IMPROVE™

CapVentis

G-Cloud 14 Capventis
Service Definition Document

2024

Table of Contents

1. Service Overview
2. Service Information
3. G-Cloud 14 Alignment Information
   - 3.1 On-boarding and Off-boarding
   - 3.2 Pricing
   - 3.3 Service management
   - 3.4 Service constraints
   - 3.5 Service Levels
   - 3.6 Back-up/restore and disaster recovery
   - 3.7 Financial recompense model for not meeting service levels;
   - 3.8 Training
   - 3.9 Ordering and invoicing process
   - 3.10 Termination terms
   - 3.11 Data restoration / service migration
   - 3.12 Consumer responsibilities
   - 3.13 Technical requirements
   - 3.14 Details of any trial service available.
4. About Capventis & Our Services

CapVentis

1.0 Service Overview

Service Definition

1.0 Service Overview

Capricorn Ventis Ltd trading as Capventis has been providing expert premise and cloud solution services to both the public and private sector since 1998. Capventis specialises in digital solutions, providing the full life cycle of advisory, design, configuration, integration, implementation and support services.

The focus is on agile delivery that provides modern, flexible and cost-effective solutions that are aligned to the needs of today's digital economy. We recognise that the best solution is not just about one technology over another, but about what fits, works and aligns to the real needs of the business.

This service definition describes in some more detail how Capventis deliver specialist cloud services and solutions of the types listed in our Cloud Online submissions;

1. IMPROVE – Value Engineering in the eXperience Economy
2. Customer & Employee Engagement (CE)
3. Customer & Employee eXperience (CX)
4. eXperience Management (XM)
5. Integration and Functional Enablement (Capventis Glu)
6. Data Analytics
7. Data Mobilisation

We partner with tier one vendors to deliver a mix of technologies that reside in both the cloud and on-Premise. There is always a level of integration required that ensures the various solutions work seamlessly through any channel of communications, regardless of where they physically sit. We work with leading technologies and vendors including Qlik, Zendesk, and Qualtrics.

Service Definition

1.0 Service Overview

Furthermore, we work at the forefront and boundary of new technology, especially prevalent in area such as mobile, internet and tablet mediums. The core of business requirement is not changing; organisations still need to address the same fundamental challenges of interaction, transaction and service delivery to a varied customer base. However, the channels of communication as well as the technology are changing rapidly, as are the scenarios where these can be deployed.

We recognise that the public-sector organisation of today and tomorrow needs to be able to reach and engage with its customers in any place at any time. The interaction and customer experience needs to be defined in terms such as simplicity, speed and flexibility. Content and information needs to be specific and fit for purpose. It needs to be easy to find, extract and consume. All of this needs to be put in place, operated and supported with the minimum of internal effort.

The Capventis service proposition takes these issues from vision through to implementation across the multiple scenarios described in our proposition; the Cloud Online submissions. We understand deeply the (vendor) technologies that we partner with. We also understand how to align these technologies to the services proposition (process and information) of your organisation (local authority, central government and associated private enterprise).

We prefer to work with / within your business and IT team to deliver these solutions jointly. This makes best and most cost-effective use of the respective time and skills available, as well as ensuring the best possible solutions.

Service Definition

1.0 Service Overview

We work with, and advocate vendor solutions that are already accredited (meeting UK government requirements) and proven for cloud computing from leading vendors. The cloud service provider provides the platform to enable the business processes and manage the associated information, according to the appropriate security and access requirements. For certain technologies (e.g. QlikView) that we work with, hosting is an option, which can be deployed using third party hosting providers. In these cases, we would work with our clients to identify the most appropriate hosting environment.

The Capventis approach is to ensure that the information needs of the organisation are properly structured according to the business need, the architecture and features of the cloud platform, and the need to integrate back into the internal on premise systems and the external customer systems/devices, as well those of any other stakeholders.

Security of information is a critical issue that needs to balance need-to-know, need-to-access versus data protection.

CapVentis

2.0 Service Information

Winning in the eXperience Economy

…put customer in the driving seat
have finger on the pulse
action insight
embrace change
deliver wins for customer *and* for company…

Everybody Wins

Operational Data

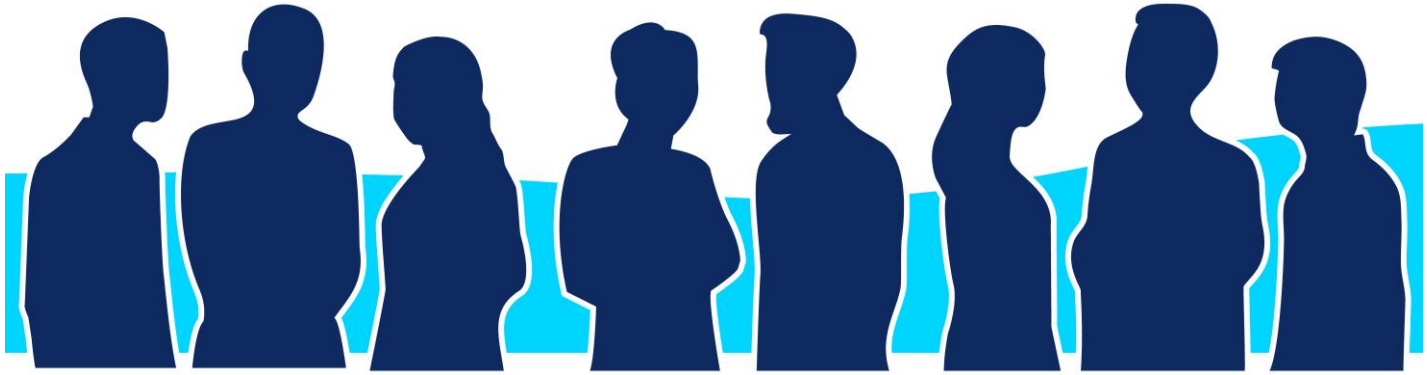
O-Data extends the range of knowledge across the value chain.

O-Data is the ingredient connecting business with systems.
Analytics uses O-Data to understand the past and predict the future.

eXperience Data

X-Data informs what people think and do.

People share what they value
and help define how it can be realised.



Combine for Value

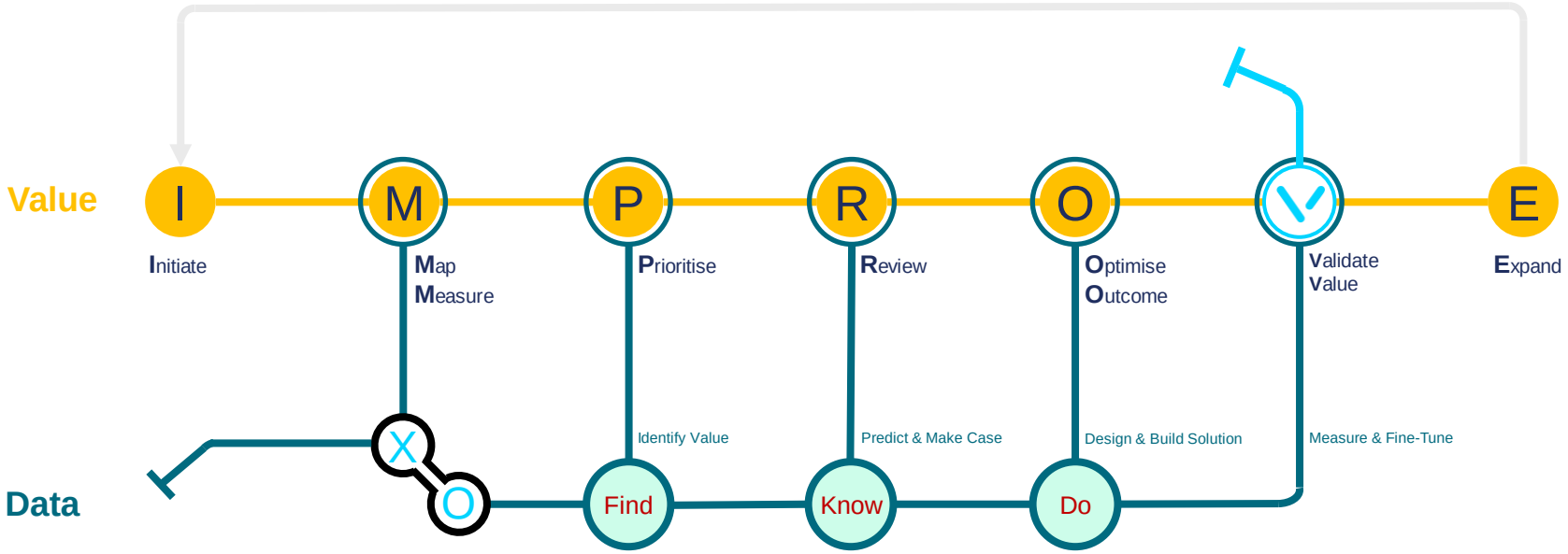
By collecting and combining
O-Data and X-Data,

organisations can
better **understand** their customers and themselves,
and use that knowledge to **enhance** eXperiences
and engineer **value**.

IMPROVE™

Capventis Value Engineering Framework

IMPROVE™


Value
I
Initiate
M
Map
Measure
P
Prioritise
R
Review
O
Optimise
Outcome
V
Validate
Value
E
Expand
Data
X
O
Identify Value
Predict & Make Case
Design & Build Solution
Measure & Fine-Tune
Find
Know
Do

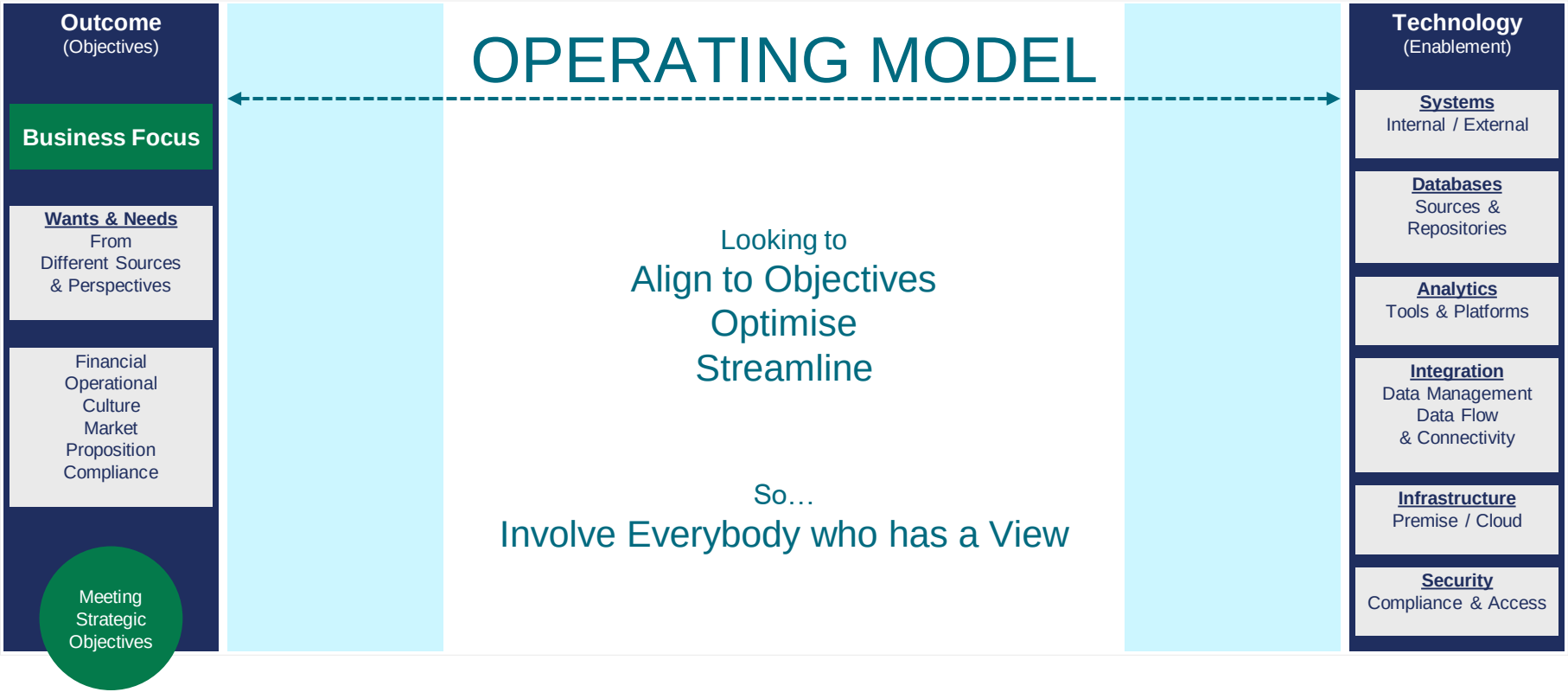
Implementing IMPROVE

Capventis Approach – Engineering Value with IMPROVE

IMPROVE™

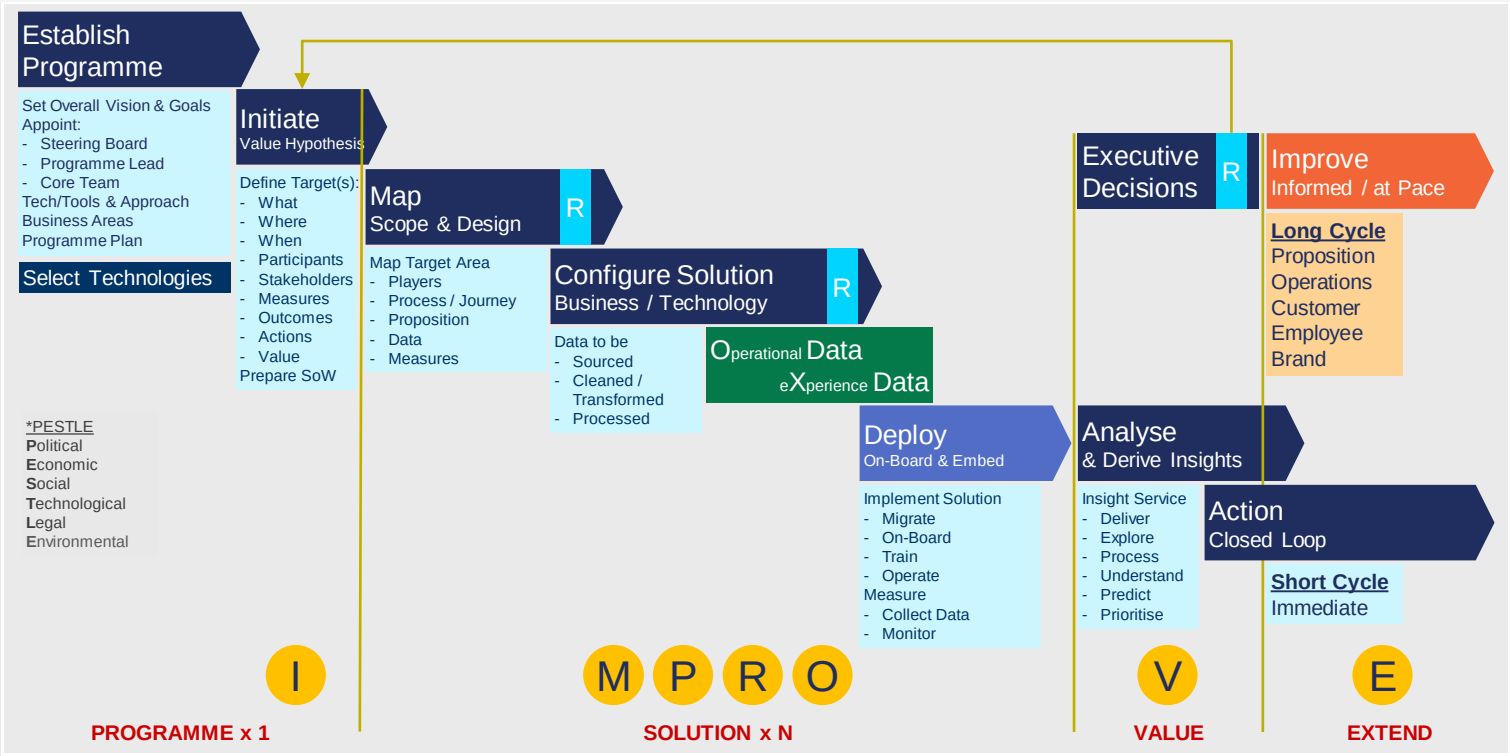
Business & Solution Design

Journey Mapping with Everybody



Value Identified

Engage People - Map - Measure - Predict - Agree - Approve Action



OBJECTIVES

Enhance eXperience
Win with Every Touchpoint
React & Proact to Needs
Make Things Easy

Drive Value
Maximise Opportunity
Anticipate & Address Issues
Enable Good Decisions

Increase Productivity
Remove the 'Manual'
Automate Everything Possible

Stay Ahead
Continually Innovate

Evolve
Enrich / Streamline / Scale

Value

IMPROVE™

CapVentis

3.0 G-Cloud Alignment Information

Service Definition

3.0 Alignment Information

3.1 On-boarding and Off-boarding
Capventis Blueprint methodology enables us to work jointly with our clients to confirm their business needs, implement the best solution and deliver a successful strategy. The Capventis Blueprint methodology and approach incorporates a full design and implementation project that takes into account all issues around the solutions design, how it should be deployed on the mix of hosting and internal systems, as well as the project components (stages) to do with data migration and data integration.

3.2 Pricing
Pricing depends on the hosting solution as well as the specific scope of any data migration involved. Capventis have skills and experience around hosted solutions going back to the earliest third party vendor offerings as well as internal (remote) data centre environments. In all cases, it is usually very straightforward to set up data migration and extraction exercises at project start/end as well as (typically) on-going operational procedure.

3.3 Service management
Capventis can act as an extension of your (the client) operational front-line or second-line support team. Usually the hosting vendor provides day to day operational support as part of the hosting price. The client front-line team liaises directly with the business users as well as the vendor in the day to day operation. Capventis would generally provide a second line backup to address new scope, new design and new deployment around an existing pre-configured / delivered solution.

3.4 Service constraints
Any service constraints are dependent on the hosted solution. Capventis advocate world leading solutions that are flexible and easy to configure and easy to integrate to.

Service Definition

3.0 Alignment Information

3.5 Service Levels
Service levels are dependent on the hosted solution. Typically Capventis would work with world leading solutions where the hosted solution would be 24x7 everyday of the year, i.e. always available.

3.6 Back-up/restore and disaster recovery
Capventis provide services and solutions using cloud and on-premise technology from the leading vendors. These solutions all have world leading policies and infrastructure around data security, backup and disaster recovery.

3.7 Financial recompense model for not meeting service levels
Recompense is dependent on the hosting provider. Capventis recommend only leading cloud vendors.

3.8 Training
Basic training on cloud solutions would normally be provided as standard by the hosted provider. However, Capventis incorporate business, administrator and technical training as a normal component of every project (reference Capventis Blueprint methodology). Such training is aligned to the configured solution as it aligns to the specific shape of client environment.

3.9 Ordering and invoicing process
Depends on the hosted solution vendor contract for subscription hosted services. Capventis services are invoiced at the end of the month within which any services are provided. These are typically ordered (PO) to defined and agreed Statement of Work (SoW), or project scope and plan. Payment terms are 30 days.

Service Definition

3.0 Alignment Information

3.10 Termination terms
By consumers (i.e. consumption); and
By the Supplier (removal of the G-Cloud Service);

Termination terms are dependent on the hosting contract.

3.11 Data restoration / service migration
Dependent on the hosting contract. Typically, these issues would be addressed within the initial implementation project, as managed with Capventis.

3.12 Consumer responsibilities
Dependent on the hosting contract.

3.13 Technical requirements
These issues would be addressed during any implementation project. Critical to level-of-comfort, in advance of any questions, is the selection of a leading vendor, Capventis, through our experience and skills, can address these issues with you (client) at any stage of the project.

3.14 Details of any trial service available
Trial services are dependent on the solution and the hosting provider. However, with the leading vendors, Capventis expect and are well used to trial periods being available to carry out pilot and proof-of-concept exercises. The only restriction on such exercises would (typically) be time, i.e. full access to solutions should be expected in terms of what can be configured in trial.

CapVentis

4.0 About Capventis

Engineering Value

Value Proposition

IMPROVE™

*At Capventis, we help organisations deliver **more business value**, through the strategic use of **data and ideas**.*

Capventis Expertise

IMPROVE™

eXperience

Internal & External
Listen & Understand
Manage & Enhance

Engagement

Customer, Employee, Partner
Communicate & Transact
Via all Channels

Business

Value Proposition
Process & Data Management
Business Enablement
Integration
People

Mobilisation

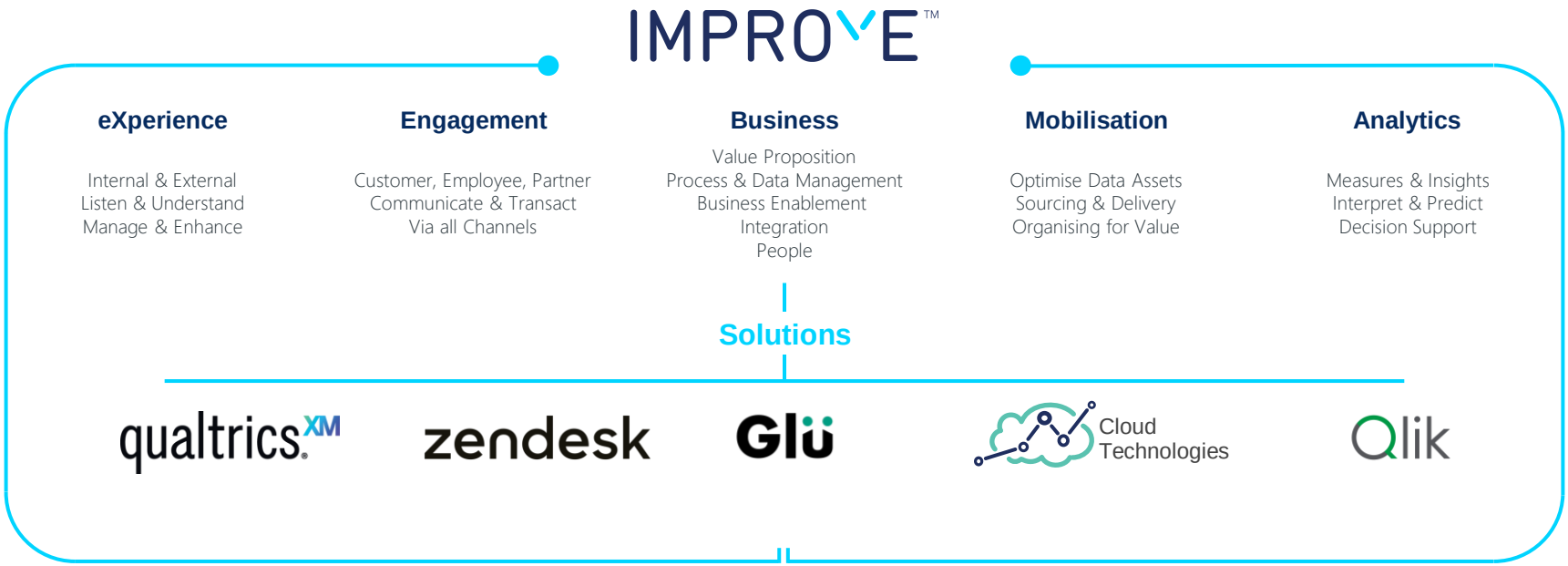
Optimise Data Assets
Sourcing & Delivery
Organising for Value

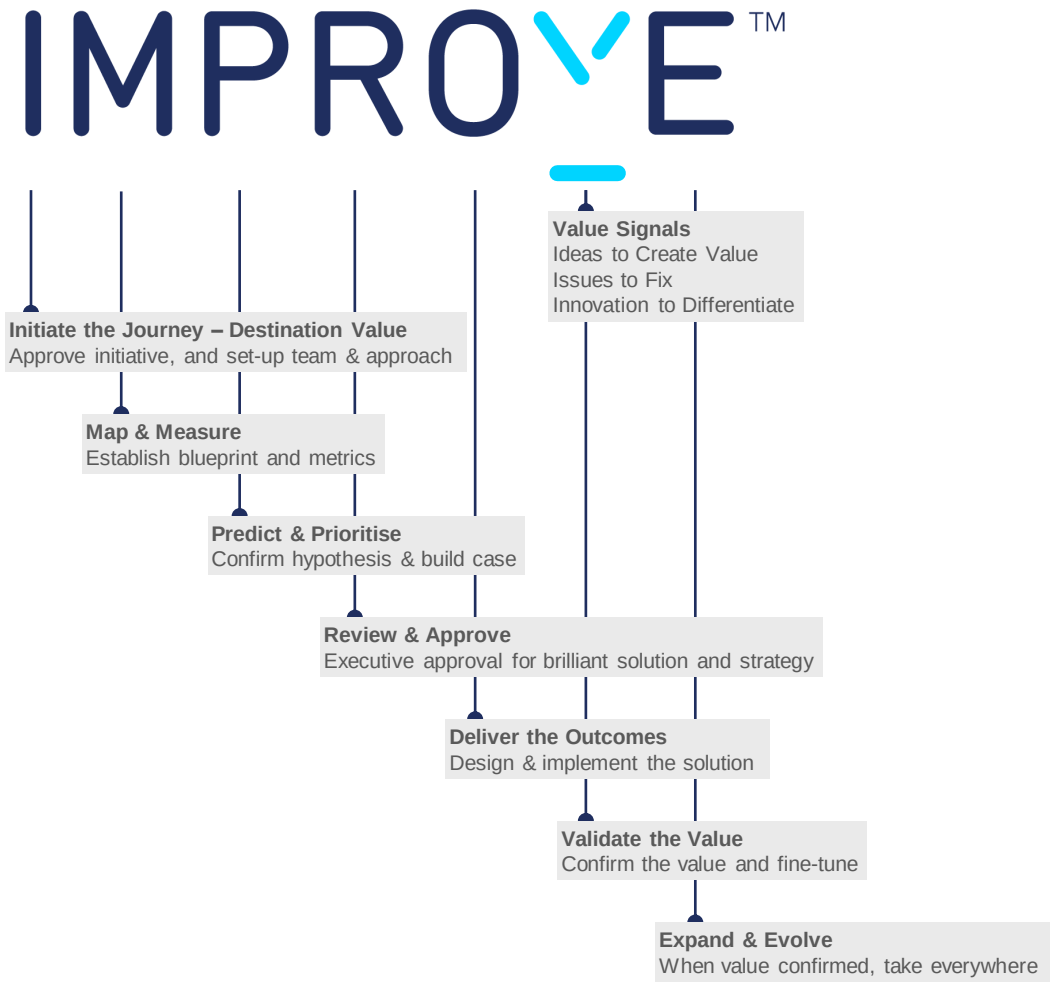
Analytics

Measures & Insights
Interpret & Predict
Decision Support

Solutions

Capventis Partnerships





Capventis Services

ADVISORY
Expert, Skilled, Experienced
Executive Facilitation
Innovation & Value Exploration
Approach & Planning

ANALYSIS & DESIGN
Mapping
Solution Planning & Business Case
Consensus

SOLUTION IMPLEMENTATION
Brilliant Basics

SUCCESS MANAGEMENT
Training and Adoption
Change Management
Fine-Tuning & Optimisation

MANAGED SERVICES
Outsourced Data Management Services

Capventis

IMPROVE™

United Kingdom

M-SParc
Menai Science Park
Gaerwen, Anglesey
LL60 6AG

+44 (0)845 313 8696

Brian O'Flynn, Director

brian.oflynn@capventis.com
+353 (0)87 232 7538

Enterprise
Business Enablement & Applications
Mobilisation
Data Optimisation & Integration
Engagement
Customer & Employee
eXperience
Sentiment & Ideas
Analytics
Insight & Action

Glü

https://www.capventis.com/