



Redtail – Managed Support & Advisory Service

1. Service Summary

Redtail Consulting provides a hybrid infrastructure operations support service delivering experienced technical leadership, operational oversight, and specialist support across enterprise IT environments.

The service is designed for Buyers who need operational support, technical leadership, incident coordination and continuous improvement, without procuring named individuals or staff augmentation.

This service is suitable for Buyers seeking:

- A single accountable supplier to support operations
- Improved reliability through structured monitoring, incident support and problem management
- A capable partner to plan, coordinate and deliver improvements
- Clear operational reporting for technical and leadership stakeholders

Redtail Consulting retains full responsibility for service delivery and quality.

2. Service Description

This service provides an outcome-focused support capability delivered by a team of experienced professionals. Redtail Consulting works alongside the Buyer's teams to provide:

- **Operational support** to keep services stable and reduce disruption
- **Incident triage and response coordination** to restore service quickly and safely
- **Problem analysis support** to prevent recurrence
- **Service leadership and governance** to help improve operational performance

- **Planned improvement support** to implement upgrades, changes and enhancements

The service is designed to assist internal teams, providing leadership, coordination, and technical capability across key infrastructure towers, without supplying named individuals or staff augmentation services.

Redtail Consulting retains full responsibility for service delivery and quality.

Supported Infrastructure Towers

The service may provide operational support across the following areas:

- **Network services** (LAN, WAN, connectivity, performance, resilience)
- **Hosting and cloud platforms** (on-premise, private cloud, public cloud)
- **Workplace and end-user computing**
- **Endpoint management and device services**
- **Infrastructure design and architecture advisory**
- **IT service delivery and project coordination**

Support is delivered based on capability and outcomes

What this service is (and isn't)

This service is:

- A managed support and advisory service (capability-based)
- A service that can flex resourcing internally to meet demand
- A service delivered with structured processes and reporting

This service is not:

- A supply of named individuals
 - A Statement of Work / Change Order contracting model
 - A staff augmentation / “body shop” arrangement
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Who the Service Is For

This service is suitable for:

- Central government and arms-length bodies
- Local government and public services
- Education and research
- Health and regulated environments
- Operators of complex or critical services requiring reliable support

Typical stakeholders include:

- IT Operations / Service Management
 - Infrastructure / Cloud Engineering
 - Security Operations (where in scope)
 - Technical leadership (CTO/CISO/Head of IT)
 - Service owners and business stakeholders
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Service Delivery Model

- Delivered as a **remote, human-led support service**
- Focused on operational leadership, technical support, and coordination
- Delivered by appropriately skilled and experienced consultants
- Redtail Consulting manages resourcing internally to meet service demand

The Buyer does not contract for specific individuals, job titles, or headcount.

Day-to-Day Support Activities

The service may include:

Infrastructure Monitoring & Operational Oversight

- Review of infrastructure health and performance
- Identification of risks, degradations, or service issues
- Coordination of operational response where issues arise

Incident & Issue Management

- Support for incident triage and investigation
- Coordination with internal teams and third-party suppliers

- Guidance on remediation and service restoration
- Structured handover between operational periods

Service Leadership & Coordination

- Operational leadership across infrastructure domains
- Task coordination and prioritisation
- Oversight of supplier performance and delivery against agreed KPIs
- Support for service governance and operational reporting

Planning & Implementation Support

- Advisory support for infrastructure changes and improvements
- Planning of upgrades, enhancements, and remediation activities
- Coordination of implementation activities
- Validation that changes are delivered as intended

Security & Resilience Support

- Support for infrastructure security measures
- Monitoring for security-related events within supported environments
- Coordination with security teams where incidents arise
- Support for audits and assurance activities within scope

Reporting & Handover

- Preparation of operational reports and updates
- Tracking of incidents, actions, and service improvements
- Structured handover to ensure continuity of service
- Input into management and governance forums where required

Support Hours – Summary

- **Standard Support**
Monday–Friday, **09:00–17:00 UK time** (excluding public holidays)
- **Enhanced Support**
Monday–Friday, **08:00–20:00 UK time**, plus limited weekend availability for priority incidents only
- **Premium Support**
24×7 support availability, including evenings, weekends, and public holidays

Response Times

Response times relate to **initial acknowledgement and engagement only** and do **not** represent guaranteed resolution times.

- **Standard Support**
Initial response within **1 hour** during UK business hours.
- **Enhanced Support**
Initial response within **1 hour** during extended support hours.
- **Premium Support**
Initial response within **30 minutes**, with **24×7 support availability**

Onboarding

On commencement of the Call-Off Contract, Redtail Consulting will:

- Confirm scope of supported infrastructure services
- Agree communication and escalation routes
- Align reporting and engagement cadence
- Confirm access requirements

No Statements of Work, change orders, or named resource schedules apply.

Information Security & Data Protection

Where personal data is processed:

- The Buyer acts as **Data Controller**
- Redtail Consulting acts as **Data Processor**
- Processing is carried out in accordance with UK GDPR and applicable data protection law

Appropriate technical and organisational measures are applied to protect data.

Dependencies & Assumptions

Service delivery depends on:

- Timely access to systems and information
- Engagement from Buyer stakeholders
- Accurate information regarding infrastructure environments

Redtail Consulting is not responsible for delays caused by factors outside its reasonable control.

Exclusions

Unless explicitly stated in the service listing, this service does **not** include:

- Provision of named individuals or staff augmentation
 - Direct employment or line management of Buyer staff
 - Guaranteed service availability or uptime
 - Hardware procurement
 - Software licensing
 - Regulatory or legal certification
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Pricing

Pricing is provided using time-based or support-unit pricing models, as described in the service listing.

All pricing, payment, liability, termination, and audit rights are governed solely by the **G-Cloud Call-Off Contract**.