Agilisys

DX Services

G-Cloud 13 – Service Definition

Lot 3 – DX Services

Contents

Partnership Integrity Innovation Passion

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1 Introduction

Agilisys, an employee-owned organisation, is one of the UK's fastest growing and innovative cloud and digital transformation specialists, enabling organisations to adopt technologies, platforms and processes which promote new ways of working and help organisations transform.

Working for both the public and private sector for 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, especially with local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable 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 Agilisys DX Services

Agilisys DX services – leading the way in the public sector

Agilisys have recognised that technology and customer demand is rapidly evolving, and our DX Services model is designed to support our customers on the journey to these new cloud platforms, and to maximise the opportunities that these platforms provide.

Agilisys DX services are designed to be sector and technology leading, with a focus on constantly integrated new technologies and efficiencies in the model to ensure we continue to evolve.

Key attributes of our offer are:

- **User Experience** – Change in working patterns post COVID and next generation of job seekers has placed a greater focus on user experience and support.
    - o The DX services model introduces XLAs and improved personalised support experiences to address this demand.
    - o Focus on maximising user productivity, collaboration, and user experience capabilities.
- **Cost Effective Services** – The focus on standardised, automated shared services with "Standard, Advanced, Premium" service options enable us to compete on cost and deliver savings to customers.
- **Technology differentiation** – Investment in core standard platforms, and proposition-led managed cloud platforms will differentiate us in our capabilities to innovate, run and constantly integrate new technologies into delivery model.
- **Digital Transformation** – Our differentiated sector leading advisory and transformation services will be integral to our approach to become your Digital enabling strategic partner.
- **Customer Success** – Focus on enabling customer success and supporting change and adoption shifts the focus to the customer and how we enable them to fully exploit existing technology investments and achieve their desired outcomes.
- **Public sector credentials and domain expertise** – exploiting our dominant position and relationships across sector.

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3 Digital Experience as a Service offerings

3.1 Service Centre as a Service

Overview

The Agilisys Service Centre encompasses a multitude of services including an award-winning Service Desk, Level 0 Support, Service Management function and capabilities (e.g., change management, incident management, problem management), intelligent automated services, Service Asset and Configuration management. These packaged services provide leading edge customer solutions and offer 'as a service' or managed service offerings in standard or premium tiering.

Service Features

- Award-winning UK based Service Desk providing services from phone, self-service portal, virtual agent, chat, and email channels. Linked to the Service management processes.

- Level 0 support is a self-service solution where users access services without the aid of telephony support. User can access a range of self-service channels based on user preference and can use these channels to log incidents or service requests, view status and browse and retrieve support information on FAQs, technical information, etc from a knowledgebase.

- Service Desk as a Service uses the ServiceNow platform in order to enable a high level of automation, accessibility, and ease of use.

- Turn-key approach to IT Service Management, with integrated Incident, Problem and Change services which are aligned to ITIL v4 standards.

- End user XLA and monitoring and analytics

Benefits

- Both as a Service and Managed Service offerings

- Service tier model – providing standard, premium, and optional services

- Service Centre as a Service encompassing a multitude of services

- Intelligent Automated Service Centre - level 0 support with virtual agents

- Service Desk as a Service - award winning service desk and telephony support and user experience services

- Service Management as a Service – ITL v4 based service management services including incident management, change management, knowledge management, problem management, major incident management, etc.

- Level 2-3-4 support services – software management, hardware management

3.2 Data & Insight as a Service

Overview

The Agilisys Data Analytics Service continually helps our clients bridge the gap between business data and the business decision-making processes. Through data discovery and baseline, our data engineers and BI Specialists will work with you to provide detailed analysis, design, implementation, and support, enabling the modernised data pipeline to be resilient and available enriching clients via an aligned data model. This process is then progressed into providing the data hub for Insight and Analytics.

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All offerings are developed using client platform of choice in Azure or AWS. Supported by a team of experienced data engineers, data analysts and BI specialists, the service is delivered using a comprehensive data management framework.

Service Features

- Data Transformation
- Develop and host data pipelines
- Engineer and orchestrate new data pipelines
- Design and build complex transformation routines
- Construct data lakes
- Architect data warehouse implementations
- Create Power BI Dashboards and Reports
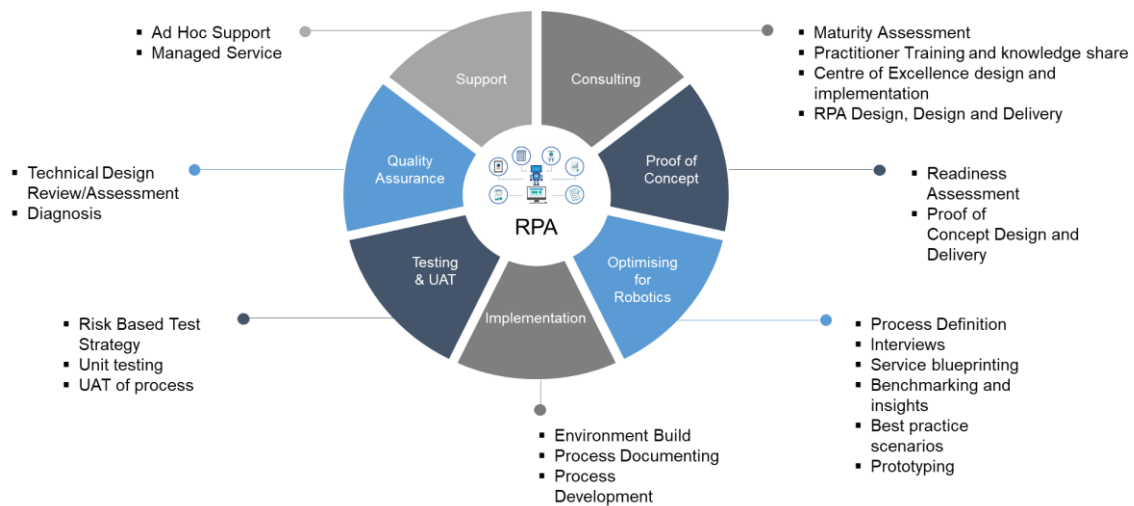
Benefits

- Optimisation of data services to ensure best value and analytics practices
- Agilisys data platform standards and best practices applied.
- Delivering solutions with strong Data governance
- Azure, AWS platforms supported
- ITIL based support service aligns to your existing ICT services
- Rapid scalability generates agility to meet your business needs

3.3 Intelligent Automation

Overview

Increasingly, our customers are recognising that new and emerging technology, such as Intelligent Automation. These Intelligent Automation services are cognitive learning and the Internet of Things (IoT), is profoundly impacting and transforming the future workforce. Intelligent Automation offers digital speed to time/cost savings, demand management solutions and improved process quality and consistency. The successful and sustainable organisations of tomorrow will be those who embrace the next wave of robotics technology and future technology to drive business and social outcomes.

Our services cover the full end-to-end of Software as a Service (SaaS) Intelligent Automation and Artificial Intelligence. This ranges from an initial process assessment of your environment to automation delivery to helping you develop your own Intelligent Automation Centres of Excellence and AI self-sufficiency:

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The diagram shows an RPA (Robotic Process Automation) wheel with the following segments and their associated details:

- **Support** — Ad Hoc Support; Managed Service
- **Consulting** — Maturity Assessment; Practitioner Training and knowledge share; Centre of Excellence design and implementation; RPA Design, Design and Delivery
- **Proof of Concept** — Readiness Assessment; Proof of Concept Design and Delivery
- **Optimising for Robotics** — Process Definition; Interviews; Service blueprinting; Benchmarking and insights; Best practice scenarios; Prototyping
- **Implementation** — Environment Build; Process Documenting; Process Development
- **Testing & UAT** — Risk Based Test Strategy; Unit testing; UAT of process
- **Quality Assurance** — Technical Design Review/Assessment; Diagnosis

Our Intelligent Automation and IT services have been designed to accelerate automation adoption and enable transformation. We combine technology, tested methodologies and skills that unleash the power of Artificial Intelligence and Intelligent Automation and minimise the complexity that can sometimes come with implementation. We put strategy before technology and deliver the skills, experience and capacity needed to make the right decisions to transform services.

Service Features

- Advisory and managed Service offerings
- Transformation services
- Technology- and vendor-agnostic
- Strategy definition and process assessments
- Implementation and deployment services
- Centre of Excellence
- Licence partner and services sold

Benefits

- Advisory and managed Service offerings
- Releasing staff capacity to focus on value-adding work
- Reducing processing errors and re-work with 100% accuracy and consistency
- A virtual workforce that can operate 24 hours a day, 365 days a year, and all under your control
- Increased organisational efficiency
- Reduced operating costs
- Improved customer experience
- Faster process and task execution
- Security, auditory and regulatory compliance
- Instantly scalable resource on demand

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3.4   Data Platforms

Overview

The Agilisys Microsoft Data Platform as a Service provides a centralised modern data platform on Cloud or on premise, supported by a team of Microsoft certified data platform specialists and Data Engineers.

The service is delivered using a comprehensive database management framework, ensuring optimum performance and security.

Our approach enables your organisation to free up costly database administrative and development resources, improve service resilience, reduce risk, and optimize licensing costs whilst being assured of the availability, security, and performance of your data services for end users.

Service Features

- Microsoft Gold Partner – Data Platform and Data Analytics
- Operated by a team of Microsoft Certified Specialists
- Three tiers of Support & Maintenance Services.
- Managed in accordance with ITIL 2013 processes.
- Managed by UK based Security Check (SC) cleared staff.
- Part of a range of Agilisys managed cloud Services on G-Cloud.

Benefits

- Optimisation of services to ensure best value and practices.
- SQL Server PaaS and IaaS and Azure database for PostgreSQL supported
- Agilisys Database Platform standards applied.
- Azure, AWS platforms supported.
- ITIL based support service aligns to your existing ICT services.
- Tiered service levels allow you the flexibility to tailor the support services to your needs.
- Rapid scalability generates agility to meet your business needs.

3.5   Field Engineering

Overview

Agilisys has multiple locations across the United Kingdom which are staffed by skilled, customer focussed Field Engineering technicians who deliver service to our portfolio of Local Government, Blue Light and Health customers.

Our approach to Tech Bars and Drop-In clinics is one of the services that we offer that our customers love the most. We excel at delivering a fabulous customer experience at each interaction, ensuring our customer's needs are met and exceeded.

Device swap outs, fielding usability questions, quick tips and light training, new device deployments and hardware asset management are within the scope of Field engineering, along with floor-walking and supporting specialist equipment around the estate.

Service Features

- Bookable or Drop-In Field Engineering capability, staffed by experienced, customer-centric staff

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- Experience of a very wide range of user technology including desktops, laptops, multi-function devices, smartphones and tablets, assistive technology, specialist equipment (including plotters, communications equipment, medical and imaging equipment, scanning stations, and biometric equipment)
- Experienced at working with differently abled customers, including provisions for working with users with assistive needs, hearing or vision impairment
- Experienced at delivering "white glove" / "VIP" service at customer request
- Seamless integration with Service Centre, ensuring full understanding of the customer's issue, request, or requirement
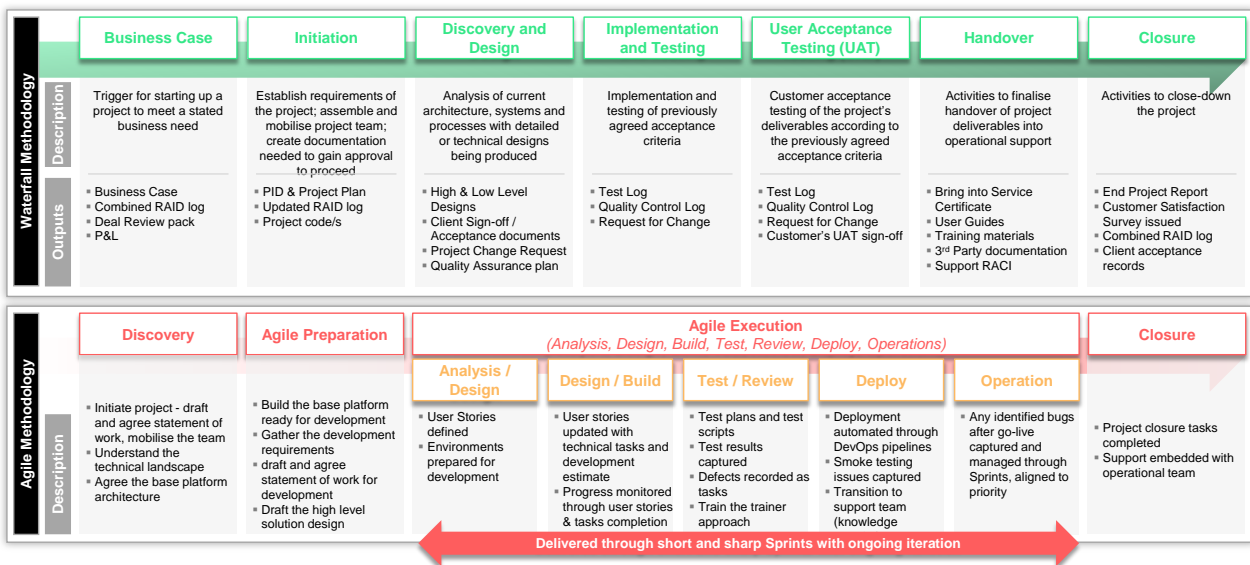
Benefits

- Geographically diverse service, with centres of excellence across the UK
- Customer-focussed service, ensuring a delighted End User at each interaction
- Wide experience of technologies and End User requirements, ensuring we can meet the technology demands of our customers

3.6   DevOps

Overview

Agilisys has extensive experience across multiple methods of delivery, as shown in the diagram below which compares our Waterfall approach to project management with our DevOps approach.

Waterfall Methodology

	Business Case	Initiation	Discovery and Design	Implementation and Testing	User Acceptance Testing (UAT)	Handover	Closure
Description	Trigger for starting up a project to meet a stated business need	Establish requirements of the project; assemble and mobilise project team; create documentation needed to gain approval to proceed	Analysis of current architecture, systems and processes with detailed or technical designs being produced	Implementation and testing of previously agreed acceptance criteria	Customer acceptance testing of the project's deliverables according to the previously agreed acceptance criteria	Activities to finalise handover of project deliverables into operational support	Activities to close-down the project
Outputs	• Business Case • Combined RAID log • Deal Review pack • P&L	• PID & Project Plan • Updated RAID log • Project code/s	• High & Low Level Designs • Client Sign-off / Acceptance documents • Project Change Request • Quality Assurance plan	• Test Log • Quality Control Log • Request for Change	• Test Log • Quality Control Log • Request for Change • Customer's UAT sign-off	• Bring into Service Certificate • User Guides • Training materials • 3rd Party documentation • Support RACI	• End Project Report • Customer Satisfaction Survey issued • Combined RAID log • Client acceptance records

Agile Methodology

	Discovery	Agile Preparation	Agile Execution (Analysis, Design, Build, Test, Review, Deploy, Operations)					Closure
			Analysis / Design	Design / Build	Test / Review	Deploy	Operation	
Description	• Initiate project - draft and agree statement of work, mobilise the team • Understand the technical landscape • Agree the base platform architecture	• Build the base platform ready for development • Gather the development requirements • draft and agree statement of work for development • Draft the high level solution design	• User Stories defined • Environments prepared for development	• User stories updated with technical tasks and development estimate • Progress monitored through user stories & tasks completion	• Test plans and test scripts • Test results captured • Defects recorded as tasks • Train the trainer approach	• Deployment automated through DevOps pipelines • Smoke testing issues captured • Transition to support team (knowledge	• Any identified bugs after go-live captured and managed through Sprints, aligned to priority	• Project closure tasks completed • Support embedded with operational team

Delivered through short and sharp Sprints with ongoing iteration

Agilisys has established DevOps teams in several of our technology practice areas, including within the Modern Work Power Platform team, in the Azure Cloud team and within our Dynamics 365 practice. Agilisys is well versed in end-to-end development and operations, with a mature test practice who have worked across our business to implement test automation.

Agilisys uses Azure DevOps as our strategic tool for managing change and operations in an Agile development environment; it allows for backlog refinement, pipeline automation including automated test, continuous integration, and continuous development. Additionally, Azure DevOps provides a secure framework for collaboration with external organisations, providing best-practice tooling for both Agilisys and you to work together in a true agile fashion.

Service Features

- Agile methodology used across multiple technology practices

- Azure DevOps technology used as the strategic tool integrated into development

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- Secure framework including discovery, preparation, execution, and closure

- Developed on best practice tooling, processes, and methodology

Benefits

- Multiple technologies aligned to Agile delivery

- Methodology and delivery can be aligned and used in-conjunction with waterfall where required

- Delivered on Azure DevOps which provides both customer and Agilisys to work in a collaborative way

- Ability to adapt different models of agile development and operational support

3.7 Telephony

Overview

Agilisys works with our customers to find the right Telephony platforms and solutions that meet their needs and business requirements, whilst meeting regulatory and budgetary envelopes.

Our solutions incorporate on-premises, cloud hosted, or Microsoft Teams based options, enabling both legacy and modern features which customers need to deliver reliable solutions to their clients, service users and customers. We can provide Unified Communications as a Service (UCaaS) providing a single cloud platform that delivers reliable, secure integrated communications integrating voice, video, collaboration and contact centre using various suppliers including 8x8.

Service Features

- Multiple platforms available, depending on requirements and customer preferences

- Office and mobile telephony with rich, modern feature sets incorporating productivity capabilities

- Design, build and integration of Contact and customer service centre solutions are available where required

- The Microsoft Teams E5 solution enables the provision of software, service, and phone lines for each user with Microsoft Calling Plans

- The retention of client voice trunks and portal-based configuration via Microsoft Direct Routing

- The use of highly beneficial features such as consultative transfer (also known as "Warm Hand-off"), voicemail, delegation, Auto Attendant, & call quality reporting, Call Parking, Group Call Pickup, Shared Line Appearance, & Location-Based Routing functions.

Benefits

- Integrated with Office 365, Active Directory, Teams, and collaborative working styles enables modern approaches to teamwork and high levels of productivity

- Our sophisticated Cloud hosted solutions can:

  o Recognise caller speech and provide a programmed response enhancing the caller experience

  o Improves accessibility through automatic speech recognition and natural language processing, leading callers to programmed answers or direction to an agent queue

  o Ease of Use: An intuitive graphical interface for building call prompts and actions

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- o Highly functional integration with CRMs for history and record keeping enables audit requirements
- Sophisticated dashboards, scheduled and ad-hoc reporting allowing insight into telephony usage.

3.8 Networks

Overview

Agilisys has a breath of experience and deep understanding of network solutions and services. We partner with expert networking providers to deliver network solutions which enable our customers to meet their connectivity aspirations. These can range from design services, implementation to full management.

Service Features

- Our network solutions enable modern approaches to flexible working, with increasing numbers of customers opting for "internet as WAN" models and "wireless only" buildings, campuses, and workspaces

- Hybrid approaches to WAN with MPLS and SD-WAN offerings, customizable according to customer preference, cost envelope or other constraints and requirements

- Modern, cloud-based controlling options including cloud-based firewalls and wireless controllers

- Integration with our SIEM solution and SOC offering to enhance security and the protection of our customer's assets and data

- Resilience – with both portable and fixed 4g and 5g fallback options enabling the restoration of resilience or the maintenance of connectivity during an outage

- Our network monitoring solution is a sophisticated, centrally configured platform, managed by a UK based 24x7x365 Network Operations Centre (NOC). Manned by Security Cleared (SC) service agents who ensure all incidents are identified, triaged, and resolved promptly.

- Typically, our network solution will involve the use of an orchestration platform to support application identification with automated traffic steering and segregation.

Benefits

- The Agilisys approach creates agile, scalable networks that can flex to meet customers evolving requirements

- Secure, cost-effective networks which are accessible, easy to use and enable organisational productivity

- Economies of scale by using, where appropriate our partner's core network and centralising perimeter security

- Cloud-based controlling options help to enable customers who want to set up or decommission locations quickly

- Portable solutions enable the secure deployment of corporate networks to temporary or emergency locations

- Seamless integration with IT Service Management disciplines, enabling rapid resolution of Incidents and Problems and secure, planned Change activity.

- 24x7 Network Operations Centre monitoring, maintaining and proactively remediating issues

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- Ability to procure the most appropriate access circuits for our client's locations
- On-demand Cloud-based reporting portals produce useful network information enabling business decision making agility.

3.9   Security Operations Centre (SOC)

Overview

Agilisys has extensive experience of delivering managed Security Operations to clients within the Local Government, Blue Light and Healthcare sectors. Our service offering helps organizations meet the regulatory requirements as well as adopt the security postures set out by their own internal policies, whilst blending best practice and our own deep experience of keeping organizations safe.

By partnering with specialists to deliver this solution, Agilisys brings both sector experience and up-to-date Security management practices to benefit our clients. Our framework is underpinned by our solutions and tooling which supports a logical flow of process and control, layering together standards-based designs, industry-leading toolsets, and capabilities, as illustrated in the image below:
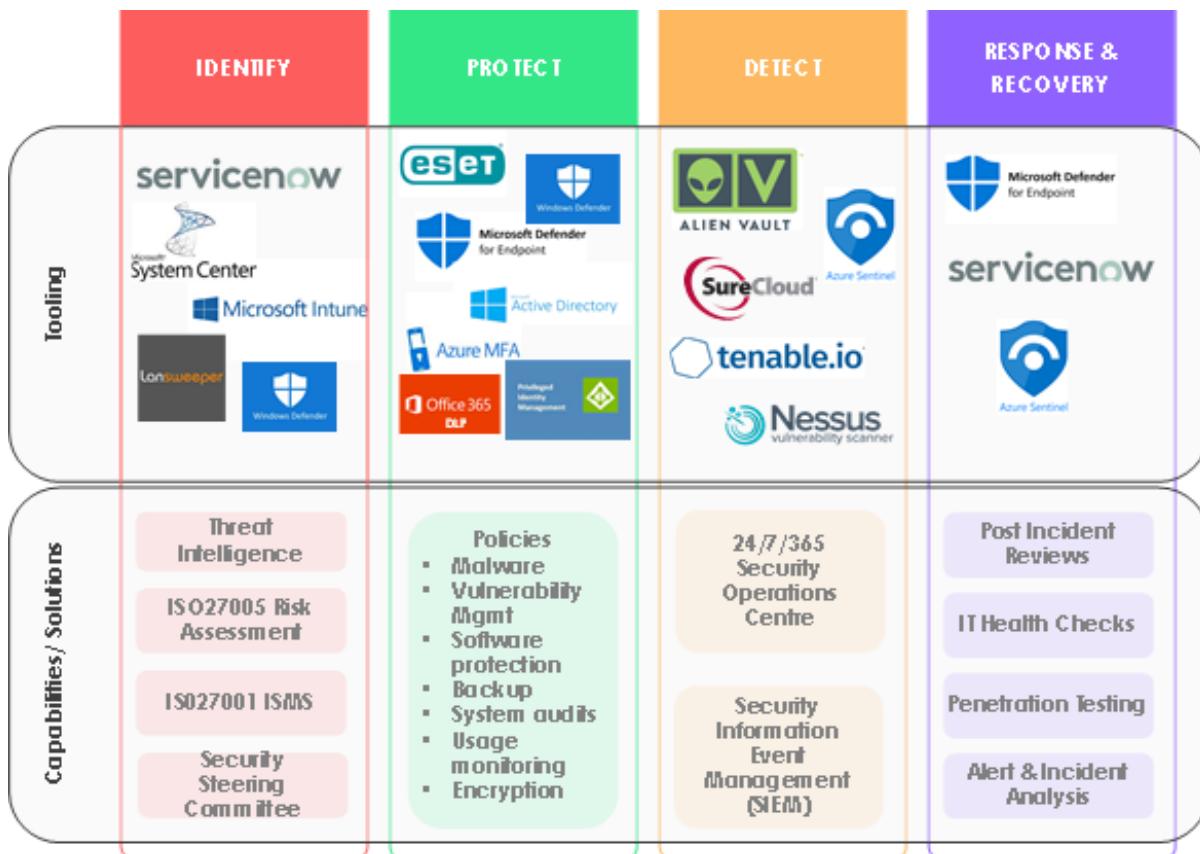
Service Features

- A layered approach to security controls which flows seamlessly through all our services with "Security by design" governed by the technical design authority
- Services follow best-practice frameworks such as National Institute of Standards and Technology (NIST), National Cyber Security Centre (NCSC), Cyber Essentials plus.
- Underpinned by an extensive Security Management Plan specific to the services provided.

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- Rigorous incident management process, informed by root-cause analysis and robust vulnerability and threat management processes.

- Security engagement through Supplier Security Committees and architecture groups.

- Extensive threat intelligence with actionable outcomes

- Threat analytics presented through industry security score metrics e.g., CVSS

- Accredited and aligned to security standards. e.g., ISO27001, Cyber Essentials Plus

- Security and tooling framework to deliver security outcomes, for example, using governance, risk, and compliance to maintain security accreditations.

- SIEM system with managed detection and response capability

- Social engineering and security awareness training and testing.

Benefits

- Highly effective, co-ordinated approach to keeping organizations safe from threats

- Integration with the SIEM solution to ensure a full understanding of the security posture of the organization

- Threat testing ensures a "real life" scenario, demonstrating the effectiveness of the controls in place

- Proactive monitoring and posture checking of devices ensures they have the right levels of security patches and appropriate configurations in place

- Integrated with Incident Management, Problem Management and Change Management services to ensure co-ordination, low levels of incident and associated impacts.

3.10 Platform as a Service (PaaS)

Overview

Provision of a secure, reliable, service level orientated data platform as a service offering which also provides organisations with a service to consolidate, rationalise database estates and storage for cloud and on-premises platforms. Achieving efficiencies in costs, resources, and licensing.

Service Features

- These include SQL, Power Platforms, Content Services, Microsoft 365, Microsoft Azure, Amazon Web Services, Google Cloud.

- Azure, AWS incorporating management of Cloud Data Platform Specialists

- Scalable approach to meet your needs and entitlements

- Differing service level options to meet varying business criticalities

- Reliable, experienced UK based support service

- Can be provided from Agilisys UK based datacentre

- Azure SQL Database, Azure SQL Managed Instances, Azure SQL VMs

- Variety of connection methods available

- Third party product support options available

- Scalable approach to meet your needs and entitlements

- Offers High availability , Disaster Recovery and Scalability

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Benefits

- Microsoft Partner - Gold Data Platform and Gold Data Analytics
- Optimisation of services to ensure best value and practices
- Cost effective, reliable, Data Platform support services
- Retain your own application expertise and user support
- Choice of product support options
- Resilient and scalable platform
- UK Public Sector ICT Specialist provision
- Employee-owned provider
- Azure Monitoring

3.11 Microsoft 365 as a Service

Overview

Microsoft 365 brings together the best of Office 365, Windows 10 Enterprise, and Enterprise Mobility + Security. It empowers everyone in an organisation to be creative and collaborate in a secure environment and is becoming the enterprise productivity platform for organisations.

We will help devise the best approach to implement M365 or O365 in your organisation and work out how to maximise the value and benefits of this platform for you. We will devise and deliver strategies for organisations to migrate to Microsoft 365 services, covering Exchange, Skype for Business, SharePoint, Office, Windows 10, OneDrive, security, mobile device management (Intune) and other collaboration services. Our strategy will consider clients' requirements and aspiration for collaborative working and analyse data storage needs.

Service Features

- Cloud strategy
- Maturity matrix including
    - Shared Services: infrastructure, security, devices, stakeholders, training etc.
    - Information Management: content lifecycle, governance, communication, creation culture etc.
    - Collaboration / Productivity: Sharing culture, connected employees, remote meetings, task management, enablement etc.
    - Identity / Community: Staff engagement, empowerment, personas, location, knowledge sharing etc.
    - Business Process / Service Automation: manual tasks, RPA, analytics, low code / power user enablement etc.
- Agilisys's Microsoft 365 Managed Service supports and complements the following Microsoft products:
    - SharePoint Online, including team sites, hub sites, communication sites, publishing sites, intranets, extranet scenarios (external sharing of standard sites) and group-enabled SharePoint sites, either with or without Microsoft Teams
    - Microsoft Teams, Skype for Business and Yammer Communication tools
    - OneDrive for Business
    - Office 365 Groups (including SharePoint and Microsoft Teams)

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- The full suite of Microsoft Office 365 ProPlus applications, including Word, Excel, PowerPoint, Access, Outlook, Publisher, and OneNote (this can be extended to cover Visio, Project, and other applications)

  - Office on PCs, tablets, and phones

  - Advanced mail capabilities, covering archiving, legal hold, data loss prevention, secure / encrypted email, and policy tips for user education

  - Rights management services to manage access to documents and email

  - PowerApps, Flow, Power BI, Sway, Stream, Forms, To-do, MyAnalytics, Delve

  - Modern Management, including Windows 10 and Windows Virtual Desktop

  - Intune and mobile device management

- Microsoft 365 service features can include:

  - Business-grade email (up to 100GB mailbox), calendaring and scheduling functionality via Exchange Online.

  - Social media collaboration capabilities using Yammer and Microsoft Teams.

  - Documents collaboration via SharePoint Online.

  - Skype for Business for instant messaging, presence, voice, and videoconferencing, depending on network bandwidth availability.

  - Online versions of the Microsoft Office applications suite, via the Office 365 web portal.

  - 1TB of storage using OneDrive for Business (per user).

Benefits

Microsoft 365 service features can include:

- Business-grade email (up to 100GB mailbox), calendaring and scheduling functionality via Exchange Online.

- Social media collaboration capabilities using Yammer and Microsoft Teams.

- Documents collaboration via SharePoint Online.

- Skype for Business for instant messaging, presence, voice, and videoconferencing, depending on network bandwidth availability.

- Online versions of the Microsoft Office applications suite, via the Office 365 web portal.

- 1TB of storage using OneDrive for Business (per user).

- Managed service offerings complimented by our Service Management offerings and capabilities

3.12 Cloud Managed Services

Overview

Agilisys are a sector specialist cloud consultancy focussed on enabling your organisation to get the most from Cloud Services, no matter where you are in your cloud journey.
With deep industry and sector knowledge Agilisys is able to support each step of your journey – be it completing an initial Target Operating Model review through to the delivery of Proof of Value pilots of the latest Cloud Native toolsets, we can help you to make the most of Cloud.

Service Features

- Service discovery

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- Cloud design and build

- Migration and transformation

- Cloud optimisation

- Cloud Managed service

- Backup as a Service (BaaS)

- Business Continuity and Disaster Recovery as a Service (BCDRaaS)

- Cloud Readiness, Business Case Development and Cloud Design

- Proof of Value / Proof of concept delivery for tools & services

- Network design, build & optimisation

- Transformation, consolidation, and optimization of data environments

- Operating System upgrade

- Cloud migration tooling

- Legacy system remediation

- Data Restoration

- Training

Benefits

- Integrated service which helps organizations plan, manage, and run their Cloud presence

- Deep experience of understanding complex heritage on-premises systems and helping customers unlock the benefits of cloud by building business cases

- Platform agnostic, both Microsoft Azure and Amazon AWS are supported

- Extensive, platform specific experience of the migration and management of over 5000 servers into cloud platforms across Local Government, Blue Light and Health sectors

- Mature, sophisticated optimisation capability, helping our customers get the most value from cloud with the minimum cost

- Our Backup as A Service capability securely protects over 3 Petabytes of Public Sector data

3.13 Desktop as a Service

Overview

Desktop as a service (DaaS) is a cloud computing technology where a virtual desktop infrastructure (VDI) is hosted centrally and is accessible remotely.

Through Desktop as a Service (DaaS), desktop operating systems run inside virtual machines on servers in the cloud. All incumbent infrastructure, including storage and network resources, also reside in the cloud. As with an on-premises VDI, a DaaS deployment streams virtual desktops over a network to a customer's endpoint device, where end users can access them through client software or a web browser. The cloud computing provider manages the responsibilities of data storage, backup, security, and upgrades on behalf of the consumer.

Desktop as a Service and Application Virtualisation technologies running in the cloud delivers published desktops and applications with simplified management. Windows desktops and applications can be deployed and scaled in minutes and obtain built-in security and compliance features. Virtual desktops can be monitored through dedicated dashboards that

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include all the reporting tools needed to allow full visibility on how a customer's virtual desktop is performing.

Service Features

- Planning, design, setup, customisation, and migration to Desktop as a Service

- Support for customers to implement Windows Virtual Desktop deployments,

- Multiple platforms supported

    - **Microsoft – Windows Virtual Desktop**. Windows Virtual Desktop is a comprehensive desktop and app virtualization service running in the cloud. It's the only virtual desktop infrastructure (VDI) that delivers simplified management, multi-session Windows 10, optimizations for Office 365 ProPlus, and support for Remote Desktop Services (RDS) environments.

    - **Amazon Web Services – Workspaces**. Amazon WorkSpaces is a fully managed desktop computing service in the cloud that allows its customers to provide cloud-based desktops to their end-users. Through this the end users can access the documents, applications, and resources using devices of their choice such as laptops, iPad, or Android tablets.

    - **Citrix – Managed Desktops**. Citrix Managed Desktops (CMD) is a cloud-based virtual apps and desktops solution. It enables businesses to deliver cloud-hosted virtual apps and desktops to any device, over the network, from any location

    - **VMWare – Horizon Cloud**. Horizon Cloud provides virtual desktops and hosted apps as a cloud service that can be delivered to any device, anywhere. End users will access their virtual desktop and hosted apps with the VMware Horizon Client or through the Web from the device of their choice.

- Accessible via thin client, thick client, mobile device, web browser or BYOD

- Ideal for improving access to legacy, heritage or difficult to manage applications

Benefits

- Accessible, easy to use and highly functional modern desktop environment at minimal cost

- Flexibility of size – from a handful to many thousands of desktops

- The ability to quickly provision and remove virtual desktops to end users

- The ability to secure and protect the intellectual property generated by end users

- A solution that allows desktops to be tracked to end users, enabling access from any computer in or out of the office

- Simplified remediation of system performance

- Proven experience in managing the implementation of complex deployments

- Proven ability to manage the solution from planning through to implementation and management, providing continuity and reducing risk

Our thought leadership, ensuring you are getting a solution that can be supported and which fits your business requirements

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3.14 DataOps as a Service

Overview

Agilisys provides a comprehensive and mature DataOps as a Service offering, with deep experience of the support of complex database platforms for our portfolio of customers in Local Government, Blue Light and Health sectors.

Features:

- Microsoft Gold Partner – Data Platform and Data Analytics
- Experienced with working with local authorities and healthcare sectors.
- Azure Data services – Platforms powered by Azure Synapse
- Managed in accordance with ITIL v4 processes
- Solutions delivered and supported by UK based security cleared (SC) teams
- Support single instance and clustered solutions
- Azure, AWS platforms supported

Benefits:

- Optimisation of data services to ensure best value and analytics practices
- Agilisys data platform standards and best practices applied.
- Delivering solutions with strong Data governance
- ITIL based support service aligns to your existing ICT services
- Rapid scalability generates agility to meet your business needs

4   Why Choose Agilisys?

Agilisys, an employee-owned organisation, is one of the UK's fastest growing and innovative cloud and digital transformation specialists, enabling organisations to adopt technologies, platforms and processes that promote new ways of working. An established partner for both the public and private sector for nearly two decades, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, particularly within local and central government.

We support our customers through a network of offices and centres of excellence throughout the UK, employing over 1,500 staff.

Our cloud and IT services have been designed to accelerate cloud adoption and enable transformation. We combine technology, tested methodologies and skills which 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.

Our migration and management teams have extensive experience, achieving highly successful outcomes for our public sector customers who enjoy the reassurance of partnering with an ISO27001:2013 accredited PSN Service Provider. We are also a Microsoft Gold Partner and Cloud Solution Provider (CSP).

5   Pricing

See attached pricing document.

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6 Ordering and invoicing

As detailed below:

- Orders can be placed by contacting info@agilisys.co.uk

- If there are any additional queries, please contact info@agilisys.co.uk indicating your area of interest and a member of the Agilisys team will contact you to discuss how we can meet your requirements

- All services are invoiced monthly in arrears

Payment terms are 30 days from invoice, invoices will be dated from the date the client started using the service.

7 Termination costs and terms

As detailed below:

- When the service requires a cessation or cancellation, the customer will follow the normal sales process by contacting their business relationship manager at info@agilisys.co.uk

- Cessation of service is at least 30 working days from request by the customer

- Should the customer cancel their order during installation, Agilisys reserves the right to raise a charge

- Up-front term, discounts are billed monthly

If the client needs to cancel these services the service can be terminated, but all remaining term capacity will need to be paid in full to terminate the service.

8 Trial options

A trial service is not available as part of this service.

Agilisys

Agilisys

Partnership
Integrity
Innovation
Passion

Agilisys, an employee-owned organisation,
is one of the UK's fastest growing and innovative cloud
and digital transformation specialists, enabling
organisations to adopt technologies, platforms and
processes that promote new ways of working.

An established partner for both the public and private
sector for nearly two decades, we have earned a strong
reputation and hold deep domain expertise delivering
change and innovation, particularly within local and
central government.

We support our customers through a network of offices
and centres of excellence throughout the UK,
employing over 1,200 staff across the UK.

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