TPXimpact

G-Cloud 13

Service Description Document

Cloud Support Services

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About us

At TPXimpact we deliver impactful, sustainable, digital transformation to enrich how individuals and society experience the world.

We believe autonomous, multidisciplinary teams working in an agile way can deliver incredible outcomes that solve big problems. Through our team we're bringing together great skills, capabilities, knowledge, culture and decades of history to make an even bigger impact for citizens and our clients.

It's possible to deliver more. Together, we're realising the full potential of digital transformation to create better outcomes for people, society and the planet.

This is **transformation that matters.**

TPXimpact

What we do

We support your cloud transformation journey with organisation design and change, technology and data, and digital experience to improve outcomes for individuals, communities and society and make a positive difference to how people experience the world.

Organisational design and change

A design-led approach to deliver sustainable and lasting transformation in cloud services

Technology and engineering

Using strategy, design and technology to create ambitious technology roadmaps for cloud services that operate at scale
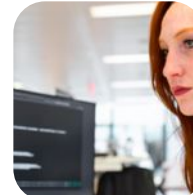
Digital experience

A design-led approach to deliver sustainable and lasting cloud-based service transformation

Enterprise applications

Combining knowledge, agile delivery and leading enterprise cloud platforms to deliver true transformation in the cloud

Data and artificial intelligence

Using data to discover new business opportunities for cloud services and make smarter decisions

Managed services

Providing the skills and experience to manage the full service lifecycle in the cloud, including cloud engineering

Our story

It isn't just about what we do. It's how we do it.

We believe that all organisations have a responsibility to be a force for good in the world; helping the planet, the people and the communities they serve. Our multidisciplinary teams of experienced specialists use technology, design and data, with our unique approach of Autonomy with Responsibility, to deliver better results across the public, private and not-for-profit sectors.

With great skills, knowledge, culture and decades of history, bringing together a group of complementary agencies from across the industry, we're providing end-to-end digital transformation that makes an even bigger impact. Together with our partners, we're realising the full potential of transformation to create better outcomes for people, society and the planet.

This is transformation where it matters most.

TPXimpact

Consulting		Digital Experience
futuregov/	foundry4/	manifesto/
GreenShoot LABS	Questers	Deeson.
human+	Bene Agere	nudge
NOTBINARY	keep IT simple /	
RED CORTEX	Swirrl	
D/SRUPTION	PEAK INDICATORS	

/Our range of cloud support services

Cloud app development
- Accessibility
- Digital design
- Interaction design
- Language/frameworks support Usability testing
- User experience design / journeys
- Website health-checks

Cloud data science
- Data maturity assessment
- Data science cloud services
- Data strategy scoping

Cloud deployment review
- Audit
- Mock GDS assessment
- Web analytics
- Website optimisation

Cloud development services
- Cloud architecture design
- Containerised development
- Continuous integration / continuous deployment
- Kubernetes design / development / migration
- Product design
- Service blueprint mapping

Cloud lifecycle
- Discovery
- Alpha
- Beta Private/Public
- Cloud assessment/discovery
- Digital leadership
- End-to-end service design
- Live transition
- Training
- Wireframes and prototyping

Cloud managed services
- Cloud managed services
- DevOps services
- ITSM and ITIL delivery services
- Service migration
- Transition management
- Support for Microsoft Azure, AWS, Google Cloud Platform

Cloud security services
- Cloud cyber security service
- Darktrace cyber security

Cloud strategy
- Business analysis
- Business change
- Cloud strategy
- Commercial and procurement strategy
- Digital transformation
- Digital Data and Technology (DDaT) Transformation
- Target Operating Model review
- Technology consultancy

Cloud technologies
- Artificial intelligence and chatbots
- Cloud infrastructure as code services
- Content management systems
- CRM design and implementation
- Intelligent automation and RPA
- Microsoft 365 support

Cloud transition
- Cloud service integration
- Cloud service migration
- DevOps services
- Server migration support
- Transition management

Agile ways of working

Like you, we apply Agile principles in our work. This helps us make user-centred products that maximise value. Agile principles will be useful throughout our partnership as they offer flexibility, value focus and prioritise releasing a working product early so that we can test and optimise.

For the majority of our digital projects, we use Scrum. It's an iterative way of working that will be particularly well suited to a project of this nature. It focuses on creating and releasing working software early, favouring personal interactions, allowing us to collaboratively respond to change.

It's imperative that we develop a culture of regular, open and transparent communication and that we agree upon ways of working and governance. We'll set out to understand who needs to be involved and agree on appropriate communication approaches. We'll identify opportunities to get our teams together and to collaborate through various methods.

Benefits of working agile

Ability to adapt to changes – allows teams to communicate and discuss the highest priority items for a project and to re-plan if there are any unexpected complications that require re-prioritisation.

Ability to scale – increased flexibility for key points in the project, allowing the team to be scaled as and when necessary. Consistent iterative planning ensures foresight of these points and allows for a transparent discussion on cost vs value of deliverables.

Ability for cross functional multi team approach – daily, facilitated communication, and a joint project backlog allows for multiple moving parts between the teams.

Evolving product – working iteratively ensures that a consistently evolving working product is delivered enabling better phasing and means that you can start uploading content as and when features become available.

Ease of handover and testing – As you will have been working as part of the team throughout, inspecting the deliverables and conducting UAT, there should be no nasty surprises.

For those not yet ready to embark on the agile journey, we can also support waterfall or hybrid ways of working. In parallel, we offer comprehensive agile coaching programmes which will create high-performing teams and/or ease the transition from waterfall to agile methods.

Onboarding and offboarding

TPXimpact is a flexible delivery partner. Our consultants work with you to deliver cloud support projects that meet your change agenda. We tailor our approach to meet your specific needs and we minimise the burden of project mobilisation. Right from the start of onboarding our teams are focused on achieving a clear project scope, desired outcomes, governance, responsibilities, resources and future aims / knowledge transfer.

The typical stages we follow are:

1. **Confirm the project lead** and begin to confirm and mobilise wider resources.
2. **Meet your senior responsible officer** to review the proposed approach and confirm stakeholders, scope, internal resource access, governance arrangements, reporting processes and organisational context.
3. **Confirm the dates for mobilising resources** and arrange internal briefings to ensure the whole team understands the project expectations.

4. **Hold a kick-off meeting** to build understanding of the approach and establish relationships which will be critical to the project's success.
5. Begin project with **regular communications and updates** via formal and informal means.

Offboarding and Exit Planning

TPXimpact will work with you at the start of the project to agree the offboarding process. This will include agreement on how knowledge and learning are handed back to the organisation, along with a handover pack which captures delivery outcomes, full project documentation and guidance on planning future phases of work.

Our exit planning approach includes a full risk review and development of a detailed action plan with clearly assigned responsibilities. This will help mitigate against any potential disruption to the service during the transition period and provides clarity on responsibilities and expectations at every stage of the exit process.

Business continuity

TPXimpact has robust business continuity plans to ensure we can maintain consistent delivery to you in the event of unexpected situations arising.

Our business continuity plans were developed in line with ISO 27001 standards and are regularly updated and reviewed. We maintain a company wide risk register which is regularly reviewed and updated. It is the responsibility of the CEO and Managing Director to make sure that our plans are fit for purpose and that any risks and dependencies are actively managed by the leadership team.

At the start of each project, we will work with your team to determine project risks and mitigations and discuss the impact of our live business continuity plans, particularly in the context of COVID-19. Any risks that are determined to be significantly high will be discussed with the TPXimpact MD and listed in our company wide risk register. As TPXimpact utilises open source software and cloud applications/infrastructure to deliver its core services, the need for a bespoke physical Business Continuity Plan is not considered critical. All TPXimpact teams are able to operate fully remotely without access to a physical office indefinitely.

All our work is delivered in accordance with industry-standard quality practices, conforming to the latest guidance on information security, GDPR requirements and FOI legislation.

Our staff work in a highly mobile, flexible and agile fashion, minimising dependencies on physical infrastructure wherever possible. All data relating to in-flight projects and delivery tasks are securely backed up and our day-to-day software tools are in the cloud.

In the unlikely event of a disaster scenario, we are able to quickly recover information assets, replace damaged equipment (e.g. laptops, network routers, etc.) and continue to deliver on client projects with minimal disruption. Physical relocation to an alternative working space (should it become necessary) can be managed seamlessly.

Data Backup and Restoration
Data stored in cloud databases are backed up daily, in accordance with service level agreements and with the relevant hosting providers. We regularly review our third party suppliers to ensure they are fully compliant with GDPR.

Any data owned or maintained by TPXimpact is securely backed up.

Knowledge transfer and upskilling

We always work closely with you to ensure a smooth transfer of the knowledge and skills needed to support future operations after a project ends. From experience, we know how important it is that solutions and project findings are owned internally by your key stakeholders to ensure long-term success. With this in mind, we begin each new project by carefully considering the desired end-state, and we fit our solutions to this.

Our goal is to ensure that knowledge transfer and, where appropriate, upskilling (primarily through one-to-one mentoring of key team members) builds a core team within your organisation with the right knowledge, understanding and skills which can then be disseminated more widely.

We'll identify individuals who won't just manage the journey, but can be an integral part in operating the long-term solution. Our team will work openly, providing visibility into all aspects of our project work, and helping identify work-shadowing opportunities or where additional training may be needed.

We can also offer specific tailored technical training where this might help improve delivery (for example, training in awareness of cloud-based services).

The key elements include:

- **Working in the open** – you will have full visibility of our work at every step and will gain insights into our approach, thinking and conclusions.
- Seizing opportunities for **wider knowledge dissemination**, for example through information-gathering workshops, show-and-tell sessions – with a view to providing full visibility at each stage of the work, answering questions and doing 'deep-dives' into key areas.
- *Ad hoc* support through an open-door policy when working on-site – some of the best learning opportunities come through informal interaction, and our teams are always happy to discuss any topic and answer questions that your team may have.
- Providing **fully updated documentation** across all aspects of the work we carry out.
- **Comprehensive handover sessions** to ensure your BAU and operations staff have the necessary depth of understanding and confidence moving forwards.

/Recipe for success

Collaboration is one of our core values. We value partnerships over individual projects and with long term partners we follow an iterative approach to our work, placing emphasis on ensuring continuous improvement.

Our best work takes place when we're able to effectively work as an extension of our clients teams and so at the start of the project, we will work with you to agree a set of tools that maximise the potential for collaboration. The tools we use to collaborate with clients on projects and programmes of work varies from client to client, based on use case and internal preference.

Having the right people involved

We believe in order for any project to deliver successfully you need a core team to represent what's valuable to you and your users, what's possible, and what represents a good user experience. This will be a collaborative team comprised of someone who has a focus in each of these areas.

Setting a clear vision

When starting a project, we will make sure that we're aligned with your goals and have a clear, user-centred vision. We like to use the product/project vision board as a tool to make sure the project stays on track. It's great for building consensus amongst stakeholders and keeping the whole team focused on the required outcomes throughout a project.

Communication and project tools

For your project, this means that we'll be flexible to an evolving scope, dependent on what we uncover during discovery, meaning that we're always working efficiently. We utilise a number of tools to do this, plus we're able to adapt platforms and approaches to meet accessibility needs of our clients.

Tools.

Communication
Slack, Google Meet/Hangouts, Zoom, Teams

Documentation and progress tracking
Jira, Confluence, Trello

Code repository
GitHub

Collaborative design tools
Figma

Collaborative UX tools
Miro, G-Suite

/Expertise across all areas

/Our values

Our founders set out to create a better way of doing business, putting people and the planet first.
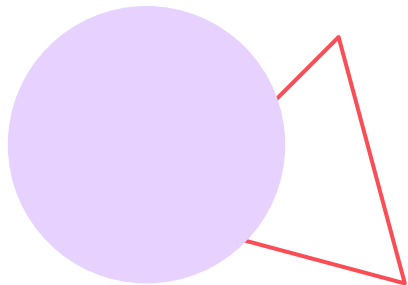
Autonomy

We trust our teams and empower them to make their own decisions. Our positive work environment supports personal and professional growth and respects work–life balance.

User centred

We use design approaches to put people at the heart of everything we do. Our constant focus on users ensures we always meet their needs and solve their problems.

Lasting impact

Positive change, for the long term. We'll share our skills and set your teams up for sustainable success.

Responsibility

We give people the flexibility and support they need to thrive. We are conscious of the impact of our actions and are accountable to all our stakeholders.

Collaborative

We work in partnership with our clients, listening and challenging to get better outcomes.

Community action

Our people donate hundreds of hours to community action each year, and we donate 1% of our time and profits to charitable organisations.

Our reach is growing

As of today, our team is made up of 800+ permanent staff and associates, of whom 500+ are in the UK.

Like many organisations, we've taken on a hybrid approach to working, utilising regional hubs and remote working to ensure the continuity of our services for our clients, and allow our staff the flexibility to choose the right environment for them.

We have 7 regional hubs across London, Manchester, Canterbury, Bristol, Cardiff, Leeds and Edinburgh, as well as additional operations in Nordics and Bulgaria.

Hub location

Local presence

People, Planet, Community

The digital industry is responsible for around 3% of global emissions; above that of the aviation industry. The IPCC stated in 2018 that we have 10 years left to halve global carbon emissions. TPXimpact is committed to building sustainable futures for our People, our Planet and our Communities.

The past few years have seen social and environmental concerns pushed up the corporate agenda, as organisations have increasingly woken up to their responsibilities beyond shareholder profit. We must now take our place besides government and not-for-profits to help tackle some of society's biggest problems. TPXimpact was founded as an impact-driven business.

We are proud of the work that we have done this year to ensure that as the business grows, it does so responsibly, with the best interests of our People, Planet, and Community in mind.

Find more information [here](#)

People

We are working to ensure sustainable futures for all of our people through a focus on employee wellbeing & satisfaction and workforce diversity, inclusion & equality.

Our target is always zero gaps. Zero pay gaps and gaps in inclusion scores and zero gaps between our workforce and our community in terms of representation. We have reduced 73% of the gaps that we measure across DE&I in FY21. 48% of our workforce are female which is incredibly unusual within our industry.

Planet

We are working to decouple our economic growth from environmental degradation by measuring, reducing and offsetting our impact on the planet, funding and supporting climate action, removing barriers for our employees and raising awareness of the climate emergency.

From our baseline year we have already reduced our emissions per £1m of revenue by 23%. By March 2023 we will offset all of our historical emissions. We've committed 0.5% of pre-tax profits to our planet related activities.

Community

We are kickstarting one thousand careers, for example our partnership with Code First Girls and our Future Leaders programme, investing both our time and money in activities that are equipping our communities with the skills they need to contribute to and benefit from the fourth industrial revolution.

We donate 1% of our pre-tax profits and pledge 1% of employee time to invest in sustainable futures for the communities in which our employees live and work.

Ensuring digital sustainability

Every single action we make online leaves an environmental mark on our planet.

The use of the internet and digital devices has long been thought of as being good for the environment, such as the increase in digital publications, reducing our reliance on paper, and streaming services, reducing CD/DVD production. However, the energy required to fulfil our appetite for data is equal to 416.2 terawatts per year – equivalent the energy consumption of the entirety of the UK.

Digital sustainability aims to minimise that mark through reducing an organisation's digital carbon footprint in a way that that also improves accessibility, quality and experience. A unique blend of low, medium and high impact initiatives can then be combined to reduce a site's carbon footprint. We have put together a digital sustainability checklist that we would love to discuss with you in more detail.

Take a look at our contribution to the London Climate Action Week or our digital impact blog to see why we are so passionate about the environment.

Our sustainability checklist

Set performance and carbon budgets; design and build with these in mind

Make sure people find your site quickly

Understand users; what jobs do they need to complete? Facilitate those and let them leave

Reduce video, images and custom fonts; be creative with alternatives

Write (c)lean code. Compress and minimise everything. Only load what the user needs

Block and cache and cache again

Consider all angles of data centre sustainability

Tell the world what you're doing and why

Educate yourselves and others; make the planet part of the procurement process

/Contacts

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