

Agilisys IntelligentCloud

G-Cloud 15 Service Definition

Table of Contents

1	Introduction.....	2
2	Who this Service is For	2
3	IntelligentCloud - an overview	3
4	Service Description.....	4
4.1	IntelligentCloud DataOps.....	4
4.2	IntelligentCloud Governance.....	5
4.3	IntelligentCloud AI	5
4.4	IntelligentCloud Automation Studio	5
4.5	IntelligentCloud Insights	5
4.6	IntelligentCloud Integrate.....	6
4.7	Resold Azure and Fabric Services (Direct CSP).....	6
5	Onboarding and Offboarding.....	6
5.1	Onboarding Agilisys IntelligentCloud	6
5.2	Offboarding from Agilisys IntelligentCloud.....	6
6	Support.....	7
6.1	Baseline CSP Support for Resold Azure and Fabric Services.....	7
6.2	Standard Support.....	7
6.3	24x7 Support	8
7	Pricing	8
8	Compliance and Security	8
9	Contact and Next Steps	9





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

Agilisys IntelligentCloud is designed for UK public sector organisations that want to unlock the full potential of their data, embrace automation, and leverage AI to improve decision-making, operational efficiency and citizen outcomes. This includes local authorities, central government departments, NHS bodies, and emergency services that need to modernise their data platforms, optimise processes, and deliver better outcomes for citizens.

IntelligentCloud is designed for organisations facing challenges such as:

- Managing fragmented data sources and legacy systems.
- Meeting compliance and governance requirements while enabling innovation.
- Driving efficiency through automation without compromising security.
- Preparing for AI adoption and advanced analytics in a cost-effective way.

IntelligentCloud is ideal for organisations seeking a future-ready data and automation platform that combines governance, analytics, and AI enablement. Whether you are starting your data transformation journey or scaling automation across the enterprise, IntelligentCloud provides the expertise, tools, and governance to deliver measurable value.



3 IntelligentCloud - an overview

IntelligentCloud is Agilisys' integrated data, AI, and automation platform, built on Microsoft Fabric, Power Platform, including PowerBI, Azure AI, and UiPath. It provides a unified framework for managing data pipelines, enforcing governance, enabling AI, and automating processes at scale. Designed for the UK public sector, IntelligentCloud helps organisations move beyond siloed systems and manual processes to a secure, compliant, and intelligent operating model.

This service is modular, allowing organisations to select individual components or adopt the full suite for end-to-end transformation. IntelligentCloud combines data engineering, governance, AI readiness, and automation orchestration into a single platform, ensuring that innovation is delivered without compromising compliance or security.

Key features include:

- DataOps and Governance for structured, secure data management.
- AI Enablement to prepare for and deploy advanced AI capabilities.
- Automation Studio for robotic process automation and workflow digitisation.
- Insights and Analytics for real-time reporting and decision support.
- Integration Services to connect systems and enable interoperability.

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

IntelligentCloud is part of a broader framework of services designed to support clients' modern platforms at scale. This integrated framework delivers security, assurance, operational efficiency, and long-term value, ensuring that organisations can confidently adopt and manage cloud technologies while meeting regulatory and performance requirements.

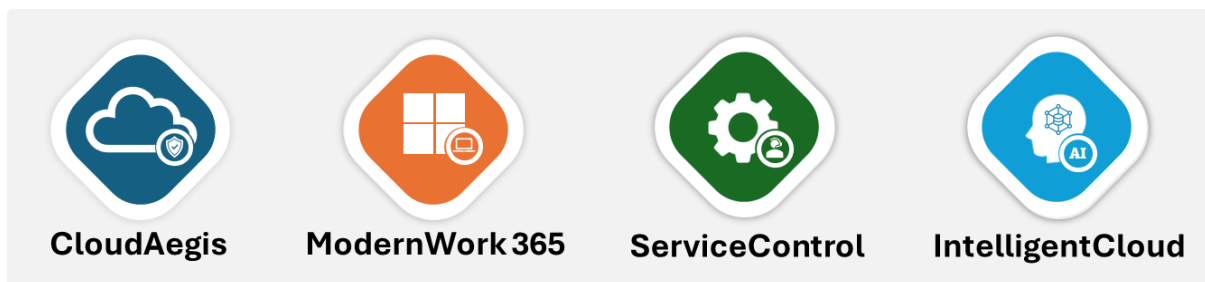


Figure 1 - Agilisys Cloud Assurance and Management Framework



4 Service Description

IntelligentCloud provides a comprehensive platform for data, AI, and automation, enabling organisations to transform how they manage information, optimise processes, and deliver services. It is not just a technology stack—it is a strategic framework that embeds governance, compliance, and operational excellence into every stage of digital transformation.

At its core, IntelligentCloud helps organisations:

- Consolidate and govern data across multiple sources, ensuring accuracy and trust.
- Enable AI-driven insights and automation for improved efficiency and service delivery.
- Deliver real-time analytics to support evidence-based decision-making.
- Integrate systems and workflows for seamless interoperability across departments.

The platform is built on proven technologies such as Microsoft Fabric for data orchestration, Power Platform, Power BI for analytics, Azure AI for intelligent services, and UiPath for automation. These components are combined with robust governance frameworks to ensure that innovation is secure, compliant, and sustainable.

IntelligentCloud is modular, allowing organisations to select specific capabilities or adopt the full suite for complete transformation. Each component addresses a critical aspect of digital maturity, ensuring that data, automation, and AI are embedded into everyday operations.

Service Offers:

- **IntelligentCloud DataOps** – Data pipelines, lifecycle management, and validation.
- **IntelligentCloud Governance** – Purview-based governance, lineage, and policy controls.
- **IntelligentCloud AI** – AI readiness, Copilot enablement, and guardrails.
- **IntelligentCloud Automation Studio** – UiPath RPA, workflow orchestration, and process mining.
- **IntelligentCloud Insights** – Power BI dashboards, ESG analytics, and embedded reporting.
- **IntelligentCloud Integrate** – API integration, interoperability, and automation patterns.

4.1 IntelligentCloud DataOps

DataOps provides the foundation for secure, scalable data management. It enables organisations to build and manage data pipelines, validate data quality, and maintain lifecycle governance across hybrid environments. By leveraging Microsoft Fabric and Synapse, this service ensures that data flows are optimised for analytics and compliance.

Key Features:

- Build and manage data pipelines using Fabric/Synapse.
- Validate data quality and enforce lifecycle governance.
- Enable secure, scalable data operations across hybrid environments.



4.2 IntelligentCloud Governance

Governance ensures that data is managed responsibly and in compliance with UK public sector standards. Using Microsoft Purview, this service delivers lineage tracking, cataloguing, sensitivity labelling, and policy enforcement to maintain trust and transparency.

Key Features:

- Implement Purview-based governance and data cataloguing.
- Apply sensitivity labels and policy controls for compliance.
- Monitor data quality and lineage for audit readiness.

4.3 IntelligentCloud AI

AI enablement prepares organisations for the next generation of digital services. This service includes readiness assessments, Copilot integration, and the development and implementation of guardrails to ensure safe and effective AI adoption. It also supports prompt engineering and automation of AI-driven workflows.

Key Features:

- Conduct AI readiness assessments and strategy development.
- Enable Microsoft Copilot across M365, Security, and Azure.
- Implement AI guardrails for ethical and compliant usage.

4.4 IntelligentCloud Automation Studio

Automation Studio accelerates process optimisation through UiPath RPA, workflow orchestration, and process mining. It helps organisations reduce manual effort, improve accuracy, and deliver cost savings by digitising repetitive tasks and enabling intelligent automation.

Key Features:

- Use process mining to identify and optimise automation opportunities.
- Deploy UiPath RPA bots for high-volume tasks.
- Digitise workflows and integrate automation into core processes.

4.5 IntelligentCloud Insights

Insights deliver real-time visibility into organisational performance. Using Power BI, this service provides dashboards, ESG analytics, and embedded reporting to support evidence-based decision-making and continuous improvement.

Key Features:

- Create real-time dashboards for operational and strategic metrics.
- Deliver ESG and CAF analytics for compliance and sustainability.
- Embed analytics into applications for seamless reporting.



4.6 IntelligentCloud Integrate

Integration ensures interoperability across systems and platforms. This service uses API frameworks and Microsoft Graph automation to connect applications, streamline workflows, and enable end-to-end process automation.

Key Features:

- Implement API integration for system interoperability.
- Automate workflows using Microsoft Graph and iPaaS patterns.
- Enable secure, scalable integration across hybrid environments.

4.7 Resold Azure and Fabric Services (Direct CSP)

Agilisys provides customers with access to Microsoft Azure services as a Cloud Solution Provider (CSP). As a Direct CSP, Agilisys provisions Azure subscriptions and invoices monthly in arrears based on actual consumption. Agilisys also offers baseline support, assisting customers with day-to-day queries and initial troubleshooting, and coordinating escalation to Microsoft where appropriate. This ensures customers receive practical guidance and a clear route for issue resolution without overstating the support dependency.

Agilisys maintains Premier Support for Partners (PSfP). This provides enhanced escalation capabilities, faster response SLAs, and access to Microsoft engineering experts, enabling Agilisys to manage escalations on behalf of our clients efficiently, and draw on specialist guidance when needed.

5 Onboarding and Offboarding

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

5.1 Onboarding Agilisys IntelligentCloud

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.

5.1.1 Resold Azure and Fabric Services

For the onboarding of Resold Azure and Fabric Services, we are required by Microsoft to confirm Customer acceptance of the Microsoft Customer Agreement, (name, email, timestamp) prior to any subscription provisioning.

5.2 Offboarding from Agilisys IntelligentCloud

When transitioning from our IntelligentCloud service, Agilisys ensures a secure and orderly handover to the client's 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.

5.2.1 Resold Azure and Fabric Services

For the offboarding of Resold Azure and Fabric Services, we will assist with:

- **Subscription Transfer/Termination:** at customer request, Agilisys will assist with transferring the CSP relationship to another provider or terminating the subscription(s); customer must give notice in line with Microsoft terms for any auto renewed services.
- **Final Billing & Consumption:** final invoice will reflect usage up to the effective transfer/termination date; charges may continue until resources are deprovisioned by the customer. Consumption remains the customer's responsibility.
- **Data & Records:** provide subscription configuration snapshots and service records; delete Agilisys held operational data per our data governance policies and issue destruction confirmation on request.

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 Baseline CSP Support for Resold Azure and Fabric Services

Baseline CSP support is not a managed service; it is limited to first-line break/fix and subscription/billing assistance (intake and triage of tickets, troubleshooting tenant/configuration issues, and escalating undocumented service defects/outages to Microsoft) and therefore does not include proactive monitoring, solution architecture/design, day-to-day operations (e.g., backups, patching, incident response), cost governance/FinOps, or 24×7 managed SLAs that are typically delivered under a managed Azure service.

6.2 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.



6.3 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.