

Education Transformation Services

G-Cloud 15 Service Definition

Lot 3 – Cloud Support

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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 strong 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 skills, experience and capacity needed to make the right cloud decisions and transform public services.

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2 Who this Service is For?

This service is for Schools, Academies, Colleges and Multi-Academy Trusts in the United Kingdom who are in need of technology transformation with the objective of ensuring that they can continue to provide outstanding levels of teaching and learning to pupils. This service can be deployed as a stand-alone service, with in-house team members or in conjunction with delivery partners.

3 Education Transformation Services - an overview

This service is designed to help Schools, Academies, Colleges and Multi-Academy Trusts use technology to deliver outstanding learning. Our technology roadmap and strategy service empowers schools and multi-academy trusts to realise the full potential of technology by providing expert guidance on building sustainable, budget-aligned IT strategies and roadmaps.

We help education leaders evaluate technology pathways (such as choosing between M365 and Google Workspace), maximise investment, and eliminate duplication, while ensuring systems are configured for maximum interoperability. Our service extends to best practice implementation across IT operations, including incident, problem, change, and asset management, to ensure smooth and secure service delivery.



Leveraging Agilisys' deep expertise, we also offer benchmarking, digital maturity assessments, cybersecurity and compliance support, procurement guidance, staff and student training, cloud and infrastructure optimisation, and sustainability advice. By combining strategic vision with hands-on support, we help schools and MATs drive innovation, improve operational efficiency, and deliver outstanding outcomes for staff and students

4 Service Description

Our range of services are described below, customers are able to call-off these services individually, or in any combination in order to customise the call-off to meet their specific requirements. Please contact us at info@agilisys.co.uk to discuss your needs further and we will be delighted to help.

This service helps schools and MATs plan confidently for the future by developing technology roadmaps that illustrate the art of the possible, enabling sustainable, budget-aligned IT strategies and informed decisions on platforms such as Microsoft 365 or Google Workspace for Education. Our expertise ensures that systems are configured for success, with maximum interoperability across tools like Google Drive, OneDrive and SharePoint, supported by robust operating processes covering Incident, Major Incident, Problem, Change and Asset Management. Through data-driven decision support, we provide anonymised benchmarking on IT spend, device ratios, cloud adoption and digital maturity, alongside readiness assessments that highlight areas for improvement.

Our cybersecurity and compliance services strengthen security posture through audits and support with Cyber Essentials certification, while offering clear guidance on GDPR, data lifecycle management and safe data sharing. We also assist with procurement and supplier management, helping schools run effective tenders, evaluate vendors, negotiate contracts and navigate public-sector frameworks.

To ensure successful adoption of new technologies, we deliver structured change management and tailored staff and student training, including hands-on sessions introducing new devices and ways of working. Our cloud and infrastructure optimisation services assess readiness, plan migrations and improve performance and cost-efficiency, supported by network and WiFi audits that enhance reliability, security and scalability. Sustainability remains central to our approach, with advice on energy-efficient solutions, device lifecycle planning, e-waste reduction and carbon-footprint reporting.

We encourage EdTech innovation by supporting pilots of emerging technologies—such as AI, AR/VR and adaptive learning platforms—ensuring that these tools align with pedagogy and teaching goals. Ongoing partnership is provided through a Virtual IT Director/CIO service and a Community of Practice that connects schools and MATs for peer learning and shared best practice. Finally, we support parental and community engagement by advising on digital communication platforms, online payment systems and safeguarding tools, while ensuring accessibility and inclusion for SEND and diverse learner needs.



5 Onboarding and Offboarding

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

5.1 Onboarding Education Transformation Services

Onboarding begins with a collaborative discovery phase to understand the current situation and establish a baseline for service delivery. We confirm key parameters such as the schools included in the service, the delivery model required (local, remote, hybrid) and the range of services required from Agilisys.

Our team works with you to establish the governance processes, reporting cadence and agreed team structure to deliver services to your Trust or school. After the Transition period is completed a hyper-care period ensures any “loose-ends” are taken care of as the service “beds-in” successfully. We measure and report on customer satisfaction throughout the process to ensure we have the opportunity for continual improvement.

5.2 Offboarding Managed Education Transformation Services

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

We transfer functional and process documentation, with any relevant environment credentials and access details securely handed over, and any client data retained within Agilisys systems is securely deleted in accordance with our data governance policies. Any relevant, agreed artefacts created during the Transition process, such as run-plans, Target Operating Models, Tech Roadmaps, Tech Strategies, Technology Comparisons and other documentation will be securely shared, for ongoing use by the Trust or school.

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

6 Compliance and Security

Agilisys is ISO 27001 certified and Cyber Essentials Plus accredited. We implement best-practice security measures, including vulnerability scanning, anti-phishing campaigns, and advanced threat protection, ensuring the safety of sensitive school data.

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.

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:





7 Pricing and Terms

Pricing is transparent and aligned with G-Cloud requirements. Standard support hours are included, with additional rates for out-of-hours and onsite visits. Detailed rate cards are available upon request.