

Service Definition Document

Infrastructure Intelligence Advisory Services

Supplier: Vistergy Ltd
G-Cloud 15 Lot: Lot 3: Cloud Support
Version: 1.3
Date: 18 September 2026

1. Service Overview

Service Name

Infrastructure Intelligence Advisory Services

Service Description

Advisory, support and training for teams adopting cloud-based AI and data services in regulated infrastructure: nuclear, energy, data centres and LNG. We check construction, commissioning and handover information against published standards, including ISO 19650. Every finding is traceable, and experts make decisions. ISO 9001 and Cyber Essentials certified.

Service Category

- Ongoing Support
 - Training and Knowledge Transfer
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2. Service Features

Feature	Description
Information checks against ISO 19650 and other published standards	Construction, commissioning and handover information reviewed against the published standards the client works to
Advice on governing AI: traceable sources, audit trails, human sign-off	How to adopt AI so every output shows its sources, every step is recorded, and a named expert approves
Construction progress monitoring using satellite imagery and geospatial analysis	Ongoing monitoring of construction progress using remote sensing and geospatial data
Commissioning readiness and facility handover information reviews	Reviews of whether systems are ready to commission and whether handover information is complete
Information management support for cloud common data environments	Support for managing project and asset information in cloud-hosted common data environments

Feature	Description
AI readiness and assurance advice for regulated infrastructure teams	Advice on whether and how a team is ready to use AI, and how to assure it
Training and knowledge transfer for engineering and regulatory teams	Training so client teams can run and assure the work themselves
Regulatory and feasibility analysis across UK and international jurisdictions	Analysis of regulatory frameworks and feasibility across jurisdictions
Chartered Engineer leadership with 20 years in regulated infrastructure	Engagements led by a Chartered Engineer (CEng) with twenty years across nuclear, data centres, LNG and heavy civil

3. Service Benefits

Benefit	Description
Decisions you can defend, with every finding traced to source	Each finding links to the standard or source it rests on
Compliance gaps found before commissioning and handover, not after	Gaps surface while they are still cheap to fix
Fewer site visits through satellite and geospatial monitoring	Remote sensing reduces the time and cost of physical site visits
Controlled AI adoption, with experts keeping every decision	AI supports the work; people make the decisions
Evidence ready for regulators, auditors and assurance reviews	Records are kept so assurance evidence is ready when asked for
Specialist nuclear, energy and data centre expertise on demand	Specialist knowledge without long-term staffing commitments
ISO 9001 certified quality management across every engagement	Delivery under an ISO 9001:2015 certified quality management system
SME agility with Cyber Essentials certified security	Responsive SME delivery with Cyber Essentials certified security

4. Target Sectors

- Energy infrastructure (including nuclear)
- Critical national infrastructure
- Government departments with infrastructure oversight
- Research institutions
- Infrastructure investors and developers

5. Service Delivery

Delivery Model

Services are delivered remotely by default using secure collaboration tools and cloud-based platforms. On-site visits available within the UK by arrangement.

Engagement Process

1. **Scoping:** initial consultation to understand requirements and define deliverables
2. **Proposal:** written proposal with scope, timeline, and pricing
3. **Delivery:** execution of agreed work with regular progress updates
4. **Handover:** final deliverables and knowledge transfer
5. **Support:** ongoing support as required

Geographic Coverage

- Primary: United Kingdom and EMEA
 - Other regions: Considered on a case-by-case basis
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6. Support Levels

Standard Support (included in service fees)

- Email support during business hours (Monday to Friday, 9am to 5pm UK time)
- Enquiries acknowledged within 24 hours
- Substantive responses within 48 hours
- Regular progress updates on active engagements
- Access to project documentation via secure file sharing

Enhanced Support (by arrangement)

- Dedicated point of contact for larger engagements
- Weekly progress calls and ad-hoc consultation
- Priority response for urgent matters
- Available for larger engagements by agreement

All engagements include a named consultant who acts as the primary technical contact throughout the project.

7. Service Constraints

- Services delivered remotely by default
- On-site visits within UK available by arrangement (may incur additional travel costs)
- Geographic scope covers UK and EMEA primarily; other regions on case-by-case basis

- Engagements require clear scoping and agreed deliverables before commencement
 - Minimum engagement period typically 2 weeks depending on project complexity
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8. Security and Compliance

Certifications

- **ISO 9001:2015:** certified quality management system (certificate 526732026, valid to June 2027)
- **Cyber Essentials:** certificate ee467352-31ce-41f0-a073-e29267710ced
- **ISO/IEC 27001 (information security) and ISO/IEC 42001 (AI management):** certification underway on the same integrated management system, with the certification audit booked for October 2026

Security Standards

- Practices aligned with NCSC best practice and ISO 27001 framework guidance
- Data encrypted in transit (TLS/SSL) and at rest
- Cloud hosting on enterprise-grade providers (SOC 2 compliant)
- Multi-factor authentication enforced

Data Protection

- UK GDPR and Data Protection Act 2018 compliant
- Data processed only for agreed purposes
- Confidentiality agreements in place for all engagements

Staff Security

- Identity verification for all personnel
 - Right to work confirmation
 - Reference checks for roles with significant access
 - Security clearance (up to SC) available if required by contract
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9. Insurance

Coverage	Limit
Professional Indemnity	£5,000,000
Public Liability	£5,000,000
Employers' Liability	£10,000,000
Cyber Insurance	£25,000

Insurer: Hiscox (main policy, all cover, June 2026); £25k cyber benefit attaching to Cyber Essentials

Broker: Arthur J Gallagher (Daf Thomas)

10. Company Information

Field	Value
Company Name	Vistergy Ltd
Company Number	16620720
DUNS Number	234028621
Registered Address	96 Westfield Road, Woking, Surrey, GU22 9QP
Website	www.vistergy.com
Organisation Type	Small or Medium Enterprise (SME)
Ownership	50% woman-owned

11. Contact Information

Service enquiries

- Email: directors@vistergy.com
- Website: www.vistergy.com

Primary contact

- Ayokunle David Ayeni CEng, Principal Consultant
 - Email: people@vistergy.com
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12. Terms and Conditions

Services are provided under the G-Cloud 15 Call-Off Contract terms. Specific engagement terms will be agreed in the Call-Off Order Form.

Document version 1.3, last updated 18 September 2026.