

# **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 – xWatts

### **Supplier Details**

### **xWatts Service (Resold by Insight Consulting Services Limited)**

### **Service Overview**

xWatts is a power optimisation and energy intelligence platform enabling public sector organisations to significantly reduce energy expenditure and carbon impact through advanced analytics and actionable insight.

### **Features & Benefits**

- Automated ingestion of utility and meter data
- Portfolio-wide energy performance dashboards
- Identification of inefficiencies and abnormal consumption
- Carbon reporting and benchmarking
- Actionable insights supporting 20–40% energy cost reduction

### **Service Options & Pricing**

- Delivered as a cloud-hosted SaaS solution
- Flexible subscription-based pricing aligned to estate size and complexity

### **Onboarding & Offboarding**

- Initial discovery and data assessment
- Secure data connection and platform configuration
- User training and knowledge transfer
- Secure data export and termination support on exit

### **Service Levels**

- Regular automated data refresh
- Defined platform availability targets
- Support response times aligned to incident severity

### **Security & Compliance**

- Aligned with UK Government Cloud Security Principles
- Role-based access controls and audit logging
- Compliance with UK GDPR

### **Support Model**

- Managed helpdesk support
- Escalation to platform specialists as required

### **Technical Requirements**

- Secure internet connectivity
- Access to digital energy data feeds
- Modern web browser