vysiion™

AN EXPONENTIAL-E GROUP COMPANY

Cloud Infrastructure Design and Build

G-Cloud 14

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Contents

1. Service Overview

Vysiion offer a breadth of professional services to support you in migrating services into the cloud, including the migration to various cloud platforms such as Microsoft Azure and Amazon Web Services (AWS). Our technical teams are experienced in building cloud environments using the latest technologies and we have extensive experience migrating customer infrastructure and services to many different cloud platforms, including the migration of on-premise servers to an IaaS, Exchange Server to Office365, migration to a cloud telephony platform and many more.

Vysiion analyses your data, security, and connectivity requirements, creating the technical solution design and producing a detailed project plan encompassing all your required deliverables/activities, responsibilities and dependencies. We help you through all aspects of the implementation and transition and provides support for the post implementation period.

We approach each project with flexibility and can supply experienced Project Managers and Technical Consultants to cover every aspect of the full project lifecycle, including:

- Scope and requirements capture
- High-level and low-level designs (with Risks, Assumptions, Issues, and Dependencies [RAID])
- Project planning
- Build and integration
- System testing and support of User Acceptance Testing (UAT)
- Migration of services
- Early life support

Key considerations for the cloud service design include:

- Your budget
- Security controls relevant to your compliance requirements
- Data storage and expected growth
- Connection requirements and bandwidth
- Resilience

1.1. Features

- Phased migration project approach
- Requirements Capture Workshops
- HLD, LLD, Project Plan, RAID
- Build, Integration, System Testing
- Migration Service
- Post Go Live Support
- PRINCE2 project management
- Agile design principles where preferred
- TOGAF skilled architects
- Platform agnostic
- OFFICIAL and SECRET classified solutions

1.2. Benefits

- Formal project governance with sign off at key milestones
- Security cleared staff (SC and above) experienced in delivering solutions across the public sector

- Optimal and secure cloud service design and builds, using experienced cloud technicians
- Migrations on time and to budget

2. Why Vysiion

Vysiion offers integrated turnkey solutions providing critical infrastructure and comprehensive managed services into a broad range of sectors including central and local government, utilities, defence, and the emergency services.

Our breadth and depth of experience enables us to deliver complex deployments across cloud, network services, security, voice, and ongoing managed services.

Vysiion's customers benefit from our vast industry expertise and extensive security accreditations which provide assurance that our services meet the rigorous standards and compliance needs of global businesses. Our certifications include:

- ISO9001 - Quality Management System
- ISO27001 - Information Security Management System
- ISO14001 - Environmental Management System
- ISO 45001 – Occupational Health and Safety
- ISO 14064 – Carbon Reduce
- Cyber Essentials and Cyber Essentials Plus certifications

Our head office is in Chippenham, Wiltshire and we also have offices at Ark Data Centres in Spring Park, Corsham, and Cody Park, Farnborough. Services are delivered by our experienced, professionally qualified and Security Cleared (SC and above) staff, as appropriate. We operate a 24/7 ITIL aligned Service Desk with comprehensive service management processes, and a 24/7/365 Network Operations Centre (NOC).

We also provide data centre solutions within highly resilient Tier 3 data centres, on UK sovereign territory which are separated by >50 miles for geographical diversity.

The acquisition of Vysiion by Exponential-e in 2020, has further enhanced our capabilities and expertise. Exponential-e is a British cloud, network, and Unified Communications (UC) provider with an innovative connectivity, cloud, and security portfolio.

As well as its own significant sector expertise, Vysiion also works in partnership with many suppliers to enhance its own capabilities. We have established deep relationships and strategic partnerships with key suppliers/vendors including Microsoft, AWS, Dell Technologies, VMWARE, Cisco and Ark Data Centres, the home of the Crown Hosting Data Centres.

Vysiion only uses services that meet the rigorous standards and compliance needs of global organisations, meaning data is stored in state-of-the-art, secure, ultra-reliable and energy efficient data centres.

A range of G-Cloud services and complementary capabilities are available from Vysiion. These can be procured alongside this service to support your transition towards more commodity-based ICT.

3. Detailed Service Description

Vysiion's migration projects typically follow a standard phased approach, as illustrated below in Figure 1. The nature of the project being undertaken will determine the precise steps, however, following a standard approach ensures that we can apply proven project governance and quality assurance processes, and ensures that each phase is 'signed off' before commencing to the next.

This approach also allows us to provide realistic time estimates for reaching significant milestones, and for the project as a whole.
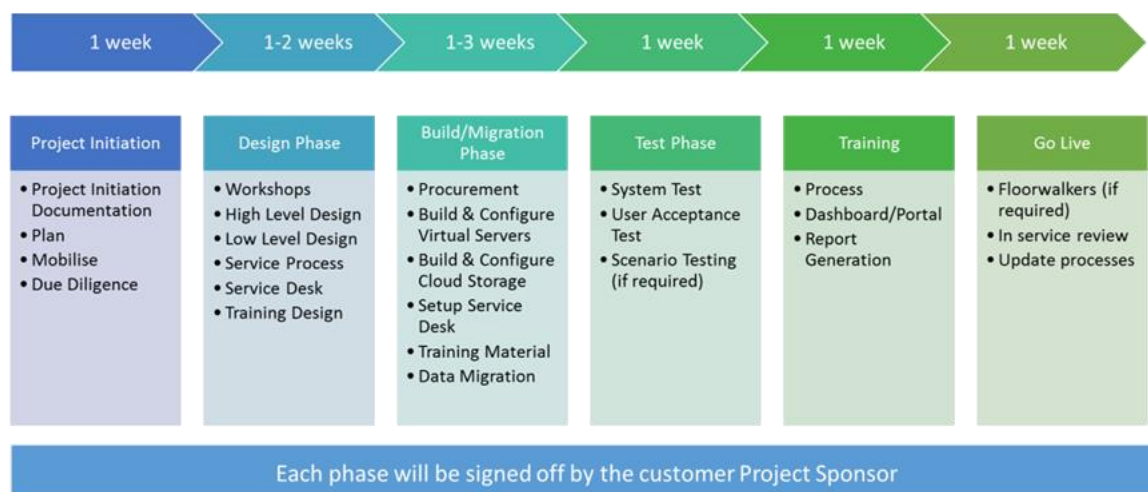

Figure 1 - Our standard migration project phases can be aligned to the scope of individual projects – ensuring they provide the necessary governance and quality assurance

1. Project Initiation

The Project Manager works with you to agree the project scope, deliverables, key milestones and project governance and reporting. Project governance spans the entire project and includes regular highlight reports, finishing with a close-down report. The Project Manager will oversee all activities throughout the project lifecycle.

2. Design Phase

We conduct requirements capture workshops with you to develop a comprehensive understanding of the system, the output being an agreed Requirements Verification and Traceability Matrix (RVTM).

This phase is important to ensure that the cloud solution is designed according to the agreed specification and that subsequent phases do not present any surprises. Our Technical Consultants develop high- and low-level designs and assess any training and knowledge management requirements.

We make any dependencies on you and any third parties clear, attempt to resolve any assumptions, and mitigate any risks.

3. Build/Migration Phase

The Technical Consultants will build and configure the cloud platform to meet your specification.

4. Test Phase

Working with your appointed representatives, the solution will be tested against the requirements specified in the RVTM. Vysiion will test the system and document performance before supporting you with User Acceptance Testing (UAT). Our testing regimes follow proven industry standard processes.

5. Training

The new cloud platform may create a training and knowledge management requirement. Vysiion will work with you to address any gaps and ensure that your employees are trained to the required standard.

6. Go Live

Release into the live environment is undertaken only once testing is complete. Vysiion will provide deskside assistance and support where required to ensure your business operations are not impacted.

3.1. Resourcing

Project Management

The Vysiion Project and Programme Management team provides PRINCE2 based project management for all cloud implementation projects. Where preferred, agile methodologies can be used as an alternative to the traditional stage gated method. The required level of appropriately skilled resource will be allocated, depending upon the size and complexity of the project. We offer three levels of project management:

- Programme Manager: A senior level Project Manager, typically experienced in overseeing multiple project work streams. Deployed on large scale projects where multiple projects are inter-reliant
- Project Manager: Qualified Practitioners who deliver stand-alone IT projects
- Project Coordinator: Provides project support including scheduling diaries and activities, delivery, and collection of equipment, produces project documentation and progress reports

> **SFIA Rate applicable:**   Business Change
>
> Initiate and influence/Ensure and Advise/Enable

Design and Build - Technical Consultants

Vysiion's team of technical consultants specialise in the design and planning of cloud solutions to. They are experienced in a variety of cloud platforms and migration tools.

These individuals are responsible for:

- Requirements Capture
- Creation of Solution and Technical Designs
- RAID
- Technical Governance and Authority

> **SFIA Rate applicable:**   Solution Development & Implementation
>
> Ensure & Advise

Design and Build - Build Engineers

Vysiion's team of build engineers specialise in the build of cloud systems in accordance with the design documentation. They are experienced in a variety of cloud platforms and migration tools.

These individuals are responsible for:

- Build to design specifications
- System testing
- Go Live support

> **SFIA Rate applicable:**   Solution Development & Implementation
>
> Enable

3.2. Service Management

Our service is subject to ISO9001 compliant quality controls and ITIL aligned processes.

We will appoint a dedicated Account Manager who will maintain clear lines of communication and respond quickly to any requests. We will also appoint a lead consultant who will have responsibility for liaising with your project team and managing the relevant Vysiion project resources.

In addition, a Project Authority will be appointed who is a member of the Vysiion Senior Leadership Team and who will act as the point of escalation.

3.3. On-boarding and off-boarding

We follow an established and proven transition process which will ensure services are onboarded successfully and within the required timescales.

Off-boarding is upon project completion and customer signoff.

3.4. Training

Various training engagements may be provided as part of the project including communication planning, employee engagement initiatives and training of users and project participants.

3.5. Customer responsibilities

You will need to ensure that key stakeholders and appropriately authorised personnel are available to the Vysiion project teams to provide access to all relevant information and to allow for decisions to be made.

You will also need to ensure that they have discussed and/or provided the following:

- Standard Operating Procedures
- Security Policy - agree access to policies and procedures
- Allocate systems owners to all implemented systems and nominate authorities to review access rights and maintain communication to provide timely user status change notifications
- Ensure all customer staff adhere to the required policies and procedures
- Ensure Vysiion is informed of any changes (password/account/user circumstance changes) in a timely manner

3.6. Trial service

A free consultation is available. Please contact Vysiion to discuss.

3.7. Termination

Termination costs will depend upon individual circumstance. Please contact Vysiion for more information.

4. Pricing

Our solutions are tailored to each customer and pricing will be based on individual customer requirements and the calculated resource requirement, which are charged for in accordance with the published Vysiion SFIA Day Rates document.

Vysiion offers transparent pricing to give its customers confidence that it represents excellent value for money.

Travel and subsistence costs will be charged at cost, monthly in arrears against the cost incurred.

5. Ordering and Invoicing

You can contact Vysiion via the following methods:

- Email to cloudsales@vysiion.co.uk
- Telephone: 01249 446500 and ask to speak to the Sales Team.

Following detailed discussions about your requirement, Vysiion will assist you in completing the G-Cloud Call-Off order to meet your requirements.

Billing for the service can either be monthly or quarterly.

You will typically be invoiced once the work has been completed, and any deliverables accepted and signed-off. For larger projects, we will agree on milestone payments. Once the milestones have been completed, accepted and signed off, Vysiion will invoice you for the relevant portion of work.

Payment is expected within 28 days.

Vysiion can use a range of electronic purchase and payment systems.

6. Conclusion

Vysiion follows tried and tested project management and analysis/design/implementation methodologies to ensure successful cloud deployments which provide maximum return on investment, using its skilled and experienced employees and partners.

Customers can be assured that Vysiion's approach, using trusted industry processes and methodologies, will ensure an effective project rollout that will deliver technologically innovative scalable solutions to maximise your project benefits.