- Client Operating Systems
- Software-Defined Compute
- Virtual Machine Software

- Container Infrastructure Software
- Cloud System Software
- Virtual Client Computing
- Remote Desktop Control Software
- Container Data and Infrastructure Management Software

Multi-Cloud Support

Yes – supports public, private, and hybrid cloud deployments.

3. Service Features and Benefits

3.1 Features

- Core and client operating system support
- Virtual machine provisioning and management
- Cloud system software integration
- Container infrastructure orchestration
- Remote desktop control capabilities
- Software-defined compute environments
- Host-based file system management
- Volume and path management tools
- Virtual client computing support
- Automated resource allocation and scaling

3.2 Benefits

- Flexible deployment across physical and virtual environments
- Improved resource efficiency and utilisation
- Simplified remote access and control
- Faster provisioning of compute resources
- Enhanced scalability for growing workloads
- Streamlined container and VM management
- Reduced hardware dependency

- Centralised compute infrastructure oversight
- Better support for hybrid cloud models
- Increased operational agility and responsiveness

4. Service Scope

4.1 Included

- Operating system environment support
- Virtual machine and container provisioning
- Cloud system software integration
- Remote desktop and virtual client computing capabilities
- Software-defined compute configuration
- Host-based file system and volume management
- Automated scaling and resource optimisation
- Standard onboarding and documentation

4.2 Not Included

- Custom development or bespoke integrations
- Third-party licensing costs
- Onsite support (available at extra cost)
- Extended support packages (quoted separately)

5. Service Constraints

- Relies on Microsoft Azure infrastructure and SLAs.
- Service is not ISO/IEC 27001 certified.
- Buyers must configure identity, access, and policy settings correctly.
- Security analytics depend on buyer-enabled telemetry and logging.
- Some advanced features or integrations may require additional scoping or licensing.
- Onsite training and support for unmanaged environments may incur extra cost.
- Data residency must be configured by the buyer.

- Buyer-led changes outside agreed parameters may affect service integrity.
- All constraints are reviewed and documented during onboarding.

6. System Requirements

- Role-based access control configured
- Endpoint agents installed and updated
- Secure network connectivity
- Sufficient storage capacity allocated
- Defined backup and retention policies
- Stable internet connection and bandwidth

7. Reselling Information

Supplier Type

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

Original Supplier

Microsoft

8. User Support

8.1 Support Channels

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

8.2 Support Response Times

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

8.3 Support Levels

- Standard support level (cost provided at discovery/quote stage)

- Dedicated technical account manager (qualified cloud engineer)

8.4 Support for Third Parties

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

8.5 Accessibility

Compliant with EN 301 549.

9. How Users Access the Service

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

10. Pricing

Pricing is provided during discovery and quotation, based on:

- Compute environments and workloads in scope
- Required support levels
- Resource consumption and scaling needs
- Optional onsite or extended support services

11. Onboarding and Offboarding

11.1 Onboarding

- Requirements and environment assessment
- Access and permissions setup
- VM, container, and compute environment configuration
- Remote desktop and client computing setup
- Governance and reporting structure definition

11.2 Offboarding

- Removal of access permissions
- Export of logs, configurations, and monitoring data (where applicable)
- Decommissioning of service components
- Optional transition to Managed Cloud Support Services

12. Security and Compliance

- Delivered using secure, approved cloud environments
- Supports governance, risk management, and compliance frameworks
- Reinforces secure-by-design principles
- Data residency aligned with buyer-selected Azure regions

13. Service Management

Rosebud provides ITIL-aligned service management, including:

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

14. Technical Roadmap

Rosebud continues to enhance the service through:

- Expanded container and VM orchestration capabilities
- Enhanced automation for compute provisioning
- Additional hybrid cloud integration features
- Improved analytics and performance tooling