

Service Definition Document

G-Cloud 15 (RM1557.15) – Lot 3: Cloud Support

Supplier Details

Supplier name: Insight Consulting Services Limited

Trading / service brand: ICS Projects

Framework: G-Cloud 15 (RM1557.15)

Lot: Lot 3 – Cloud Support

Service category: Managed Cloud Support

1. Service Overview

Insight Consulting Services Limited provides Managed Public, Private and Hybrid Cloud Support Services under G-Cloud 15 Lot 3. The service delivers secure, governed and optimised management across IaaS, SaaS and PaaS environments, enabling resilient operations, improved performance, cost efficiency and seamless multi-cloud integration.

2. Intended Buyers

- Central government departments and agencies
- Local authorities
- NHS and health bodies
- Education and research organisations
- Arm's-length bodies and non-departmental public bodies

3. Scope of Services – Managed Cloud Support

- Fully managed public, private and hybrid cloud operations
- IaaS, SaaS and PaaS management with expert oversight
- Proactive monitoring, incident response and optimisation
- Cloud configuration, governance and compliance management
- Multi-cloud integration and interoperability support
- Cost management, consumption tracking and optimisation
- Backup, disaster recovery and continuity controls
- Application hosting, scaling and performance optimisation
- Environment provisioning, lifecycle management and updates
- Technical advisory, escalation management and strategic planning.

4. Service Features and Benefits

- Reduces operational burden through fully managed cloud environments
- Improves uptime with proactive monitoring and rapid incident response

- Enhances security through governed, compliant cloud management
- Reduces costs via optimisation and consumption control
- Accelerates delivery through automated provisioning and scaling
- Improves performance with continuous tuning and optimisation
- Strengthens resilience via backup and disaster recovery
- Simplifies multi-cloud operations with unified management
- Reduces business risk through expert oversight
- Increases agility with scalable cloud architectures.

5. What the Service Does Not Include

- Cloud hosting or infrastructure provision.
- Software licensing or resale.
- Proprietary platforms or products.

6. Service Delivery Approach

- Discovery and planning.
- Mobilisation and governance set-up.
- Migration and optimisation support.
- Knowledge transfer and handover.

7. Security and Data Protection

- Delivered in alignment with recognised information security standards.
- Personnel vetting and data handling agreed at call-off.
- Government security clearance up to Developed Vetting (DV)
- Alignment with G-Cloud Call-Off Security Schedules.

8. Pricing Model

- Time-and-materials using role-based day rates.
- Optional fixed-price packages.

Pricing provided in a separate Pricing Document.