

Service Definition Document

G-Cloud 15 (RM1557.15) – Lot 2.b: Software as a Service (SaaS)

Supplier Details

Supplier name: Insight Consulting Services Limited

Trading / service brand: ICS Projects

Framework: G-Cloud 15 (RM1557.15)

Lot: Lot 2.B – Software as a Service (SaaS)

Service – BEAMS

1. Service Overview

BEAMS

Service Summary

This service provides a cloud-hosted Enterprise Asset Management System (EAMS) co-developed with an NHS Foundation Trust to support the operational management, assurance and performance oversight of estates and facilities services.

The platform enables asset management, task allocation, compliance tracking, SLA/KPI monitoring and board-level reporting across hard and soft FM services. It is designed specifically for NHS and wider public sector operating models, including in-house, outsourced and hybrid delivery arrangements.

The service is delivered as a managed digital service and supports phased implementation alongside existing systems. It improves data quality, operational grip and executive assurance without requiring wholesale system replacement.

2. What the Service Does

The EAMS supports organisations to:

- Maintain a single, structured asset register aligned to estates and FM requirements
- Digitise and manage work orders, task allocation and approval workflows
- Monitor statutory compliance and maintain audit-ready evidence
- Track SLA and KPI performance across internal teams and external providers
- Provide real-time management information for operational, managerial and executive users

The service is designed to address common public sector challenges including fragmented systems, manual reporting, poor data quality and limited assurance visibility.

It supports both day-to-day operational control and strategic decision-making, enabling organisations to better manage risk, productivity, backlog maintenance and investment prioritisation.

3. Who the Service Is For

- NHS Trust Estates and Facilities teams
- NHS Boards and Executive teams
- Integrated Care Boards and system partners
- Public sector organisations managing complex operational estates
- Organisations transitioning from outsourced to in-house FM models

Key Features

Asset Management

- Structured asset hierarchy aligned to estates conventions
- Condition, risk and compliance attributes captured at asset level
- Supports hard and soft FM asset classes

Task and Workflow Management

- Automated job creation and allocation
- Role-based permissions and approval workflows
- Mobile-enabled task updates for operational teams

Compliance and Assurance

- Statutory compliance tracking aligned to NHS estates requirements
- Evidence capture and full audit trails
- Exception reporting and risk flagging

Performance and Reporting

- Live SLA and KPI dashboards
- Productivity and utilisation insights
- Executive and board-level reporting views

Integration and Scalability

- API-enabled architecture
- Phased deployment alongside legacy CAFM systems
- Configurable to local operating models

4. Benefits

- Improved compliance visibility and audit readiness
- Reduced manual reporting and spreadsheet dependency

- Stronger operational control and assurance
- Improved executive-level insight and decision-making
- Better value for money from estates and facilities services

5. Implementation and Onboarding

The service is implemented through a structured onboarding approach tailored to the client's operating model.

This includes: - Discovery and configuration - Data migration and validation where required

- User setup and role-based access configuration - Training for operational, managerial and executive users - Phased go-live and early-life support

Implementation can be staged to minimise disruption and reduce delivery risk.

6. Support

- UK-based service support
- Defined response and resolution targets
- Ongoing configuration and optimisation support
- Optional service review meetings

7. Security and Data Protection

- Cloud-hosted with UK data residency
- Role-based access control
- Designed to meet NHS data governance requirements
- No patient identifiable data required for operation

8. Pricing

The service is priced on a subscription basis, scaled by estate size, user numbers and enabled modules. Pricing is transparent and fully G-Cloud compliant, with no minimum contract terms beyond the call-off period.

9. Service Limitations

This service does not include capital works delivery, physical maintenance activities or staff recruitment. It is not a replacement for all existing systems unless explicitly configured to do so.

10. G-Cloud Evaluation Alignment

- **Feasibility:** Proven in live NHS operational environments
- **Risk Management:** Phased deployment without forced system replacement
- **Value for Money:** Subscription-based pricing with productivity and assurance benefits
- **Security:** UK hosting and role-based access controls
- **Service Clarity:** Clear definition of inclusions and exclusions