

Hybrid SaaS/PaaS Operations Management Suite

G Cloud 15 - LOT3

1. Insight

Insight leads the delivery of transformative solutions, supported by a powerful ecosystem of over 6,000 global partners including Microsoft, AWS, and Cisco.

As a Fortune 500 company with a long-standing history of delivering trusted services to the UK Public Sector, we combine our own deep expertise in consulting, advisory, and transformation with partner innovation to create holistic solutions across cloud, data, modern workplace, cybersecurity, and application services.

Guided by proven methodologies and ESG principles, we work collaboratively to design and implement tailored strategies that drive measurable business impact while promoting sustainability and governance excellence.

2. Insight for the Public Sector

Your End-to-End Digital Transformation Partner

As a leading Solutions Integrator, Insight combines deep technical expertise with a vast partner ecosystem to help UK government organisations modernise, innovate, and deliver citizen-centric services. We hold places on over 85 public sector frameworks, offering a compliant, efficient route to digital transformation.

We don't just supply IT; we design, deploy, and manage the solutions that secure your data and unlock value.

Core Areas of Expertise

- **Innovation, Data & AI:** we deliver end-to-end data science and custom AI solutions. From modernising data platforms to deploying bespoke machine learning and spatial computing, we help you unlock the value of your data to drive operational efficiency.
- **Modern Infrastructure & Cloud:** Building scalable, hybrid foundations that reduce technical debt and support multi-cloud strategies.
- **Modern Workplace:** Empowering the public sector with secure, flexible tools to work from anywhere, attracting talent and improving productivity.
- **Cybersecurity:** Comprehensive managed security services, threat detection, identity protection, and compliance management to ensure your data remains sovereign and secure.
- **Modern Apps:** Agile application development creating meaningful and impactful tools that link to tangible benefits, improvements and cost savings.

Our Approach: Consulting, Lifecycle, & Managed Services

We deliver value at every stage of your technology journey, ensuring accountability from strategy to support:

- **Consulting (Architecting the Future):** We bridge internal skills gaps with data-driven strategy. From "Discover & Design" to full-scale migration planning, we ensure your investments solve real public sector challenges.
- **Lifecycle (Seamless Execution):** We take the risk out of procurement and deployment. Leveraging global buying power, we handle everything from supply chain management and imaging and implementation to sustainable asset disposal (ITAD).
- **Managed Services (Always-On Support):** Shift from "keeping the lights on" to innovation. We provide 24/7 infrastructure monitoring, cloud cost optimisation (FinOps), and security operations to ensure resilience.

Service Description

Comprehensive management and optimisation for organisations operating SaaS and PaaS across hybrid cloud environments.

Constraints

Requires secure API access to all managed SaaS/PaaS platforms and admin permissions.

Pricing Options

Pricing Option 1

Pricing Unit:

Consumption-Based

Unit Qty Definition:

Per Endpoint

Rationale:

Hybrid SaaS/PaaS operations (monitoring, incidents, analytics, capacity management) naturally align to usage metrics such as number of managed services, tenants, transactions, or monitored resources, allowing costs to scale with actual consumption across the hybrid estate.

Complexity Level	Unit Price	Unit Measure
Low Complexity	£2.50	per endpoint per month
Medium Complexity	£3.50	per endpoint per month
High Complexity	£4.50	per endpoint per month

Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.

- Billed per unit per month (VM, endpoint, server, application, user, API call).
- Volume assumptions are embedded; pricing is based on typical steady state usage patterns.
- Minimum commitments or volume tiers may apply for very small or very large estates.
- Consumption Based: 12+ month commitments for dedicated teams or per unit consumption billing.

Pricing Option 2

Pricing Unit:

Dedicated Team

Unit Qty Definition:

Per Team-Month

Rationale:

24/7 managed support, continuous security assessment, lifecycle/change management, and vendor management are ongoing operational activities that suit a retained hybrid-operations team model, giving predictable monthly costs and embedded expertise for the client.

Complexity Level	Unit Price	Unit Measure
Low Complexity	£51,500	per team-month
Medium Complexity	£82,000	per team-month
High Complexity	£109,000	per team-month

Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.
- 22 working days per month is the standard capacity baseline for costing a dedicated team.
- Engagements are long term and stable — typically 6 to 12+ month minimum term.

- Teams are fully utilised on the customer programme.
- Service is delivered continuously across the year (not project spikes), often with 24/7 coverage if SLA requires.

Pricing Option 3

Pricing Unit:

Time & Materials (T&M;)

Unit Qty Definition:

Per Resource-Day

Rationale:

For bespoke integrations, complex onboarding of new SaaS/PaaS platforms, and ad-hoc optimisation or transformation initiatives within the hybrid environment, T&M; provides flexibility where scope and effort are variable and hard to fix in advance.

Complexity Level	Unit Price	Unit Measure
Low Complexity	£2,500	per resource-day
Medium Complexity	£3,900	per resource-day
High Complexity	£5,200	per resource-day

Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
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- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.

CONTACT US

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