TYME
TECHNOLOGIES

Service Definition - Infrastructure Engineering Services

G-Cloud 15

Data, AI and Digital Experts - The future of professional services

About Us

Imagine a partner who can provide advisors and technical expertise on demand and at scale - so you can focus on delivering results, creating customer value, and gaining a competitive advantage.

At TYME Technologies, we are shaping the future of professional services with a focus on velocity, quality, and aligned outcomes. Our expertise spans Data, AI, and Digital technologies, and we help organisations build, scale, and deliver high-impact solutions.

Our team designs, builds, and deploys top-performing technology teams. We are proud to support some of the largest technology communities in the UK, including Data Engineers London, London DevOps, and London Tech Leaders, connecting over 14,000 experts across the industry.

Through a structured, phased engagement model—from discovery to delivery—we provide advisory, technical expertise, and hands-on support, embedding bespoke teams that solve complex challenges such as data migration, platform builds, and AI enablement. With technical hubs in the UK and Eastern Europe, we combine global reach with local expertise to ensure results at pace and scale.

With proven frameworks, an outcome-focused approach, and a network of industry-leading experts, we aim to be your partner of choice.

Our core services include:

- **Technology Consulting:** Strategic advisory and hands-on delivery expertise across Data, Software & Platform Engineering, and AI.
- **Technical Delivery:** Rapid design, build, and operation of high-performing technical teams to deliver complex projects efficiently.
- **Capability & Talent Building:** Upskilling internal teams and transferring long-term capability to drive sustainable success.

Short Service Description

TYME provide infrastructure engineering services to design, build, and manage secure, resilient IT environments. Services include infrastructure architecture, implementation, optimisation, monitoring, and support across on-premises, cloud, and hybrid platforms. We help organisations improve reliability, scalability, security, and performance while reducing operational risk and supporting efficient, sustainable digital operations.

Key Service Features

- Infrastructure assessment and architecture design aligned to business needs.
- Cloud, on-premises, and hybrid infrastructure implementation support.
- Server, storage, and virtualisation configuration and optimisation.
- Infrastructure performance monitoring and capacity planning.
- Security hardening and infrastructure compliance advisory.
- Backup, disaster recovery, and resilience planning.
- Infrastructure automation using Infrastructure as Code tools.
- Incident troubleshooting and root cause analysis.
- Technology roadmap development and infrastructure modernisation guidance.
- Ongoing advisory support and best practice recommendations.

Key Service Benefits

- Improved infrastructure reliability and system availability.
- Scalable environments supporting organisational growth.
- Reduced operational risk and unplanned downtime.
- Enhanced security and regulatory compliance.
- Optimised performance across infrastructure platforms.
- Greater visibility and control of infrastructure assets.
- Faster resolution of infrastructure incidents.
- Cost efficiencies through improved resource utilisation.
- Future-ready infrastructure aligned with technology roadmaps.
- Increased confidence in infrastructure resilience and stability.

Pricing Model

TYME's pricing for all G-Cloud 15 services is based on a time and materials model, using rates aligned with the SFIA (Skills for the Information Age) framework. The applicable rate card is published separately on the G-Cloud 15 Digital Marketplace.

We work closely with clients to design the team structure and contract approach that delivers the greatest value, ensuring flexibility, efficiency, and alignment with your objectives. Our aim is to provide a transparent, fair, and scalable pricing model that supports successful project outcomes.

SFIA Rate Card

	Strategy and Architecture	Change & Transformation	Development & implementation	Delivery & Operation	People & Skills	Relationships & engagement
Follow	N.A	N.A	N.A	N.A	N.A	N.A
Assist	N.A	N.A	650	650	N.A	N.A
Apply	850	850	850	850	850	850
Enable	1000	1000	900	900	900	900
Ensure & Advise	1100	1100	1000	1000	1000	1000
Initiate & Influence	1300	1300	1300	1200	1200	1200
Set Strategy & Inspire	1700	1700	1500	1400	1400	1400

All prices are shown in (£) GBP Sterling per day and are not including VAT

Notes & Assumptions

Consultant Working Day: 8 hours, exclusive of travel and lunch.
Working Week: Monday to Friday, excluding national holidays.
Office Hours: 9:00am to 5:00pm, Monday to Friday.

Travel, Mileage, and Subsistence:

- Travel and subsistence within the M25 are included in the day rate.
- Travel and subsistence outside the M25 are payable at the department's standard rates.
- Where possible, TYME will provide resources local to the delivery location to minimise expenses. If this is not feasible, TYME reserves the right to charge additional travel and subsistence, including work delivered in Central London.
- No expenses are incurred for work delivered at TYME offices by local staff.

Professional Indemnity Insurance: Included in the day rate.

Discounts:

- All SFIA rate card rates are exclusive of discounts.
- Discounts may be applied based on tenure or volume of demand, subject to negotiation and agreement at the purchasing stage.

RPI Review: TYME reserves the right to review the SFIA rate card annually (31st March) in line with the Retail Price Index (RPI).

Payment Terms:

- All work is assumed to be on a **Time and Materials** basis.
- Billing is monthly in arrears, based on actual utilisation, in accordance with our Terms & Conditions.

Security Procedures

- All consultants are subject to staff screening in accordance with BS7858:2019.
- TYME Technologies will obtain appropriate UK Government security clearance, up to Developed Vetting (DV) level, where required by the project.
- Internal security procedures are aligned with TYME Technologies' security best practices and are actively monitored to ensure a secure working environment across all engagements.
- All data is handled and processed in accordance with ISO/IEC 27001 standards and complies fully with the Data Protection Act 2018 (DPA 2018) and UK GDPR requirements.

Onboarding and Offboarding

TYME's onboarding process is aligned to customer timeframes and project requirements. A dedicated Account Manager provides regular updates throughout onboarding to ensure all parties remain aligned and informed.

A TYME Technical Lead assesses existing team capabilities and identifies any skills or capacity gaps, proposing incremental resourcing where required. Where appropriate, TYME works closely with existing engineering teams to ensure effective knowledge transfer prior to project initiation.

Throughout delivery, the Account Manager meets regularly with the customer to review progress against deliverables, maintain open communication, and capture feedback. On-site visits are arranged where required to engage key stakeholders, strengthen collaboration, and support a strategic partnership. The Account Manager also acts as the primary point of contact for escalation.

TYME's offboarding process includes structured knowledge transfer, supported by comprehensive documentation and runbooks covering operational and technical practices. The Account Manager ensures a full handover to any incoming supplier or internal team, protecting continuity, intellectual property, and delivery outcomes.

If escalation beyond the Account Manager is required, a designated TYME Director is always available for support.

Why Tyme Technologies

- Expert-led: Every engagement is driven by senior practitioners with deep technical and delivery experience.

- Rapid deployment: Our agile operating model enables us to deploy bespoke technical squads and SMEs within an average of 11 days from SoW sign-off across the UK and Eastern Europe.

- Flexible engagements: Access our specialists on a dedicated or fractional basis to meet specific project needs — ideal for addressing short-term challenges without long-term overheads.

- Quality assurance: Our technical advisory team of domain experts and a network of over 10,000 professionals ensure every consultant and team is screened, referenced, and matched for industry, domain, and cultural fit.

- Delivery assurance: Our delivery framework provides full visibility and accountability — including sprint planning, performance reporting, and dependency management — ensuring alignment across technical and business stakeholders.

- Outcome-focused: We measure success by results — reducing risk, accelerating delivery, and maximising business value.

- Commercial competitiveness: Leveraging our UK and Eastern European network, we source top-tier expertise directly and provide flexible commercial models that reward performance and scalability.

TYME TECHNOLOGIES

Data, AI and Digital Experts - The future of professional services

Contact
Jack Moore
Director of Growth
Jack@tymetechnologies.io
07904505613