



# Cloud Management Digital Command Centre

Contracting body

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**CGI**

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# Service Definition Overview

Our approach for running and continuously improving modern hybrid cloud environments empowers high-velocity, high-volume environments. CGI's Cloud Management Digital Command Centre (CMDCC) ensures operational excellence in CloudOps and AIOps. We accelerate results with our proven governance and smart multi-cloud management platform and transition approach in conjunction with our cloud-certified experts.

CGI's Cloud Management Digital Command Centre (CMDCC) is a centralised, enterprise class, 24x7x365 operations bridge. It is manned by fully qualified personnel and backed by best-in-class vendor tools designed and constructed to manage and maintain the entire lifecycle of IaaS and PaaS technologies hosted from within both Public Cloud and conventionally hosted IT infrastructure deployed within traditional data centres. Our CMDCC operations and support teams will ensure your IT assets are protected and perform to maximum efficiency.

## Why CGI?

CGI is primed to deliver specialised hosted solutions and IT support eco-systems, for both Private Sector and UK government organisations and agencies delivering Critical National Infrastructure services. For over 40 years CGI has been working at the heart of UK public safety and law enforcement.

We deliver complicated, enterprise scale, “cradle to grave” design, build, management, support and integration solutions and services. We leverage industry leading marketplace technologies, to help resolve today's IT challenges such as transforming away from legacy applications, eliminating technical debt and reducing operational costs.

### Scale and Capability

We have 10,000+ infrastructure services professionals supporting a wide range of clients out of over 40 Data Centres worldwide. In the UK alone, we manage over 11,000 servers and more than 27PB of storage. In addition to providing services out of our own data centres, we manage hosting for clients who wish to use their own or third-party data centres. We employ 2000+ infrastructure support Members, service 150+ clients and manage over 20,000 IT components hosted within 1,246 managed racks at our 10 UK Data Centre locations. This is illustrated in Figure 1.

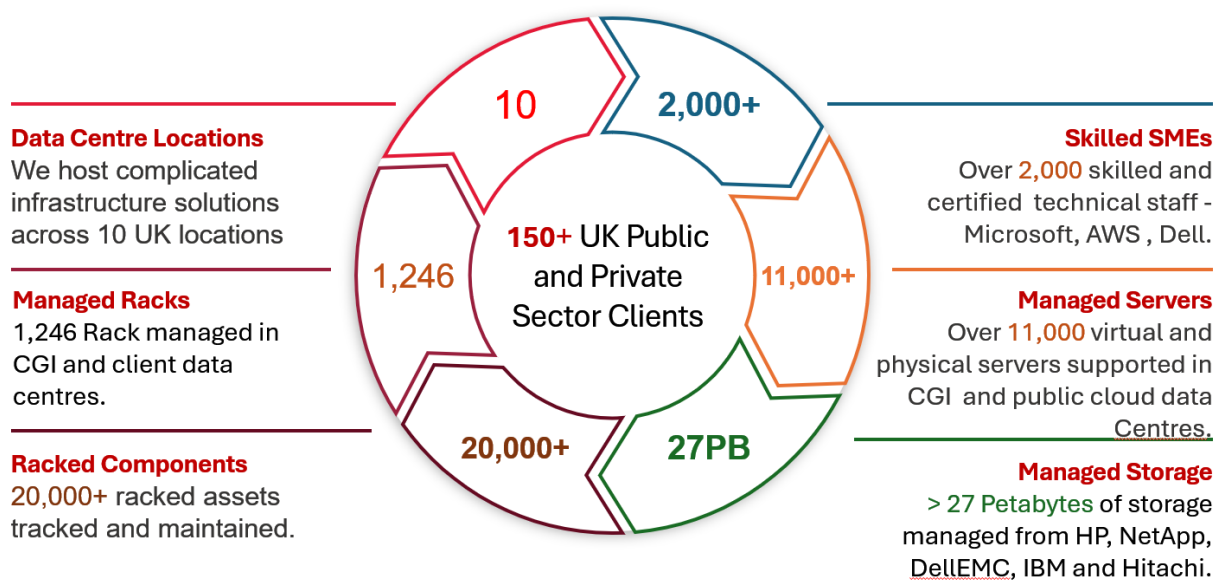


Figure 1 CGI Hosting Management Capability

# 1. Service Description

CGI's CMDCC is a centralised, enterprise class, 24x7x365 operations bridge, manned by fully qualified personnel and backed by best-in-class vendor tools. It is designed and constructed to help manage and maintain the entire lifecycle of IaaS and PaaS technologies hosted from within both Public Cloud and traditionally hosted IT infrastructure.

Our CMDCC operations will help ensure your IT assets are protected and perform with maximum efficiency and service availability. This is achieved by feeding aggregated events from individual systems and system management tools and presenting high level information through rich insights and dashboards to provide a unified holistic service driven view of our client's IT Eco-system.

Aggregation is achieved using our own in-house designed management tooling such as AIOps Nova which is built from best-in-class open-source tools and can integrate with vendor management tools, ITSM tools such as BMC Remedy and ServiceNow and security SIEM and vulnerability assessment tools such as Qualys, Rapid 7 and Nessus.

## 1.1. Service Oriented Approach

Our approach for running and continuously improving modern hybrid cloud environments empowers high-velocity, high-volume environments. CGI's CMDCC helps to ensure operational excellence in Cloud Monitoring, Security, Operations and Service Management.

Through the tight integration of system events and machine learning insights, CGI's CMDCC delivers advanced, proactive AIOps-driven insights for our Support, Maintenance and Service Management Teams, to ensure we can provide optimal service delivery with peak performance, availability, and efficiency to meet and exceed client SLA's, while adhering to stringent security governance and regulatory requirements.

Our CMDCC provides a central focal point for our Technical and Service Management Teams to support our client's IT eco-systems while facilitating and enabling the following benefits:

- **Monitoring and Alerting**

Continuous monitoring of cloud resources and services to ensure they are performing optimally. Our CMDCC dashboards alert our teams for any deviations from normal behaviour, such as performance degradation, security breaches, or resource usage spikes.

- **Performance Optimisation**

Analysing performance metrics to identify opportunities for system / service optimisation, such as resizing virtual server instances, adjusting auto-scaling configurations, or optimising increasing / decreasing storage requirements.

- **Cost Management**

Monitoring Public Cloud consumption costs to identify opportunities to reduce operational expenses through dynamically rightsizing resources, leveraging reserved instances and migrating data to less expensive storage tiers to minimise spend by leveraging discounted rates.

- **Security and Compliance**

Ensuring that cloud environments adhere to security best practices and compliance requirements. Our tooling can monitor for security threats, implement access controls and facilitate proactive, automated patching to ensure systems are up to date with regulatory standards.

- **Incident Management**

Ensures our Technical Support and Service Management Teams are able to quickly respond major incidents and changes in a timely manner. This includes promoting streamlined coordination and inter-team collaboration to address major incidents, facilitating post-incident reviews, and assisting with implementing preventive measures through root-cause analysis.

- **Automation and Orchestration**

Provides insights for developing and maintaining AIOps and Infrastructure as Code (IaC) processes through automation scripts and workflows to streamline common operational tasks, such as provisioning / decommissioning resources, deploying updates, or scaling applications.

- **Capacity Planning**

Provides dynamic, real-time insights for forecasting future resource requirements based on current usage trends and business growth projections. This helps to ensure that our client's cloud infrastructure can support the organisation's evolving needs without overprovisioning or under-provisioning resources.

- **Reporting and Analytics**

Surfaces valuable management information, by generating reports and conducting data analysis to provide insights into cloud usage, performance, and cost trends. This information helps our Support and Management Teams make informed decisions about resource allocation and optimisation strategies.

## 1.2. Service Features

Our service offers the following key features and options, which can be tailored to our client's specific requirements:

- Centralised hub for monitoring and managing Private / Public cloud or on premises infrastructure and services eco-system.
- 24x7x365 monitoring of health, performance, capacity and availability of cloud resources.
- Alerting and notifications with automated service management integration.
- Cloud Management Services with predictive AIOps.
- Cloud Optimisation.
- Reporting and Analytics.
- Data analysis and visualisation to drive management insights.
- Automated Resource Provisioning and Scaling with Infrastructure as Code.
- Inbuilt Cloud Compliance and Security.
- Integration with Public Cloud security tools, SIEM and SOC services.
- Supports and informs ITSM / SIAM operations.

## 1.3. Service Benefits

Service benefits include:

- Simplifying the complex by strengthening your cloud governance
- Real-time data collection, analysis, and status visualisation
- Facilitates predictive monitoring to minimise service downtime
- Centralised observability for all monitoring and management activities
- Integration simplification removes the need for expensive point solutions
- Facilitates visibility with other cloud-based monitoring and management tools
- Enhances security posture reducing risk of cyberattack and data breach
- Automated incident detection, resource allocation and optimisation
- Facilitates compliance with regulations, standards, and policies.

# 2. On-boarding and Off-boarding

## 2.1. On-boarding

Our planning approach commences with an in-depth requirement gathering exercise to validate the client's business objectives and security governance obligations. Once the specific scope is confirmed our Technical

Team will create the necessary high-level designs and our Project Team will develop a detailed transition plan outlining the activities, milestones, and timelines required to implement the service transition process.

We will identify roles, responsibilities and stakeholders then establish effective communication channels to ensure alignment throughout the planning and onboarding process. We will identify dependencies, risks, and mitigation strategies to address potential challenges to ensure a smooth transition with minimal disruption.

By understanding the intricacies of your specific cloud environment and services, we will proactively address potential challenges, safeguard your operations and preserving continuity. Our robust risk management approach empowers us to navigate uncertainties effectively, guaranteeing a seamless transition to meet your business objectives.

Once the client's specific scope for our Cloud Management Digital Command Centre Services is confirmed, our Technical Team will create the necessary high-level designs and our Project Team will develop a detailed transition plan outlining the migration or on-boarding activities, testing plans, milestones, and timelines required to implement the service transition process.

Activities will include, but not limited to, designing, and configuring communications links and associated security infrastructure such as firewalls, undertaking integration configuration and implementing RBAC administrative permissions.

## 2.2. Off-boarding

Service Offboarding is instigated by a client request or after expiration of the service agreement. Deletion of any data will occur in line with the service agreement.

# 3. Service Constraints

Service constraints are as follows:

- Implementation is subject to meeting remote connectivity and security requirements.
- Availability SLAs and KPIs will be agreed prior to contract signature.

Service exclusions are as follows:

- Reporting of incidents via Service Desk / ITSM tools. Where a CGI Service Desk facility is not already implemented, this facility will be as a chargeable change if required.
- Connectivity to the client environment or business application is excluded, as the solution resides within CGI data centres / Microsoft Azure.

# 4. Service levels

CGI tracks a number of internal Key Performance Indicators to determine the performance of the CMDCC Service for our clients. We will agree the client KPIs in advance of the service commencing; however, CGI typically forms the KPIs around the following activities:

- Monitoring
- Reporting
- Notification
- IMACs and change schedule completion.

## 4.1. Availability

- The service is available as a remotely managed service 24x7 365 days a year.
- Maintenance intervals will be agreed with the client prior to service commencement and will be excluded from the overall service availability target above.

## 4.2. Support Hours

All service components for monitoring, reporting and alert notification are 24x7x365.

## 4.3. Service Management

Service Management related service levels are aligned to CGI's Service Desk offering.

Full support of CGI services is provided as standard via the CGI Service Desk. The Service Desk is 24x7x365 and is resourced with 1st / 2nd line technical support engineers. Our service desk has direct escalation to 3rd line support and onward escalation to product vendors.

# 5. Technical requirements

We will agree and enable suitable connectivity (and install) for communication between the client's site and CGI's CMDCC Service (see exclusions above). Dependent upon client security requirements and connectivity, this can typically be either via a dedicated leased line, Internet VPN or PSN as required.

# 6. Hosting options and locations

CGI has many years' experience managing our own data centres on a global scale. Our CMDCC is hosted from within our data centres located in South Wales which are Tier 3 compliant with best-in-class standards outlined by the Uptime Institute.

# 7. Security

As an experienced managed security services provider (MSSP), CGI provides clients with the expertise and capabilities required to implement and operate highly secure infrastructures, focusing on:

- Governance, risk and compliance to increase regulatory compliance and reduce audit costs and findings.
- Risk management to protect information and critical assets and ensure confidentiality.
- Infrastructure protection management to deliver the latest security network and systems technologies.

We have invested heavily in establishing our credentials, working closely with international security associations and standards bodies.

Our approach to information security management and data protection is inherently built into our daily operations. All our staff will work continuously to maintain the security of data and services entrusted to us. This is a corner stone of our risk management approach. We base our operations on a standard set of policies and procedures. Where required, each programme will develop tailored, programme specific, procedures that will ensure the interface with client procedures is well integrated and understood.

We can confirm that:

- We comply with the International Standard for Information Security ISO/IEC 27001. Our data centre infrastructure services and several other services hold and maintain ISO/IEC 27001 certification.
- Our service complies with UK Government Security Classifications (GSC) to ensure that sensitive government information is appropriately protected, shared only with authorised personnel, and handled in accordance with security protocols.
- We comply with the Data Protection Act, CGI UK Limited is registered as a data controller under the Data Protection Act 1998, registration number Z6949379.
- Our service is audited to the following standards: ISO 9001(Quality), ISO 27001 (Security/Risk), ISO 14001 (Energy efficiency).

## 8. Service Pricing and Terms and Conditions

### 8.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

### 8.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

## 9. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: [uk.gen.ccsframeworks@cgi.com](mailto:uk.gen.ccsframeworks@cgi.com), including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured.

On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

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