

# **Managed IT Service Centre and SIAM 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.

## 2 Who this Service is For?

Our IT Service Centre and SIAM services are designed specifically for UK public sector organisations, such as local authorities, central government departments, the NHS, and emergency services, which require reliable, high-performing, and integrated IT support environments. We enable organisations operating with complex multi-supplier ecosystems, legacy systems, and demanding compliance standards by delivering tailored solutions that address sector-specific operational requirements and regulatory obligations.

Through our deep domain expertise, technology-neutral advice, and established service methodologies, we provide continuous, proactive management to ensure seamless service integration, robust governance, and efficient service desk operations. This approach allows public sector clients to benefit from consistent service reliability, improved user experience, and ongoing optimisation, all while maintaining uninterrupted operations and excellent customer service.



### 3 IT Service Centre and SIAM Services - an overview

Agilisys' IT Service Centre and SIAM offerings deliver a fully integrated approach that combines ITIL-aligned service desk operations and processes with robust service integration and management capabilities. Whether you are establishing a new service desk, consolidating multiple providers under a single governance model, or optimising existing IT support processes, our services ensure seamless coordination, improved service quality, and enhanced user experience.

Key Elements of Our Approach:

- **IT Service Centre**  
UK-based, 24x7x365 service desk providing multi-channel support (phone, email, chat) and self-service portals. Our team manages incidents, problems, changes, and requests using ITIL best practices, supported by automation and proactive monitoring to maintain operational stability.
- **SIAM Governance**  
End-to-end coordination of multiple service providers, ensuring consistent ITIL-aligned process integration, performance management, and continuous improvement across the supply chain. We deliver strong governance frameworks that enable transparency, accountability, and efficiency.
- **Service Desk**  
Service Desk with advanced ITSM tooling and automation for ticket routing, escalation, and reporting. We provide real-time dashboards, SLA tracking, and knowledge management to empower users and improve resolution times.

This integrated model enables public sector organisations to achieve operational resilience, cost efficiency, and improved service outcomes. By leveraging our deep domain expertise and proven methodologies, we help clients reduce complexity, enhance collaboration, and unlock the full value of their IT investments.



## 4 Service Description

We provide a comprehensive range of Managed Services across Microsoft Azure, VMware, on-premises infrastructure, and hybrid cloud implementations. Services can be selected and combined as required to provide a tailored solution that meets the specific needs of your organisation.

Our delivery model offers flexibility in service management tooling: we can operate using your existing IT Service Management (ITSM) platform or provide a secure, fully managed Agilisys ITSM solution.

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](mailto:info@agilisys.co.uk) to discuss your needs further and we will be delighted to help.

### 4.1 IT Service Centre

Our IT Service Centre provides a UK-based, ITIL-aligned service desk designed to deliver reliable, efficient, and user-focused IT support for public sector organisations. Operating 24x7x365, the comprehensive service ensures uninterrupted assistance for critical systems and end-users, enabling organisations to maintain operational stability and meet compliance obligations.

Delivered by experienced professionals, the IT Service Centre acts as the single point of contact for all IT-related incidents, service requests, and queries. It leverages advanced ITSM tooling, automation, and self-service capabilities to streamline operations and improve user experience. Our approach prioritises proactive monitoring, rapid resolution, and continuous improvement, ensuring services remain resilient, cost-effective, and aligned with UK Government standards.

Key Features:

- Incident Management – Efficient logging, categorisation, and resolution of incidents to restore normal service quickly.
- Problem Management – Root cause analysis and permanent fixes to prevent recurrence.
- Change Management – Controlled implementation of changes to minimise risk and disruption.
- Request Fulfilment – Fast, accurate handling of user service requests.
- Major Incident Management – Rapid escalation and coordination for high-impact issues.
- Knowledge Management – Centralised knowledge base to support self-service and reduce resolution times.

This integrated model improves service quality, enhances user satisfaction, and supports compliance across complex IT environments.

### 4.2 SIAM (Service Integration and Management)

Our SIAM service provides a structured, ITIL-aligned governance model that manages complex multi-supplier ICT ecosystems effectively. Our experienced team ensures that all



service providers operate within a unified framework of processes, standards, and performance measures, reducing risk and improving service quality across the supply chain.

Operating as the single point of accountability for service integration, we coordinate end-to-end delivery, manage interdependencies, and maintain consistent reporting and governance. Our approach leverages automation, advanced ITSM tooling, and proven methodologies to deliver transparency, efficiency, and continuous improvement. SIAM is designed to complement IT Service Centre operations, ensuring seamless integration and alignment with organisational objectives.

#### Key Features:

- Service Level Management – Definition, monitoring, and enforcement of SLAs across all suppliers.
- Supplier Management – Governance and performance oversight for third-party providers.
- Change Enablement – Coordinated change control across multiple suppliers to minimise risk.
- Incident & Problem Coordination – Cross-supplier resolution for complex issues and root cause analysis.
- Configuration Management – Maintenance of a unified Configuration Management Database (CMDB).
- Continual Service Improvement (CSI) – Ongoing assessment and optimisation of processes and performance.

This integrated governance model ensures operational stability, improved collaboration, and maximum value from multi-supplier IT environments.

### 4.3 Service Desk

Our Service Desk acts as the primary interface between users and IT services, providing a structured, ITIL-aligned approach to managing day-to-day support needs. Designed for public sector organisations, the Service Desk ensures that all incidents, requests, and queries are handled efficiently, with clear accountability and robust governance.

Operating through a multi-channel model—phone, email, web portal, and chat—the Service Desk offers flexibility and accessibility for end-users. It is supported by advanced ITSM platforms and automation tools that streamline ticket handling, prioritisation, and escalation. A comprehensive knowledge base and self-service capabilities empower users to resolve common issues quickly, reducing dependency on support teams and improving overall satisfaction.

#### Key Features:

- Incident Management – Structured workflows to restore service promptly and minimise disruption.
- Request Fulfilment – Efficient processing of service requests, including access and information needs.
- Major Incident Management – Rapid escalation and coordination for high-impact events.



- Knowledge Management – Centralised repository to enable self-service and reduce repeat issues.
- Service Reporting – Real-time dashboards and SLA monitoring for transparency and governance.

Our Service Desk provides a reliable, user-centric service model focussed on support, first-time fix and exceptional customer service.

## 5 Onboarding and Offboarding

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

### 5.1 Onboarding Managed Services

Onboarding begins with a collaborative discovery phase to understand the current architecture, operational practices, service requirements and dependencies. We assess the current service, processes and procedures, 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 your team .

### 5.2 Offboarding Managed Services

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

We transfer ownership of the cloud subscription, along with all 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 two primary service tiers for its managed cloud services:

### 6.1 Standard Management

Provides core business hours support (08:00–18:00, Monday to Friday), with 24/7 response for Priority 1 incidents. This tier includes first-line and second-line support, incident and request management, and standard reporting on service performance. It also covers proactive monitoring of ticket queues, escalation management, and monthly service reviews to maintain service quality.

### 6.2 24x7 Management

Builds on the Standard offering by providing full 24x7x365 service coverage for Priority 1 and 2 incidents, ensuring uninterrupted support for critical IT services. This tier includes comprehensive Major Incident Management, with rapid escalation and coordination across multiple suppliers to restore service quickly during high-impact events.

Enhanced support also provides dedicated service delivery oversight, monthly performance reviews, and proactive service improvement recommendations. Designed for organisations requiring continuous availability and robust governance, this option ensures ITIL-aligned processes are applied consistently, delivering operational resilience and improved service outcomes.

## 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](mailto: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.

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](mailto:info@agilisys.co.uk).