

Delivering with Excellence

Engage Technical Solutions Ltd

Units 1 & 4 Forest Gate, London Road,
Chippenham. SN15 3RS
+44 (0)1249 477 710
www.engage-ltd.co.uk

G Cloud 15 - Service Definition

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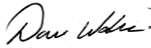
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Role	Name & Position	Signature	Date
Document Author	Caroline Evans Marketing Manager		12/12/2025
Document Reviewer	Naomi Wakelin Managing Consultant		06/01/2026
Document Approval	Joseph Buckley Head of Operations		06/01/2026

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Introduction

Background

The Government is realising the opportunities being offered by ever changing technology to make savings, improve productivity, efficiency and effectiveness procuring the technical support necessary through the G-Cloud framework and the Digital Marketplace. This document provides some background in Engage Technical Solutions' specific and wider capabilities and approaches, who have been engaged with G-Cloud since its inception.

Engage Technical Solutions Experience & Capability

Engage Technical Solutions (Engage) is a Small-Medium Enterprise (SME) providing a single supplier solution for management consultancy, transformational support and specialist technical services for the Ministry of Defence (MOD) and Other Government Departments (OGDs), in addition to supporting a broad range of companies and industries requiring solutions and assistance in technology driven change.

Portfolio, Programme and Project Management (P3M). Engage has a depth of Technical P3M experience gained from delivering to several large and small companies, in Defence and other sectors. Our practitioners can exploit both Waterfall and Agile methodologies. Our Project Managers are experienced in the critical skills of Stakeholder Management, Risk Management, Requirements Management, and supplier relationships. We have established small and large Programme Management Offices (PMOs) and assisted the management of Portfolios.

Change Management. Our consultants are experienced in structural, technological, and cultural change. They work seamlessly alongside organisations and teams to develop business cases, develop enterprise architectures, create a change management strategy, capturing requirements, and developing effective transformation or change management plans. We also have strategy developers and experts in strategic change who can develop strategic plans.

Information Systems and Services (IS&S). Engage has worked for several years supporting supply chain and logistics management. We have consultants who are skilled in IS&S, including data architecture, data analytics, data management and quality. We are adept at service change and transition and service rationalisation utilising ITIL 3 or 4 frameworks.

People Development. Additionally, Engage has experience of supporting several companies and further education establishments in changing attitudes and behavior. We have experts in operational and organisational diagnosis, leadership development, and managing people through restructuring. Our consultants can also conduct job evaluations and skills analysis and audit.

G-Cloud Service Overview

The Engage Business Analysis approach has been developed from supporting multiple clients across Government, Defence and the private sector. Government departments are continuously looking for projects that have the potential to provide their organisations with both cost-effective information services and less capital-intensive means of delivering business improvement and Cloud integration. This needs to be underpinned by rigorous business analysis that ensures that the maximum improvement is delivered at the most appropriate mix of cost and acceptable risk. Engage is a specialist in providing business analysis services within organisations that rely heavily on information technology to deliver their services.

Engage can provide help at all points within the lifecycle of a business improvement and transformation initiative. From the initial identification of possible technology, including Cloud services enabling business change, through to the identification of the appropriate technology, to the delivery and integration of that technology. Engage works with clients to support them on this journey; including providing full knowledge transfer to internal staff if required.

Engage Technical Solutions can help with:

- Identification of the capabilities needed to deliver improved business performance.
- Identification of the features that information services and information technology must provide to create the required business capabilities.
- Identification of the appropriate information technology procurement strategy to deliver a cost-effective solution, in particular making choices between procuring software, platforms or infrastructure as a service.
- Delivering the best trade-off between customisation of off-the shelf, in sourced, outsourced and Cloud services and processes and people change, to provide the required capabilities at the lowest possible cost. We take a People+Process+Tools approach to provide true business capability.
- Integration of self-developed, customised and off the shelf information services that are hosted inside and outside of an organisation through the creation of a logical business and application architecture and the development of standard interfaces and message formats.
- Requirements management within an agile and cloud delivery paradigm, including continuous prioritisation and management of trade-offs and business change issues.
- Business Applications/IT Reviews and ICT Audits – to address the mix of systems, applications and software tools and services in your ICT estate to determine use, duplication, life and cost, offering an As Is and To Be Roadmap if required.
- Reduce ICT complexity, with reductions in business risk and improvements in productivity and confidence in ICT in providing business capability.
- Determination or review of ICT Strategy including Security Strategy, Data (quality, storage, access (cloud basing) management and quality) and Media Strategy, addressing Management Information and Business Intelligence aspects.

We tackle these challenges through the provision of business analysis services that:

- Focus on the key strategic initiatives of the organisation.

- Will inform IT/ICT, Cloud, Open Source, Integration, Information and Digital Strategies, defined within the context of an enterprise capability reference model and a set of value stream models/matrices.
- Defines the business change required in terms of clearly articulated capability development requirements.
- Defines the information services required in terms of clearly defined features that are related to the capability development requirements.
- Provides support to the management portfolio of business change and IT projects that will deliver the capabilities and features that do not currently exist.
- Provides the means of prioritising requirements based on their contribution to the strategic initiatives.
- Provides a repository of architecture models that document the existing and future business architecture and its relationship to the information services architecture.

Technical Consultancy Services

Engage is a leading independent technical consultancy specialising in Information Systems and Services (IS&S), with deep expertise in Support Information Systems (Sp IS) such as MJDI, JAMES, DEEAMS, DFMS, BIWMS and LogFAS. Our consultancy delivers end-to-end support for both existing and future systems, helping organisations assess, analyse, and overcome complex IS challenges. We provide enterprise-level architecture, business process mapping, and integrated logistic support to ensure systems operate efficiently and securely. By leveraging our experience across UK Defence deployed solutions, we enable clients to harmonise operations, reduce risk, and achieve transformation objectives through robust governance, change management, and quality assurance frameworks.

Our cloud service capabilities extend this expertise into modern, scalable environments. Engage designs, builds, and supports cloud-based solutions that support mission-critical applications and data migration from legacy systems to secure, future-ready platforms. We apply ITIL-aligned service delivery management to monitor performance, manage incidents, and optimise service levels across bespoke and enterprise cloud infrastructures. Our team ensures data migration integrity, creating auditable trails and resolving exceptions to maintain operational continuity. By integrating cloud technologies with Support and Logistic Information Systems, we deliver resilient, cost-effective solutions that enhance interoperability, improve asset visibility, and enable rapid adaptation to evolving requirements. This approach empowers organisations to unlock the full potential of digital transformation while maintaining compliance and assurance at every stage.

Business Capability Led Planning

Engage's Business Analysis approach has developed from supporting multiple clients across defence and security, retail, communications and financial services sectors, and can include the usual SWOT, PEST, PESTLE, De Bono's 6 thinking Hats, SCRS, 5 Why's methods and MoSCoW for requirements derivation. We apply our own Critical, Important, Desirable requirements (CIDr) approach for less complex requirements, which allows for justifications, benefits and outline testing parameters. We are equally happy using tools such as Mood and DOORS. We are pragmatic in our approaches, using methodologies to guide, allowing us to apply our Capability Led Architecture or "your Business first" approach to analysis and subsequent reporting.

We focus on your business's objectives, strategy and operational outcomes. This guides us in assessing what your business currently does, why, and with what, then we derive:

- A measurement of today's capability and what is required to support the business.
- Structured gap analysis covering people, process, data and technology.
- Business Process analysis and mapping.
- Develop concept of use (CONUSE), concept of employment (CONEMP) etc. documents.
- Quantify goals and objectives enabling the measurement of success and change.
- Stakeholder engagement workshops to validate needs and priorities.
- If required, an assessment of the systems and technology development required to deliver the required capabilities; out of the box, modification, or replacement, including Cloud as a Service offers and integration and Cloud Migration Planning.
- Assessment of the product and/or organisational integration needs and complexities with Cloud based services, especially for ESB/middleware services.
- Governance, Transformation, Change and Quality Assurance.
- Roadmap development integrating legacy systems and future investments, including 'As Is', 'To Be' and gap analysis.
- We can provide Cloud Support Services including Application, Technical/Infrastructure, Data and Information, Security and Solution Architectures if required, along with:
 - Master Asset Services.
 - Master Data Services, and Master Data Management and Data Quality.
 - Master Catalogue Services.
 - Common Information Models.
 - Information Reference Models.
 - Application Reference Models.
 - Technology Reference Model.

Data Support (including migration)

Our Data Support service delivers independent assessment, analysis and cleansing of data across legacy and current systems, underpinned by enterprise, solution, business and data architecture expertise. We improve data quality and governance by aligning to recognised standards such as ISO 8000, TOGAF and relevant data policies, and by defining clear data standards, validation rules and lifecycle ownership. This ensures data supports business and operational outcomes; improves consistency, trust and interoperability across complex environments; and enables confident transition to improved data practices, including data integrity and traceability.

Engage has extensive experience and pedigree in support of the migration of data from legacy systems to new services, including material account rectification and all post-migration activities including resolving data exceptions. Our team brings a vast experience of Data Migration with the key requirement of ensuring 100% of data migrates from source to future solution. This is achieved by:

- Analysing and understanding the system/application architecture and data to be migrated.
- Reviewing all business and technical documentation.
- Categorising each data element.
- Confirming the list of values used by specific data fields.
- Identifying what data cleansing may be required and how it should be achieved.

- Defining data defaults to ensure that data can be 100% migrated successfully.
- Carrying out gap analysis to identify what data may not be available from the source systems(s) that will be required by the future solution.
- Guaranteeing data integrity by developing migration scripts and data reports to perform an audit of what went into the migration and what came out of the process, highlighting any changes.

Building on this proven approach, Engage also provides Cloud Support Services to ensure seamless integration and optimisation of cloud environments. These services include:

- Data Auditing and Organising to maintain accuracy, compliance, and readiness for cloud adoption.
- Data/Information Structure and Design to align with future-state architectures and business objectives.
- Project Management and Governance frameworks to ensure migration activities are delivered on time, within scope, and aligned with strategic goals.
- Cloud Migration Planning, including risk assessment, dependency mapping, and phased execution strategies for hybrid or full-cloud transitions.

Implementing this combined approach ensures data is fully migrated from any legacy/source system(s) to the future solution, creating a robust audit trail of what happened and when—all while enabling a secure, well-governed, and future-ready cloud environment.

Quality Assurance and Performance Testing

Engage has a long history of delivery with excellence and applying quality assurance processes to enable product quality and service integrity. Our test experts have devised testing strategies, test plans and test scripts for legacy systems such as the MODs Base Inventory Warehouse Management System (BIWMS), and future cloud based logistic information systems such as the Defence Equipment Engineering Asset Management System (DEEAMS).

We can provide a full end to end service to devise the test strategy appropriate to the service and information ecosystem that your service operates within. From here we devise an appropriate test plan with associated test scripts to include non-functional, regression and performance testing as required. We engage with all stakeholders to ensure that the user experience elements are appropriately captured and translated into suitable tests. Our test managers can also provide your team with the expertise to manage your suppliers and provide you with the confidence that they are delivering what you need.

Engage offers Cloud Support Services that include:

- Quality Assurance for Cloud Deployments, ensuring compliance with performance benchmarks and security standards.
- Performance Testing for cloud-based applications and services, validating scalability, resilience, and response times under real-world conditions.

- Continuous Testing Frameworks leveraging cloud-native tools to support agile and DevOps environments.
- Governance and reporting to maintain transparency and accountability throughout the testing lifecycle.

We have also developed a Data Quality (DQ) service to enable the migration of data from legacy to future services. We leverage open-source cloud services to provide a framework to develop DQ rules that enable real-time data quality processes for legacy data export to seed the new systems.

Security Services

Engage is a leading independent technical consultancy in the field of Security Services, delivering comprehensive solutions that safeguard critical systems and information. Our approach begins with robust security strategy development, ensuring that governance structures, accountability frameworks, and security principles are embedded across the enterprise. We work closely with clients to align security objectives with business goals, applying recognised standards to create strategies that anticipate evolving threats and regulatory requirements. This strategic foundation enables organisations to maintain resilience and assurance throughout the lifecycle of their systems.

Security risk management is central to our service offering. We implement structured processes to identify, assess, and mitigate risks across physical, personnel, information, and cyber domains. Our consultants support clients in maintaining risk registers, defining escalation procedures, and fostering a risk-aware culture to ensure that risk management is proactive and integrated, not reactive. This includes regular reviews, governance oversight, and clear ownership of risk at board level, supported by technical leadership and practical guidance for day-to-day operations.

Incident management and security design complete our holistic approach. We provide rapid response coordination for security breaches and incidents, ensuring containment, investigation, and lessons learned are captured to strengthen future resilience. Our secure-by-design methodology embeds assurance from concept through sustainment, incorporating threat modelling, penetration testing support, and accreditation evidence packs. This integrated design philosophy ensures that security is not treated as an afterthought but as a core component of system architecture, reducing rework and enhancing stakeholder confidence.

Service Delivery Management

Engage has provided support to a range of information system-based services on both bespoke infrastructure and cloud-based services. Our team of professionals can provide a full-service delivery management package that will give full confidence in the services being delivered.

We manage your service levels, review performance against contractual requirements and KPIs, and operate within an ITIL v3 or v4 framework, whichever model best suits your needs. Our team monitors and manages essential ITIL processes to ensure suppliers deliver the services you require—primarily incident, problem, change, and knowledge management.

Building on this foundation, Engage offers Cloud Support Services designed to optimise and sustain cloud-based solutions, including:

- Product Support Capabilities for cloud applications and platforms, ensuring stability and continuous improvement.
- Incident Logging and Management, providing structured workflows for rapid resolution and root cause analysis.
- Comprehensive Reporting and Proactive Results Analysis, enabling trend identification, performance optimisation, and predictive insights to prevent future issues.
- End-User Training Coordination, ensuring your teams are equipped to maximise the benefits of cloud services through tailored onboarding and ongoing education programs.

This integrated approach combines governance, operational excellence, and user enablement to deliver a resilient, high-performing service ecosystem—whether on-premises, in the cloud, or across hybrid environments.

Training

Our Training is developed and delivered by experienced practitioners qualified in web-based learning platforms, including the Defence Learning Environment (DLE), as well as face-to-face delivery. Our trainers combine system expertise with business change experience, embedding knowledge transfer within project delivery to drive user adoption, support effective business change, reduce operational risk and ensure lasting value from Information System investments.

Engage Training Consultants have delivered comprehensive training solutions grounded in the Defence Systems Approach to Training (DSAT) and JSP 822 standards. Our team has a proven track record of supporting Industry and the Ministry of Defence (MOD) through both direct and indirect engagements, ensuring training is efficient, effective, and safe. We also specialise in conducting Training Needs Analysis (TNA) for complex programmes, from software and hardware deployments to major equipment delivery projects. Engage has successfully developed and delivered training for systems such as BIWMS, LogFAS, DEEAMS, DFMS, Rotary Wing Enterprise, SONAR Technical Refresh, and Mobile Fire Platform.

Our methodology combines technical expertise with an understanding of operational realities, enabling proportionate, risk-informed training solutions that align with industry and governance requirements and stakeholder expectations. This approach ensures that training interventions are tailored, measurable, and fully integrated into the wider capability development process. Building on this foundation, Engage extends its training expertise into data-driven and cloud-based environments. We design and deliver training that supports digital transformation initiatives, including cloud-native platforms and enterprise services. Our consultants have experience embedding training within ITIL-aligned service management frameworks, ensuring personnel are equipped to manage incident, problem, change, and knowledge processes in cloud ecosystems. Engage has supported training for cloud-based enterprise services, combining technical instruction with cultural change strategies to foster adoption and resilience. By leveraging advanced data analytics and scalable architectures, we enable clients to optimise training delivery, monitor performance, and maintain compliance across hybrid infrastructures. This capability ensures that

organisations can confidently transition to modern, secure, and agile environments while maintaining operational continuity and assurance.

References and Case Studies

We can provide references and Case Studies as required. Some clients however do not allow us to provide references for various reasons.

Administrative and Miscellaneous

Security and Clearances

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels. Engage consultants are mostly NSV Security Cleared (SC), some have higher level Developed Vetting (DV) clearances. Most of our work for both public and private sector clients is at IL2 but we can work in the Official, Secret and Top-Secret domains.

Backup, Restore and Disaster Recovery

For the provision of consultancy the backup, restore and Disaster Recovery of systems, data and information is not normally applicable. We will of course address backup, restore and Disaster Recovery on projects and work packages that require such, in any way, to any degree or depth.

Intellectual Property (IP)

We have significant IP and accelerators we bring to projects and work packages. IP we bring to any project we retain; IP we develop for a client funded project or work package if different is owned by the client. Ownership of IP is addressed at the start of projects.

On-boarding and Off-boarding

Where we develop and deploy a service or capability, we will in good time with the client develop an appropriate skills transference regime with on-boarding and off-boarding approaches which may include formal training, On the Job Training, Computer Based Training or perhaps the identification and/or selection of appropriate client resources with the right aptitude for the continued operation of the service or capability. We will expect a similar approach where we might assume responsibility for the provision of any support, service or capability from a client or previous contractor. If required, we can address TUPE transfers.

Training and Skills Transference

Where such is required, we are keen to assist clients in developing their staff and supporting self-sufficiency. We are happy to discuss how best to assist in CPD with a client. We have the capability to develop and deploy "Apps" to support and deliver training options exploiting Portable User Devices such as tablets and smartphones. This would be a costed option. Our primary methods are

through workshops, mentoring and guided OJT. Through partners we can also deliver more formal instructor led and CBT packages and Webinars.

Service Pricing and Discounts

Pricing is covered in the separate Pricing Document, Pricing for specific work packages or projects shall be confirmed, with any discounts we may see fit to offer against the prices stated which are the maximum per grade / skill.

Ordering and Invoicing

We adhere to the G-Cloud Purchase Order process. We are happy to assist in drafting and development of the statement of the deliverables and deadlines, prices and T&Cs in the PO paperwork to ensure the PO passed to client's commercial departments will be acceptable first time to both parties, where that approach is acceptable to the client.

The invoicing approach shall be determined by the length and complexity of any work package, project or programme. We can apply a Time and Material (T&M) or a Fixed Price approach based on the Firm Prices offered in the Pricing Document. We will agree the invoicing regime with the client in the G-Cloud PO. Payment terms are covered in the T&Cs document but are standard 30-day terms.

Termination Terms

By Consumer

For consultancy projects we expect a notice period to terminate, on projects of more than 3 months duration of one month and of less than 3 months duration of 2 weeks. The notice period can be discussed where it might be beneficial for the client to be longer to allow for on-boarding of replacement staff or suppliers.

By Supplier

For consultancy projects we expect to give a notice period to terminate, on projects of more than 3 months duration of one month and of less than 3 months duration of 2 weeks. The notice period can be discussed where it might be beneficial for the client to be longer to allow for on-boarding of replacement staff or suppliers.

Consumer Responsibilities

Government Furnished Information (GFI)

The Consumer is responsible for the provision of such background information, including access to information systems, subject to Impact Level and personal security clearances that may be required to facilitate successful work package or project outcomes.

We include user requirements and system requirements in Government Furnished Information (GFI). We can deploy various approaches to Requirements elicitation and management from lower level MoSCoW method to use of more complex Doors and Mood based requirements. We have developed and deployed our own simple Requirements approach for small IT systems, CIDr (Critical,

Important, Desirable requirements) which is configured to meet a client's needs including, justifications, benefits, dependencies, User Acceptance and Testing and any risks, issues and opportunities we identify at that stage.

Government Furnished Equipment (GFE)

We do not believe there is a requirement for any GFE, however, if such is determined as needed during any Work Package or project this shall be discussed and agreed with the Consumer.

Access

The consumer shall provide access passes for buildings as may be required for the duration of the project or work package, we shall provide evidence of security clearances as may be required by our consultants to support the work package or project. Access passes shall be handed back to appropriate security personnel on cessation of any work package or project.

Risks, Issues and Opportunities

We shall actively participate in the identification, analysis, management and mitigation of risks and issues and realisation of benefits or opportunities and expect the same of the consumer. This may require us to be given access to relevant project risk, issue and opportunity plans and tools for the work package or project.

Stakeholder Engagement

We are happy to and expect to assist in stakeholder engagement and expectation management at all levels and expect the consumer to have ensured that stakeholders are aware of our being engaged for any task. We are happy to draft and agree forms of words as introductions to stakeholders and use any approved message the consumer requires us to deliver or adhere to.

We will utilise various approaches to Stakeholder Management including the facilitation, management and delivery of workshops which is a core skill. Stakeholder Management can be supported by a RACI (Responsible, Accountable, Consult, and Informed) Tool for more complex work packages, projects and programmes, which can be web enabled.

Place of Work

We will work from any stated client site or sites, including international sites, remotely as agreed or from our Head Office at Unit 1 & 4 Forest Gate, Chippenham, SN15 3RS.