

Agilisys ServiceControl

G-Cloud 15 Service Definition

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1 Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a formidable reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the capabilities, experience and capacity needed to make the right cloud decisions and transform public services.

2 Who this Service is For

ServiceControl is designed for UK public sector organisations that require robust governance, operational assurance, and integrated service management across complex IT environments. This includes local authorities, central government departments, NHS bodies, and emergency services operating with multi-supplier ecosystems, hybrid infrastructures, and stringent compliance requirements.

These organisations often face challenges such as:

- Maintaining **service reliability and performance** across diverse platforms and providers.
- Meeting **regulatory obligations** while managing operational risk.
- Driving **efficiency and cost optimisation** without compromising service quality.
- Achieving **visibility and control** over IT operations, governance, and reporting.

ServiceControl is ideal for organisations seeking a structured, ITIL-aligned approach to service management that combines governance, automation, and proactive monitoring. Whether you need a fully managed service or targeted support for ITSM, governance, or reporting, ServiceControl provides the expertise and tools to deliver operational stability and continuous improvement.



3 ServiceControl - an overview

ServiceControl is Agilisys' service management and governance platform, providing the operational backbone for modern IT environments. Built on ITIL principles and tailored for the UK public sector, it delivers a unified framework for managing incidents, changes, and service performance while embedding governance, automation, and analytics.

This service goes beyond traditional IT support—it offers end-to-end operational assurance, combining ITSM tooling, governance frameworks, and advanced automation to ensure services remain resilient, compliant, and cost-effective. ServiceControl is modular, enabling organisations to select individual components or adopt the full suite for comprehensive service integration.

Key features include:

- **IT Service Management (ITSM)** for incident, problem, and change control.
- **Governance and Risk Management** to maintain compliance and accountability.
- **Automation and Orchestration** to streamline operations and reduce manual effort.
- **Insights and Reporting** for real-time visibility and data-driven decision-making.
- **PMO and Customer Success** to ensure alignment with organisational goals and continuous improvement.

ServiceControl is delivered by Agilisys specialists with deep public sector experience, ensuring alignment with government standards and best practice frameworks.

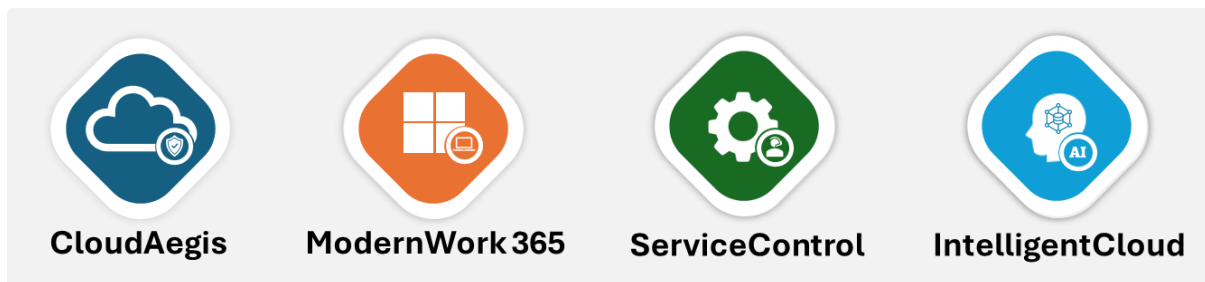


Figure 1 - Agilisys Cloud Assurance and Management Framework



4 Service Description

ServiceControl provides a comprehensive, ITIL-aligned service management framework that combines governance, automation, and analytics to deliver operational resilience and efficiency. It is designed to simplify complex IT environments, improve service quality, and enable proactive management through structured processes and advanced tooling.

At its core, ServiceControl acts as the operational backbone for organisations, ensuring that every aspect of IT service delivery—from incident resolution to strategic governance—is managed with precision and transparency. It integrates ITSM best practices with advanced automation to reduce manual effort, improve response times, and enhance service reliability. Real-time dashboards and analytics provide actionable insights, enabling organisations to make informed decisions and continuously optimise performance.

ServiceControl is modular, allowing organisations to select specific capabilities or adopt the full suite for complete service integration. Each component is designed to address a critical aspect of service management, ensuring that governance, compliance, and operational excellence are embedded throughout the IT lifecycle.

Service Offers:

- **ServiceControl ITSM** – Incident, request, change, and problem management with workflow orchestration.
- **ServiceControl Governance** – Service reviews, supplier management, and KPI/SLA governance.
- **ServiceControl Automate** – Operational automation and SOAR integrations for faster remediation.
- **ServiceControl Insights** – Real-time dashboards and analytics for performance and compliance.
- **ServiceControl PMO** – Project delivery, transition management, and portfolio alignment.
- **ServiceControl Success** – Service success management focused on adoption, value realisation, and continuous improvement.

4.1 ServiceControl ITSM

ServiceControl ITSM delivers a structured, ITIL-aligned approach to managing incidents, requests, changes, and problems across your IT environment. Using the Halo ITSM platform, it enables efficient ticket handling, workflow orchestration, and CMDB integration to maintain operational stability and compliance. This service ensures that issues are resolved quickly, changes are controlled, and assets are accurately tracked, reducing downtime and improving user experience.

Key Features:

- Incident, request, change, and problem management.
- CMDB and inventory control for accurate asset tracking.
- Workflow orchestration to streamline service operations.



4.2 ServiceControl Governance

Governance is essential for accountability and transparency across IT services. ServiceControl Governance provides structured service reviews, supplier management, and KPI/SLA monitoring to maintain compliance and drive continuous improvement. By embedding governance frameworks, this service ensures that performance is measured, risks are managed, and suppliers deliver against agreed standards.

Key Features:

- Conduct service reviews and quarterly business reviews (QBRs).
- Manage supplier performance and risk effectively.
- Monitor KPIs and SLAs with robust governance frameworks.

4.3 ServiceControl Automate

Automation is key to reducing manual effort and improving response times. ServiceControl Automate integrates operational runbooks and Security Orchestration, Automation and Response (SOAR) capabilities to enable automated remediation and proactive monitoring. This service helps organisations move from reactive to predictive operations, reducing downtime and freeing resources for strategic initiatives.

Key Features:

- Implement operational automation using Halo runbooks.
- Integrate SOAR for automated incident response.
- Establish monitoring-to-remediation loops for efficiency

4.4 ServiceControl Insights

Insights provide real-time visibility into service performance and compliance. ServiceControl Insights leverages Power BI dashboards and analytics to enable data-driven decision-making and continuous improvement. By providing actionable intelligence, this service helps organisations identify trends, forecast demand, and optimise resources.

Key Features:

- Real-time dashboards for service performance monitoring.
- Trend analytics and forecasting for proactive planning.
- Secure Score dashboards for compliance visibility.

4.5 ServiceControl PMO

ServiceControl PMO ensures successful project delivery and alignment with organisational objectives. It provides structured governance for transitions, onboarding, and portfolio management. This service helps organisations manage risk, maintain timelines, and achieve strategic outcomes through disciplined project management.

Key Features:

- Deliver projects with robust governance and RAID management.
- Manage transitions and onboarding for new services.
- Align portfolios with strategic objectives and priorities.



4.6 ServiceControl Success

ServiceControl Success is entirely focused on ensuring that service delivery to your end-users and stakeholders is a success. It ensures that the services you adopt deliver measurable value, drive adoption, and support continuous improvement. Through health scoring, adoption governance, and proactive engagement, this service helps you achieve your strategic objectives, maximise ROI, and maintain high levels of user satisfaction.

Key Features:

- Monitor customer health and adoption metrics to ensure value realisation.
- Provide governance and guidance for successful adoption and utilisation.
- Support renewal planning and continuous improvement to sustain long-term benefits.

5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for clients seeking to transition services into or away from our ServiceControl Service.

5.1 Onboarding Agilisys ServiceControl

Onboarding begins with a collaborative discovery phase to understand the current architecture, operational practices, and service dependencies. We assess the environment's health, security posture, and governance controls, and establish a baseline for service delivery.

Our team works with client stakeholders to align service levels, access protocols, and reporting requirements, ensuring continuity and minimal disruption. Where appropriate, we integrate with existing subscriptions and tooling, adopting client-specific configurations and documentation into our management framework. This approach enables rapid service mobilisation while maintaining full visibility and control for the client.

5.2 Offboarding from Agilisys ServiceControl

When transitioning out of our managed service, Agilisys ensures a secure and orderly handover to the client's internal teams or a nominated successor provider.

We transfer client-specific designs, operational documentation, and configuration records. Environment credentials and access details are securely handed over, and any client data retained within Agilisys systems—such as monitoring logs or support records - is securely deleted in accordance with our data governance policies.

Upon request, we provide formal confirmation of data destruction. Our offboarding process is designed to preserve service integrity, maintain compliance, and support a smooth transition with minimal operational impact.

6 Support

Our flexible service tiers offer scalable support, proactive monitoring, cost optimisation, and 24/7 incident response, empowering public sector organisations to focus on service delivery while we maintain the health, compliance, and efficiency of their cloud ecosystems.



Agilisys offers baseline support for Resold Azure and Fabric Services, with two primary service tiers for its managed cloud services:

6.1 Standard Support

Provides core business hours support (08:00–18:00, Monday to Friday), with 24/7 incident response for Priority 1 issues. It includes tenancy management, patching, monitoring, basic cost optimisation reporting, and monthly service performance reviews. This tier is ideal for organisations seeking reliable, foundational cloud management with essential governance and support.

6.2 24x7 Support

Builds on the Standard offering with enhanced capabilities such as proactive security incident response, customised patching cycles, Privileged Identity Management (PIM), and detailed monthly performance reviews led by a dedicated service delivery manager. It also includes proactive execution of optimisation and security recommendations, making it suitable for organisations with complex environments or higher compliance and performance demands.

7 Pricing

Pricing is based on the specific service requirements, service levels, scale, and scope of services using the rate card provided in the accompanying pricing document for this GCloud service.

We provide UK based onshore, and offshore resources that can be leveraged to meet your specific needs, the prevailing rates are detailed within our Pricing documents.

Please contact info@agilisys.co.uk to obtain a quote for your required services.



8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

From initial discovery through to optimisation, we assess and enhance security controls, including identity governance, privileged access management, encryption, and continuous monitoring.

Our managed services provide proactive threat detection and response, patching, and compliance reporting, while our cloud identity and access management solutions ensure Zero Trust principles are applied across hybrid environments. Whether supporting Azure, multi-cloud, or hybrid estates, Agilisys ensures that governance frameworks are in place to maintain operational integrity, data protection, and audit readiness throughout the cloud lifecycle.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.