Service Definition Document

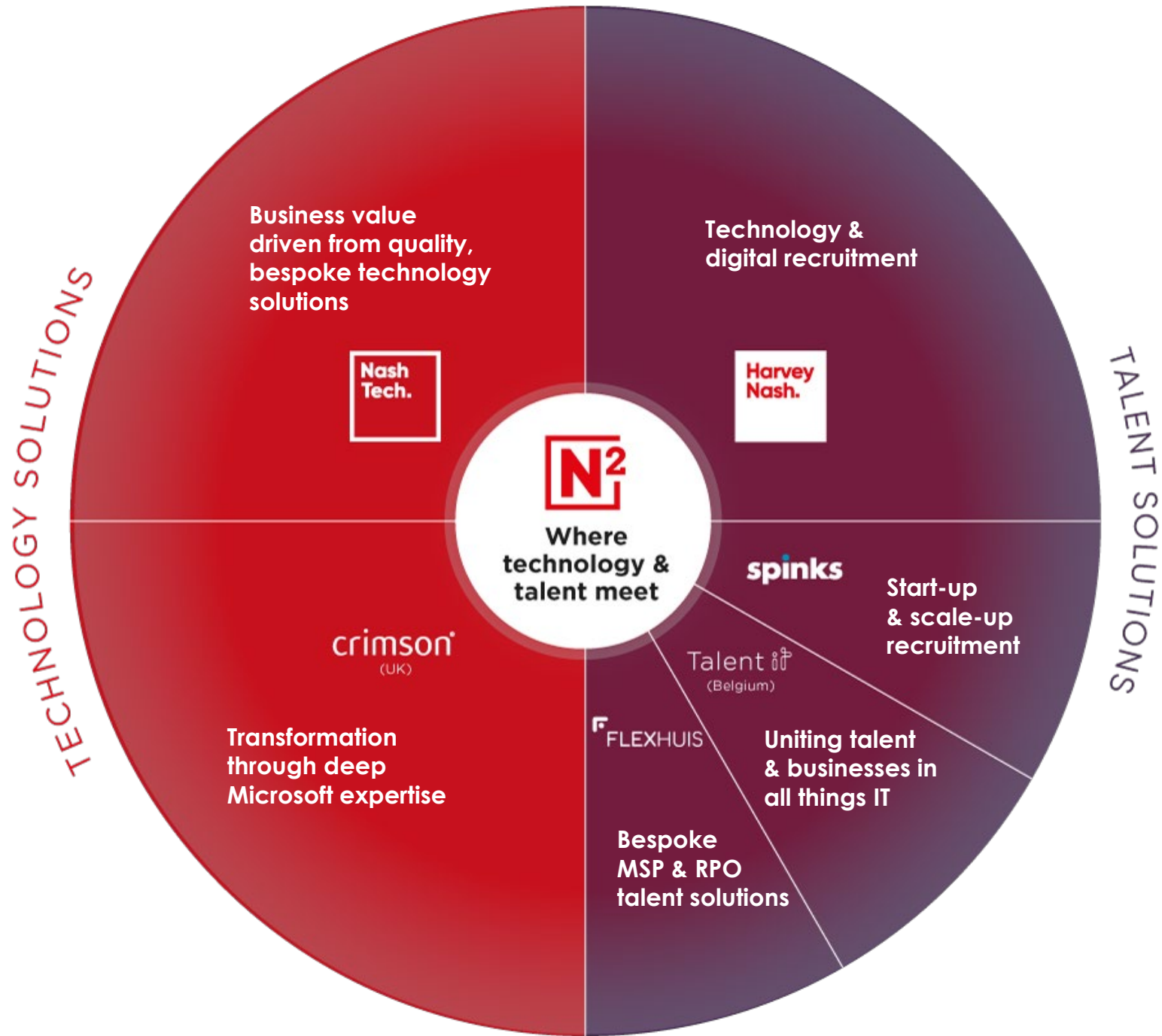Cloud Support
Data Services

OUR POSITION

Nash Squared is the leading global provider of technology and talent solutions.

We're equipped with a unique network that realises the potential where technology and talent meet.

For over three decades we've been helping clients solve broad and complex problems, building and scaling their technology and digital capability.

TECHNOLOGY SOLUTIONS

TALENT SOLUTIONS

Business value driven from quality, bespoke technology solutions

Nash Tech.

Technology & digital recruitment

Harvey Nash.

N² Where technology & talent meet

spinks

Start-up & scale-up recruitment

crimson (UK)

Talent IT (Belgium)

FLEXHUIS

Transformation through deep Microsoft expertise

Uniting talent & businesses in all things IT

Bespoke MSP & RPO talent solutions

OUR CAPABILITY

Global

16
countries

Presence

48
offices

Expert

3,300
colleagues

Delivery

10,000+
solutions delivered

500,000+
experts placed

Cloud Support Capability
What we do

Nash Squared Cloud Support Services have been designed with the needs and objectives of our clients in mind – focused on collaborative planning and swift and seamless service execution. Each Cloud Support Service is project managed in line with ITIL methodology and delivered by certified project management professionals. Our expert consultant teams determine client need and requirement, tailoring project plans to meet scope and timescales in line with individual Cloud adoption and transition needs. Early engagement with client teams drives expedited results – ensuring consultant resource is focused on guiding and supporting stakeholders throughout each stage of an organisations Cloud journey

How we do it

- We take full ownership of end-to-end service delivery on either a statement of work or time and materials basis
- Focused on close client collaboration, our Cloud Support Services support complex enterprise requirements
- We ensure rapid deployment to meet critical demands – with minimal disruption during adoption of or migration to the Cloud
- Solutions are delivered through our Programme Management Office comprising Programme and Implementation Managers, Designers, Solutions Architects and back office support, i.e., dedicated Service Desk

Cloud Support Services
Nash Squared Specialisms

Architecture-as-a-Service

Business Change, Analysis & Alignment

Cloud, Strategy Deployment & Migration

Data Services

Digital Outcomes-as-a-Service

Project Delivery-as-a-Service

Security-as-a-Service

Specialist Cloud Services

Cloud Support
Data Services

How it works

Harvey Nash supports the design, delivery and execution of data information strategy including architecture, data and BI Insight strategies across projects and/or enterprise wide estates. Support services include Master Data Management, Enterprise Data Warehouse, BI Development and Reporting - all aligned to enable digital transformation and deliver on business outcomes.

Service Features

- Design and delivery of data and BI projects across the public sector
- Services include Master Data Management, Enterprise Data Warehouse, BI Development, Reporting
- Aligned to enable digital transformation and deliver on business outcomes.
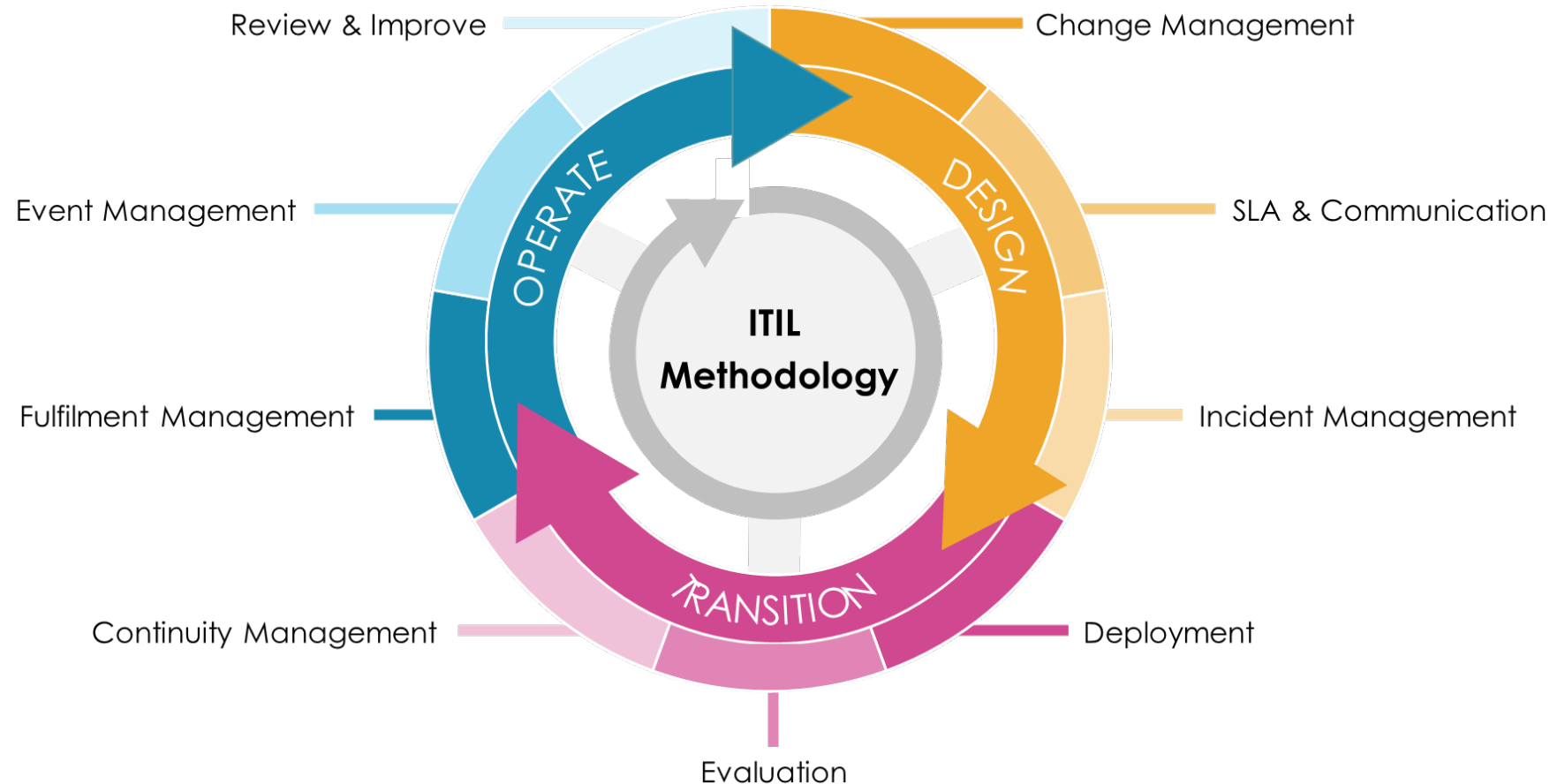
Service Benefits

- An agile and flexible service delivered as T&M, fixed-price work package/ SoW
- Delivered by experienced PMO professionals with understanding of complexities within cloud environments
- Our consultants hold security clearance (SC and DV).

Agile Methodology
Quality Assured Process

Each Nash Squared programme is delivered in line with Agile programme management methodologies, including ITIL, Scrum and Prince2. Taking an Agile approach our teams can better plan and coordinate requisite resources in line with cost, time and quality expectations. Project plans are continuously augmented in line with the changing needs of each clients business, allocating tasks to key personnel to clearly guide delivery structures and flight maps according to a single source of truth, whilst ensuring our deliver teams time is monitored and accurately recorded.

Review & Improve

Change Management

Event Management

SLA & Communication

Fulfilment Management

Incident Management

OPERATE

DESIGN

ITIL Methodology

Continuity Management

TRANSITION

Deployment

Evaluation

Delivery Approach
High-touch Collaboration

Dedicated Delivery Teams

To ensure clients experience high touch support from day one, we allocate dedicated Account Managers to act as a single point of contact. We provide support from initial consultation through to readiness, design and delivery focused on continuously enhancing and improving capability.

Collaborative Delivery

Consultant teams promote close client collaboration at each stage of the Cloud journey to fully understand changing organisational needs and objectives – tailoring mobilisation and delivery plans to maximise outputs. Our subject matter experts deliver ongoing advice to aid continuous improvement.

Dedicated Service Desk Support

Nash Squared dedicated Service Desk is the central point of contact for users who require assistance. The Service Desk resolve technical issues and record enquiries for escalation to the most appropriate manager or department for resolution within the timeframes established within the Service Desk SLA. The Service Desk provide detailed reporting pertaining to types of calls, volumes, resolutions, escalations, time to respond etc.

Review and Reporting

The Nash Squared Account Manager and Service Desk will be available to support ad-hoc reporting. Account Managers will agree a review and reporting schedule, including service reviews and regular update and progress calls. They will provided service delivery analysis focused on SLA performance, risk mitigation and continuous improvement.

Specialist Insight

As a Tech focused organisation our consultant teams offer extensive, real-time insight into current Cloud trends and innovations. Across the group we both deliver and take part in Tech industry events, seminars and roundtables, regularly producing Research and Thought Leadership to keep our clients ahead of the curve on Cloud capabilities.

Onboarding & Offboarding

Collaborative engagement and pre-implementation consultation

Teams assess existing capability to define target operating models

Readiness Assessment completed and project plan agreed

Consultants coached in client requirement to hit the ground running

A robust communication and review framework is established

Consultant teams are embedded as an extension of operations

Target Operating Model ensures ongoing efficacy of Cloud provisions

Support and training provided up to transition to BAU operations

NextGen – Hire, Train, Deploy
What we do

We recruit, train and deploy technology consultants at entry level. Our diverse, tech talent supports your digital and cloud requirements. Our local selection and Academy training ensures candidate fit with long term retention.

Vetted candidates – We ensure our consultants demonstrate meaningful commitment to your department and your technology team to support you cloud goals through a bespoke sourcing campaign.

Training Academy – tap into trained talent pools who are taught in house by our subject matter experts.

Support – from helping with onboarding to sharing best practice, our success team is there every step of the way.

Convert - We offer you the option to transfer our consultants to permanent Civil Servants.

Next Gen Services

- Software as a Service
- Cloud as a Service
- Architecture as a Service
- Test as a Service
- DevOps as a Service
- Business Analysis as a Service
- PMO as a Service
- Security as a Service
- Data Engineering as a Service
- ERP as a Service
- Application Support as a Service

Social Value
Nash Squared Commitments

Nash Squared's social value approach ensures we are maintaining and continuously improving our commitments to community sustainability – augmenting and expanding new and existing initiatives and programmes to drive measurable social, economic, and environmental value. We have partnered with multiple clients across the public sector to support bespoke social value programmes - from offering career consultancy, advice and mock interviews to students, to consulting on training and development opportunities for people looking to upskill for a move into Tech, and enablement support for underrepresented communities and those facing barriers to success.

Developing Tech Skills

Advising students on pathways into Tech disciplines. For example, we addressed c.3,000 school students in 2021 through the Scottish CivTech Programme

Employability Programmes

Engaging individuals interested in upskilling or retraining through interactive sessions and workshops, i.e. previously delivering a pilot programme with E-Act

Modern Apprenticeships

Annually HNG onboard two new Apprentices. For some clients we commit to additional apprenticeships against spend threshold targets

Adding Value
Enhancing Customer Experience

On demand service

Our infrastructure supports rapid implementation and delivery of specialist Cloud Support services through a significant global network of Cloud expert consultants – ensuring reactive capability

Flexible delivery teams

SC and DV cleared teams are highly scalable – ensuring clients have access to requisite levels of consultant and programme management support in line with evolving Cloud requirements

Quality focused process

To ensure cost control and drive service quality we manage our programmes in line with a robust governance and assurance process designed to mitigate risks and deliver expected results fast

Continuous improvement

We focus on continuous improvement from day-one – working collaboratively to monitor quality, track results and analyse performance to make recommendations to expedite/improve delivery

Our Reach

AMERICAS

USA
Canada
Costa Rica
El Salvador
Colombia

EUROPE

Belgium   Poland
Germany   UK
Ireland
Netherlands

ASIA-PACIFIC

Australia
India
Japan
Singapore
Vietnam

Contact Us

The Nash Squared Bid Function monitors and coordinates G-Cloud Framework requests and enquiries. Please direct correspondence to **bids@nashsquared.com** FAO Richard Turner, Head of Bid Management

Operating Hours

- Monday – Friday 8:00am – 18:30pm
- Out of hours support accommodated

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