VERSION 1

G-Cloud 13

Managed Services – Service Definition

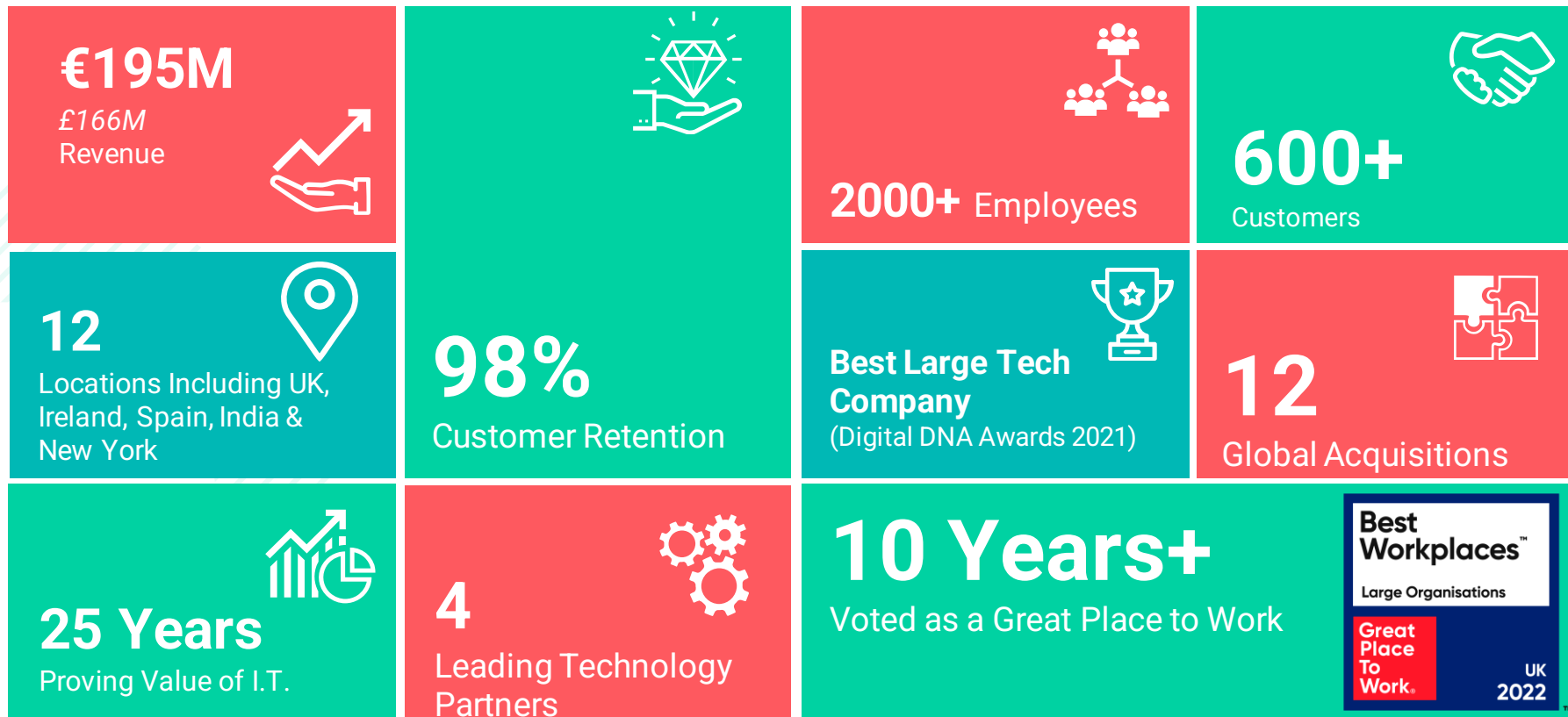**Date:** May 2022

Contents

Who We Are - IT Starts With You

Version 1 proves that IT can make a real difference to our customers' businesses. Established in 1996, Version 1 is trusted by customers to deliver IT services and solutions which drive customer success. Our 2,000 strong team, works closely with our technology partners to provide independent advice that helps our customers navigate the rapidly changing world of IT. Our customers include many high-profile Public-Sector organisations across Local & Central Government, Health, Education and Bluelight as well as many FTSE 100 listed companies, Financial Services organisations, Utilities and Commercial sectors.

€195M
£166M
Revenue

2000+ Employees

600+
Customers

12
Locations Including UK, Ireland, Spain, India & New York

98%
Customer Retention

Best Large Tech Company
(Digital DNA Awards 2021)

12
Global Acquisitions

25 Years
Proving Value of I.T.

4
Leading Technology Partners

10 Years+
Voted as a Great Place to Work

Best Workplaces™
Large Organisations
Great Place To Work®
UK 2022

VERSION 1

Our Difference – Strength in Balance

For the past 25 years we have worked hard to deliver on three commitments underpinned by commitment to our values; making a real difference for our customers, building an empowering culture and growing a strong organisation for the future. Those looking for a short term result or an easier road might sacrifice one benefit for another, but at Version 1 we never have, and never will. We know that our greatest strength is balance across all three; our customers, people and company. **This is The Version 1 Difference.**

Customer Success

Making a real difference through long-term, outcome focused relationships – success that fulfils our people and fuels our growth.

Empowered People
Deliberately selecting, empowering and trusting people who are wired to deliver customer success - an empowerment that drives customer loyalty and organisational strength.

Strong Organisation
A high-performing, financially strong organisation of the highest integrity – a strength that empowers our people and delivers customer success.

WATCH OUR DIFFERENCE

VERSION 1

Who We Work With

Driving digital transformation in the UK public sector

Our 600+ customers include many high-profile Public-Sector organisations across Local & Central Government, Health, Education and Bluelight as well as many FTSE 100 listed companies, Financial Services organisations, Utilities and Commercial sectors.

What We Do

Market Leadership Through Innovation

Data Analytics

- Empowering customers with the right information, at the right time to deliver faster and better decision making to their organisations.
- Services include Vision and Strategy Development, Capability Improvement, Data Warehouse, Integration and Advanced Analytic Services.

Cloud Services

- Experts in migrating and running complex enterprise applications in the Public Cloud.
- Services include Strategy and Adoption, Migration Services, Cloud Managed Services and Cloud Licensing Services.

Digital Services

- Version 1 provides best-in-class Digital Services that enable our private and public sector customers to efficiently deliver digital solutions.
- Services include Application Modernisation, Digital Government, Managed Services and DevOps.

Application Optimisation

- Optimising your core business applications to help users work smarter, faster and more effectively

Software Asset Management Services

- Helping enterprise organisations take control of their software assets.
- Services including License Audit Consulting, Cloud Licensing and SAM Managed Services

Enterprise Resource Planning

- Version 1 is committed to continuous innovation in Oracle Applications Unlimited and helping customers digitally transform through the next generation of Oracle Cloud Applications.

VERSION 1

Our Global Technology Partners

We partner with global technology leaders to provide our customers with the highest quality solutions and services. Our long-standing and enhanced partner relationships and market leading expertise in each partner's technologies allows us to tailor solutions to our customers' unique needs. You can view more on our technology partnerships here.

Version 1 is the Platinum Partner of choice for Enterprise-scale customers across the UK and Ireland.

Version 1 is a Microsoft Gold Certified Partner, Microsoft's most highly accredited independent technical support provider.

We are recognised by our customers for our expertise in developing and deploying innovative, enterprise solutions through Red Hat technologies.

Version 1 proudly holds the status of an AWS Partner Network Premier Consulting Partner.
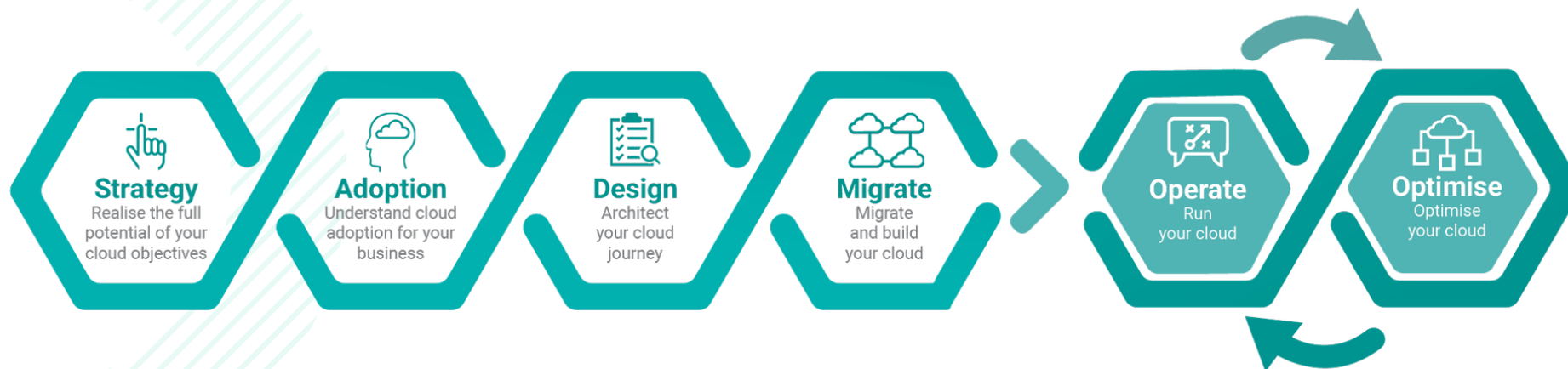
Our Cloud Credentials

Harness the Cloud Expertise of Version 1

Partnering with Version 1 enables businesses to overcome common Cloud challenges - We enable our customers to focus on what matters. Choosing Version 1 as your Cloud Partner provides your business with access to full stack, multi-disciplinary teams with unrivalled experience in:

- Application Design, Development and Management
- Legacy Application Modernisation and Transformation
- Database Management and Optimisation
- Software Asset Management and Licensing

Our consultants are experts in multiple areas of the IT industry, including the full lifecycle of Cloud services, from Cloud Strategy and Adoption through to Design, Transition (Migration to Cloud) and Operation and Optimisation (Our Cloud Managed Services).

Strategy
Realise the full potential of your cloud objectives

Adoption
Understand cloud adoption for your business

Design
Architect your cloud journey

Migrate
Migrate and build your cloud

Operate
Run your cloud

Optimise
Optimise your cloud

VERSION 1

Our Core Values

Every single decision we make, from the smallest to the largest, is governed by our six Core Values. They are simply stated, non-negotiable and ever present. Our Core Values are not aspirational – they are real and lived, it's how our people are wired and this is how we spot 'Version 1ers' – as values cannot be faked.

Honesty & Integrity
Telling customers what they need to hear – not what they want to hear.

Personal Commitment
Being accountable and keeping commitments

No-Ego
Having an open, helpful and 'No Job Too Small' attitude.

Customer First
Actively seeking customer feedback to understand your business.

Excellence
Good enough is never our objective. We solve tough problems and make innovative suggestions.

Drive
Our customers are accustomed to working with driven experts always striving to build something special.

VERSION 1

Award Winning Focus

Recognised for our commitment to business, technical and service excellence through a number of prestigious awards including:

6th Best Workplace Large Organisation UK (2022) (Top 10 2021)

2nd Best Workplace Large Organisation Ireland (2022)

Best Workplaces for Women Ireland (2022)

UK's Best Workplaces™ for Wellbeing (2022)

9th Best Workplace for Women - UK (2019,2020)

Great Place To Work India (2021-2022)

Top 10 Best Workplace in Europe (2017, 2018, 2019,2020)

Healthy Place to Work Ireland (2021-2022)

Healthy Place to Work UK (2019, 2020, 2021)

7 Awards UKOUG Partner of the Year Awards (2020-2021)

Best large Tech Company of the Year Digital DNA (2021)

ESG & Social Value

Version 1 monitor and improve our social value through our ESG strategy that delivers internal and external initiatives to improve the responsibility and sustainability of our organisation for our team, customers, partners, suppliers and communities.

Environmental & Sustainability
We are carbon neutral since 2021 and have set our target to become net zero by 2025. We plant a tree for every new member of our team and are committed to one beach/river clean up per office in 2022.

Education Collaboration
We will reach 1000 students in 2022, partnering with 100 education institutes to provide support to colleges, schools and universities. We will deliver at least 60 work experience and placement opportunities. It is vital that we provide this to help shape and encourage the next generation of employees in the technology sector.

Health & Wellbeing
With at least 1 initiative per quarter to support our team's financial, physical, and mental wellbeing, we have spent over £1m to ensure the comfort of our remote working team. We are a Healthy Place to Work.

Women in Tech
Version 1 are developing and nurturing our company wide Women in Tech movement. We are committed that 80% of our women to participate in one WIT activity each year, our organisation will be made up of 40% women by 2025, and that 40% of our management roles are held by women by 2025.
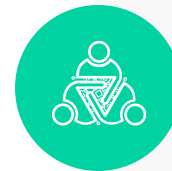
Community First
Our team volunteered over 1000 hours in 2021 to improve employability and skills in the communities we do business in, and in 2022 we are committed to: At least 25% of the Version 1 team personally contribute to their Community First initiatives. 1000 hours delivered in volunteering to improve employability and skills in the communities we work in over 2022. At least 30 new community initiatives launched by 2023.

Diversity, Inclusion & Belonging
We are an organisation dedicated to ensuring diversity, inclusion and belonging is at the heart of all do. We commit to delivering at least one inclusion initiative per quarter.
Alongside our GPTW awards, we are a Disability Confident Committed employer, a Diversity Mark NI (DMNI) Bronze awardee, and are beginning to work towards our DMNI Silver status, and National Centre for Diversity Bronze Level status.
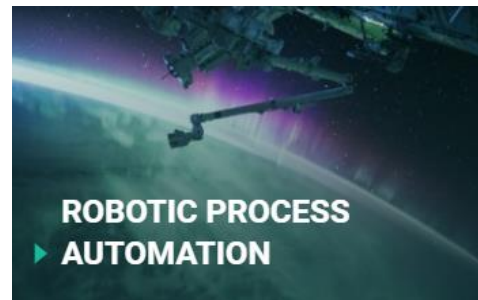
Social Value
Working with our customers to develop bespoke Social Value packages and to monitor and report on the ESG commitments of our organisation, Social Value generates tailored initiatives to deliver against our customers Social value strategies.

VERSION1

Our Innovation Labs

Here at Version 1, we use innovation to drive customer success. As an innovative company from inception, we explore disruptive technology to showcase the value and impact it can have on our customer's businesses. As technology emerges, we're committed to ensuring we explore the latest technology in a repeatable and relevant manner.

Set up in 2018, our Innovation Labs develop innovative solutions and proof of value for customers to ensure Version 1 remain on the forefront of disruptive technology. With an annual investment of £1m into our Innovation Labs, explore past, present and future projects that our dedicated team have been working on.

ARTIFICIAL INTELLIGENCE

BLOCKCHAIN

CHATBOTS

INTERNET OF THINGS

ROBOTIC PROCESS AUTOMATION

VIRTUAL AND AUGMENTED REALITY

VERSION 1

Our Cloud Managed Services Offering

Cloud Platform Operations
Proactively Keeping Your Applications Running

Next-Gen Services
Continuously Improving Your Applications with Cloud Best Practices

Cloud Cost Control
Optimising and Controlling Your Cloud Spend

Cloud Service Management
A Single Reliable Point of Access for Cloud Expertise, Services & Requests

The Version 1 Cloud Managed Services offering consists of four core components; **Cloud Platform Operations, Next-Gen Services, Cloud Cost Control** and **Cloud Service Management**

Our Cloud Managed Services Model

At Version 1, we have divided our service model into three tiers. Each tier provides you with access to specific assistance and benefits, allowing you to choose the services best suited to your needs.

For added flexibility, you are welcome to apply more than one tier to different business applications, or to production and non-production workloads.

ESSENTIALS
Essential Monitoring and Support

Suitable for organisations with relatively standard requirements, or small-scale Cloud estates seeking an 8/5 SLA

8x5 Support with Standard Response SLA

<1hr for critical issues

Routine Cloud and VM Support

Standard backup and patching schedules

Standard Monitoring Service

Alert on basic set of 15-min metrics and threshold breaches

Essential Cost Control

Usage and spend analytics, budget alerting

Basic Cloud Security

Firewall and key management

Best Practice Advice

Access to experts during support hours

ADVANCED
Advanced Managed Services

Ideal for organisations seeking advanced 24/7 support with a proactive Next-Gen Managed Service through an advanced SLA

24x7 Support with Advanced Response SLA

<1hr for critical issues, dedicated tech lead

Advanced Cloud and VM Support

Custom backup and patching schedules, DR testing

Advanced Monitoring Service

Alert on basic set of 15-min metrics and threshold breaches

Advanced Cost Control

Usage and spend analytics, budget alerting and governance

Cloud Security and Compliance

Firewall and CSP WAF management, compliance and security reports

Best Practice Advice

Access to experts during support hours

PREMIER
Full Suite of Cloud Managed Services

Ideal for organisations with strategic sophisticated requirements seeking to optimise costs and environments through a Next-Gen Managed Service and Premier SLA

24x7 Support with Premier Response SLA

<15m for critical issues, dedicated tech lead

Advanced Cloud and VM Support

Custom backup and patching schedules, DR testing

Premier Monitoring Service

Alert on detailed set of 5-min metrics with machine learning analysis and log analysis

Continuous Cost Optimisation

Full cost control service, with premier billing optimisation

Continuous Cloud Security and Compliance

Firewall and CSP WAF management, proactive compliance monitoring

Architecture Enhancement

Recurring architecture reviews and improvements

VERSION 1

Our Service Levels

Level	Description	ESSENTIALS Essential Monitoring & Support (available 8x5/default calendar)			ADVANCED Advanced Managed Services (available 24x7 or 8x5)			PREMIER Full Suite of Cloud Managed Services (available 24x7)		
		Response Time	Update Time	Target Resolution	Response Time	Update Time	Target Resolution	Response Time	Update Time	Target Resolution
P1	Critical Business Service or Function unavailable, severely degraded or inaccessible	30 mins (By Phone)	Every hour	4 hours	30 mins (By Phone)	Every 30 mins	4 hours	15 mins (By Phone)	Every 30 mins	4 hours
P2	Critical Business Service or Function severely degraded	2 hours	2 hours / As agreed	3 working days	1 hours	1 hour / As agreed	1 working day	1 hours	1 hour / As agreed	1 working day
P3	Non-Critical Business Service Function unavailable or degraded	4 hours	Daily / As agreed	10 working days	4 hours	Daily / As agreed	2 working days	4 hours	Daily / As agreed	2 working days
P4	Non-Critical Business Service Function disrupted but workaround available	8 hours	As agreed	1 month	8 hours	As agreed	7 working days	8 hours	As agreed	7 working days
P5	A question, query or minor bug	12 hours	As agreed	As agreed	12 hours	As agreed	As agreed	12 hours	As agreed	As agreed

VERSION 1

Why Customers Choose Version 1 Managed Service

Always On
24/7 365 Service Desk supporting users around the globe.

Flexible Delivery Models & SLAs
Choose the service-level agreement (SLA) and delivery model (remote, on-site or blended) that is right for your business.

Full-Stack Expertise
Full-stack support for all technologies and environments - Applications, Databases, Infrastructure & Cloud Management.

Streamlined & Optimised
ITIL processes adapted and automated to support DevOps and continuous integration and delivery to improve productivity, quality, and service consistency.

Global Standards
Accredited to ISO20000 and ISO27001 standards delivering assurance in service quality and security.

Integrated Cloud
With deep expertise across three Public Clouds (Oracle Cloud, Microsoft Azure & Amazon Web Services) we integrate, operate and run modern Cloud platforms side by side with legacy infrastructure and applications.

Proactive Monitoring
Proactive service monitoring means we identify and resolve issues before they impact your business and deliver a business aligned view of systems and services.

True Partnership
We work in collaboration with your team and suppliers to own issues and drive them to resolution.

Continuous Service Improvement
CSI is a core tenet of our Managed Services which means we are committed to an ongoing cycle of agreed improvements in operational efficiency as well as enabling your Cloud strategy.

VERSION 1

Cloud Managed Services

Cost	**Performance**	**Innovation**
Always On	**Streamlined & Optimised**	**Proactive Monitoring**
Flexible Delivery Models & SLAs	**Global Standards**	**True Partnership**

Our customers trust us to maintain, operate and continually improve their Cloud estates.

VERSION 1

Experts in Leading Cloud Platforms

Azure

Gold
Microsoft Partner
Azure Expert MSP
Microsoft

Gold Application Development
Gold Application Integration
Gold Cloud Platform
Gold Cloud Productivity
Gold Collaboration and Content
Gold Communications
Gold Datacentre
Gold Data & Analytics
Gold Data Platform
Gold DevOps
Gold Messaging
Gold Project and Portfolio Management
Gold Windows and Devices
Silver Enterprise Mobility Management
Silver Security
Silver Small & Mid Market Cloud Solutions

Modernisation of Web Applications to Azure
Azure Advanced Specialisation

Windows and SQL Server Migration
Azure Advanced Specialisation

Windows Virtual Desktop
Azure Advanced Specialisation

AWS

aws partner network

Premier
Consulting Partner

DevOps Competency
Oracle Competency
Migration Competency
Channel Partner
Public Sector Partner
Solution Provider
Marketplace Seller
Well - Architected
Immersion Day Partner
MSP Partner
AWS LAMBDA
Amazon API Gateway
AWS Cloud Formation
Amazon Quicksight

aws certified
AWS PARTNER NETWORK

Oracle

ORACLE®

ORACLE | Partner

ORACLE | Service Partner   ORACLE | Sell Partner

Expertise in
Oracle ERP Financials Cloud
Oracle Cloud Platform Integration
Oracle E-Business Suite Applications to Oracle Cloud
PeopleSoft Applications to Oracle Cloud
Oracle Database
Oracle Linus

Expertise in
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Oracle Cloud Platform Integration
Oracle E-Business Suite Applications to Oracle Cloud
PeopleSoft Applications to Oracle Cloud
Oracle Database
Oracle Linus

VERSION 1

The Growing Demand for Cloud

According to the RightScale State of Cloud Report 2019

91%
of Enterprises use Public Cloud

84%
of Enterprises have a Multi-Cloud strategy

58%
of Enterprises now using Hybrid Cloud

57%
Adoption rate for the use of Enterprise Docker® containers

50% Growth
Serverless is the top-growing extended Cloud service

35%
of Enterprise Cloud spend is wasted

Why Have Our Customers Chosen Cloud?

- ✓ Controlled IT Costs (Consumption-based)
- ✓ Unlimited Storage space
- ✓ Increased Efficiency (Processes and Teams)
- ✓ Conducive to Collaboration
- ✓ Scalability
- ✓ Increased Security
- ✓ Reduced Operational Overheads
- ✓ Faster Time-To-Market
- ✓ Reliable & Fault Resilient
- ✓ Disaster Recovery

VERSION 1

Not without its challenges

The majority of organisations today have adopted the Cloud in various forms to access the associated benefits. While there is an ever-growing range of benefits to be seized by exploiting the Cloud, for many busy organisations, harnessing these opportunities can be difficult without a specialist partner such as Version 1. We support our customers in balancing day-to-day operations with the innovation required to drive business transformation and strategic objectives forward.

Cost Management

Cloud Compliance

Lack of Cloud Expertise

Ensuring Best Practice

CHALLENGES ADDRESSED

Adopting New Service Models

Visibility Across Estates

Vendor and Tool Management

Ensuring 24/7 Operation

VERSION 1

Much more than Keeping the Lights on

The Evolution of Managed Services from Vendor to Trusted Advisor and Partner

As a trusted and audited Cloud MSP, our main goal is to be proactive as opposed to being reactive.

A successful MSP should be equipped to handle several challenges, including the shift from pure ITIL-based operational model to a more dynamic agile model, incorporating elements of design, architecture, automation, CI/CD, DevOps, security, and financial optimisation. Business requirements are becoming increasingly dynamic and should be handled in an equally dynamic way.

Traditional MSP	Cloud MSP
Focused on running and operating	Design, architect, automate
Hardware-based solutions	Cloud and software- based solutions
Centralised operations	Distributed operations and resources
Device-based SLAs	Solution/application- based SLAs
Complex, manual change management	Devops, CI/CD, self-healing solutions, Infrastructure-as-Code
Static monitoring with fixed thresholds	Dynamic monitoring, anomaly detection, machine learning
Security risk mitigation	Security by design, continuous compliance
Outsourcing vendor	Trusted advisor and partner

VERSION 1

Additional Information

Best Practices

Information Security Management System

Version 1 recognise that the relationship between information security and IT service management is so close that we implemented an Integrated Management System (IMS) that has been certified to ISO 27001:2013 and ISO 20000-1:2011 with matching scopes. Version 1 is also currently certified for Cyber Essentials and comply with the requirements for Cyber Essentials Plus.

The Version 1 IMS is based on the guidance provided in the International Standard for the Corporate Governance of IT (ISO/IEC 38500) and the International Standard for Risk Management (ISO 31000).

The Version 1 IMS is audited every 3 months, alternately by internal and external auditors. An Information Security Officer along with the IT Governance Committee are responsible for maintaining the IMS, as well as providing advice and guidance on policy implementation

Backup / Restore and Disaster Recovery
Version 1 recognises that each customer will have different requirements for Backup/Restore and Disaster recovery. Version 1 works with customers to define and agree customer data assurance requirements and designs a solution based on best practice that will fit these requirements.

Service Delivery

At Version 1, we have a dedicated Customer Success team, whose overarching purpose is to develop long-term, business benefit and outcome-based partnerships with our Customers. We have an enviable track record in terms of our Customer Satisfaction scores (NPS of 64% for 2022) over many years and a customer retention rate of 98%.

Our Service Management systems deliver a best in class Service Management framework that has been designed around the ITIL principles and is certified to ISO20000-1:2011 since 2011. Continuous Service Improvement is central to all Service Management framework. Version 1 adopts a quarterly rhythm that includes independent auditing of our processes and policies every quarter. This frequent audit mechanism ensures that not only do our policies and processes conform to the high standards but that opportunities for improvement are researched and always acted upon.

Our standard support hours are **9am to 5.30pm Monday to Friday** excluding Bank holidays. We can provide extended support up to full 24 x 7 x 365 coverage.

At Version 1, we have divided our service model into three tiers (which is detailed in slide 16). Each tier provides you with access to specific assistance and benefits, allowing you to choose the services best suited to your needs.

For added flexibility, you are welcome to apply more than one tier to different business applications, or to production and non-production workloads.

Service Credits

We are happy to agree appropriate Service Credit arrangements tailored to customer priorities and the specific details of the service. This will be discussed and agreed during the on-boarding process.
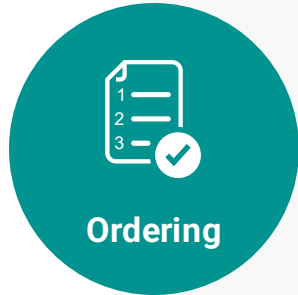
VERSION 1

Training

Enabling Uptake

A critical aspect of any project is the need to conduct comprehensive training for the users in the use of the application. Version 1 is committed to conducting professional training to ensure that users of the system can gain maximum benefit from using it.

Version 1 normally propose a 'train the trainer' approach to user training be adopted, integrated with the testing and overall acceptance phase of the project. This requires a difference in approach from standard training courses, as users need to be trained in both the application and in how to pass this on to their colleagues.

A number of "super users" for the system should be nominated by the client and could also be identified through a Training Needs Analysis process. The Super Users will be trained in the use of the system, and will then be responsible for training their colleagues. Before commencing the training, the super users will complete the User Acceptance Testing (UAT). As this is a critical part of the project, coming just before implementation, it is paramount that those conducting UAT have an in-depth knowledge of the system so they can accurately determine whether it is functionally accurate and complete. Creating a group of super users helps bring flexibility and reassurance to the initial training process, as well as ensuring resources in place to train new staff when they take up new positions. This helps preserve the operational efficiency of your system, without being reliant on the availability and cost of external training providers.

A User Guide will be prepared to support the training and this would then be made available for all other training that will take place. As the application will be developed utilising widely used conventions, familiar to anyone who has used a major consumer website, we do not envisage that we will need to spend a lot of time on teaching the actual mechanics of using the application. The focus of the training will be on understanding the business processes and how the application supports those processes.

VERSION 1

Onboarding & Offboarding

Ordering

Ordering Version 1 Cloud Services can be ordered by filling in the on-line form on the Version 1 website or by emailing a summary of the requirements to the Version 1 G-Cloud Account Manager. The summary should include:

- Organisation and Contact details
- Number of users
- Any optional requirements
- Any specific security and Information Assurance requirements

The Version 1 Account Manager will confirm the details of the service to be provided and confirm the pricing. These details should be entered into the standard G-Cloud Framework Order Form and the Call-off contract completed. The Version 1 Account Manager will assist with this. The G-Cloud Service Charge will be invoiced monthly in arrears.

Transition Management

Version 1 uses an ITIL based Transition Management process to Onboard and offboard customers. This process is ISO20000-1:2011 certified since 13th July 2011.

The Version 1 Transition Management approach is governed by the Prince2 Project Management methodology which has clearly defined governance structures and processes. We tailor our approach thus ensuring appropriate levels of governance, control and reporting are customised to the needs of the client.

Offboarding
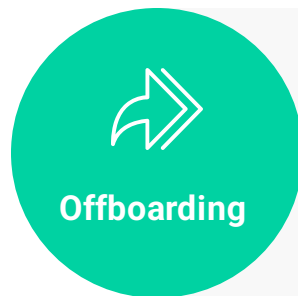
Clients can terminate their cloud services contract with one's month notice.
Version 1 will assist with service migration and can provide a data extract in an agreed format. This migration work will be chargeable based on the standard G-Cloud rate card

VERSION 1

Customer Responsibilities & Requirements

Customer Responsibilities

Customers for Version 1 Cloud Services are responsible for:

- Providing a nominated support or service manager as a contact point for issue resolution and escalations relating to the service;
- Ensuring that all users of the system have received appropriate training
- Working in partnership with Version 1 in the resolution of system issues where there is joint element of responsibility e.g. integration issues
- Providing information in a timely manner on request to enable Version 1 to carry out its obligations under the contract

Technical Requirements

Users of Version 1 Cloud Services require a currently supported web browser and a communications link with sufficient capacity for the service.

The browsers officially supported for this service are:

- Internet Explorer
- Google Chrome
- Mozilla Firefox
- Safari

VERSION 1