

Capventis



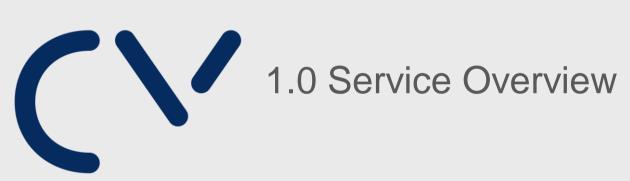
G-Cloud 14 Capventis
Service Definition Document

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Capventis



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;

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

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.

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 Qualtrics Service Information

Deliver exceptional customer, product, brand, employee experiences

Capventis & Qualtrics

Capventis & Qualtrics Partnership



Capventis & Qualtrics Partnership:

- One of Qualtrics Partner Network's first members in EMEA
 - More than 400 implementation projects delivered
 - More than 300 customers around the globe
 - More than 25 countries
- Advisory
 - Customer / Employee Journey Mapping
 - IMPROVE Blueprint
- CX & EX expertise
- XM Discover expertise
- Capventis team comprises
 - Advisory
 - XM Subject Matter Experts,
 - Software Architects.
 - Software Engineers,
 - Consultants.
- Qualtrics Subscription Licence Reseller













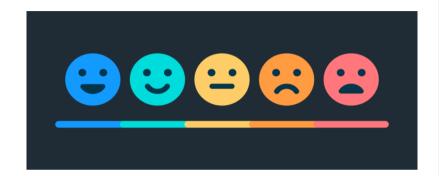
Capventis & Qualtrics

Feedback

Capventis

Capventis & Qualtrics Partnership:

CSAT for Implementation



CSAT Results: 2023

- ✓ 100% in Top 2 Box
- ✓ Average Score = 4.5





Why XM matters

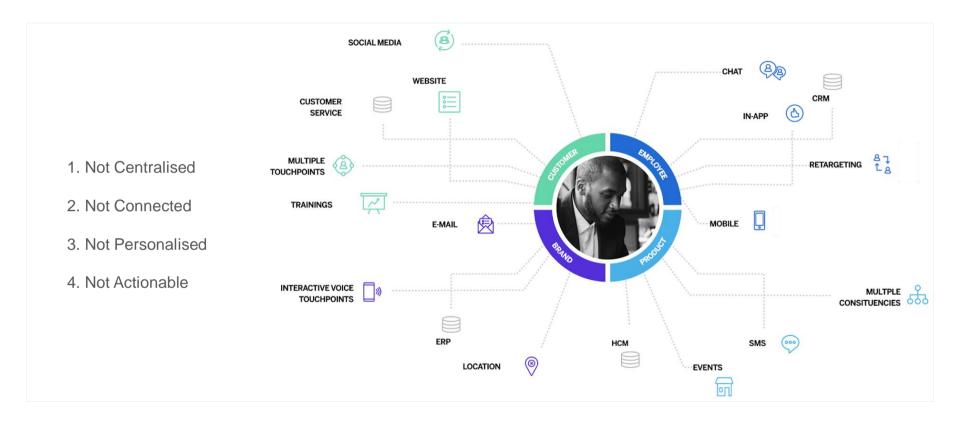
80% of CEOs believe they deliver a superior experience

THE EXPERIENCE
GAP

8% of their customers agree



XM is mission critical, but extremely difficult for most

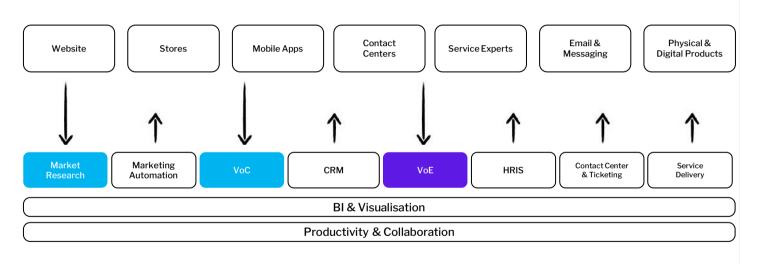






XM is mission critical, but extremely difficult for most

The fragmentation affects how eXperience collection & delivery is treated in a traditional enterprise architecture

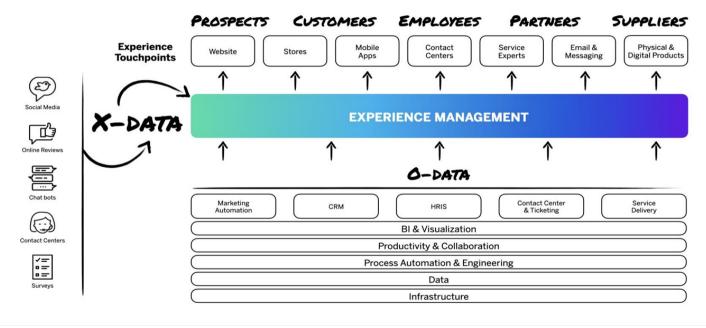






A single unifying layer

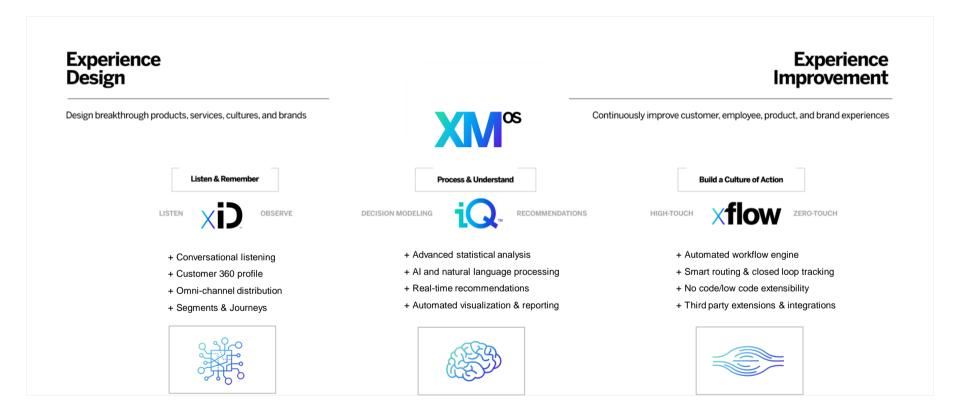
We believe that eXperience Management will become a mission critical platform in every enterprise architecture





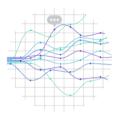


The business operating system for XM





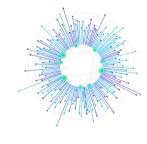
World class predictive analytics, machine learning and Al











Qualtrics **TextiQ**,

Take customers thoughts and turn them into structured insights



Identify trends, uncover hidden meaning, and enable confident decisions



Understand call sentiment and trending topics in your contact centers



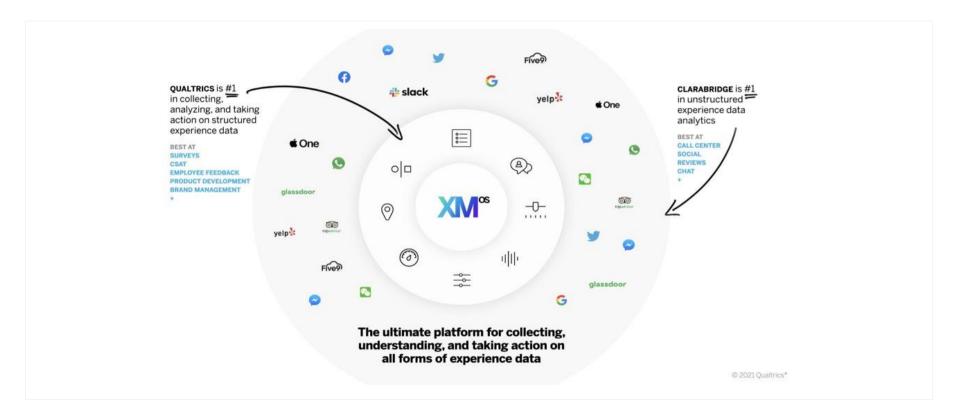
Hone in on what is most important and where you should focus



Analyze historical data and make predictions about individuals and future behavior

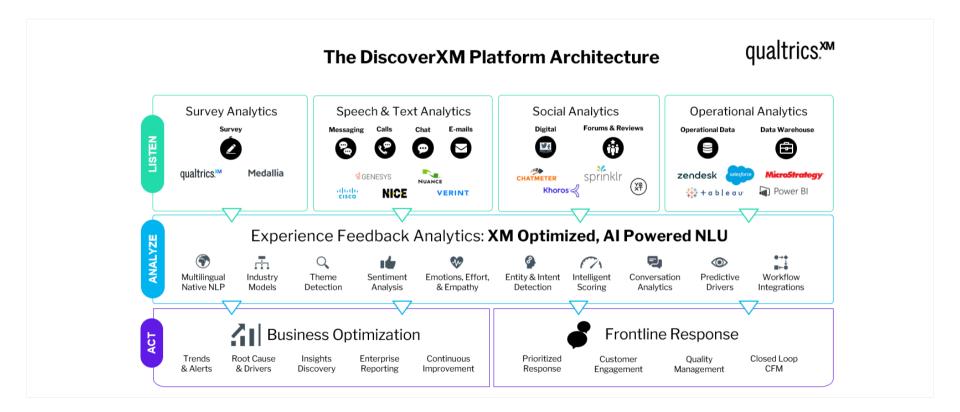


Qualtrics and XM Discover





Qualtrics and XM Discover





Employee eXperience

qualtrics.[™]

"Clients do not come first.

Employees come first.

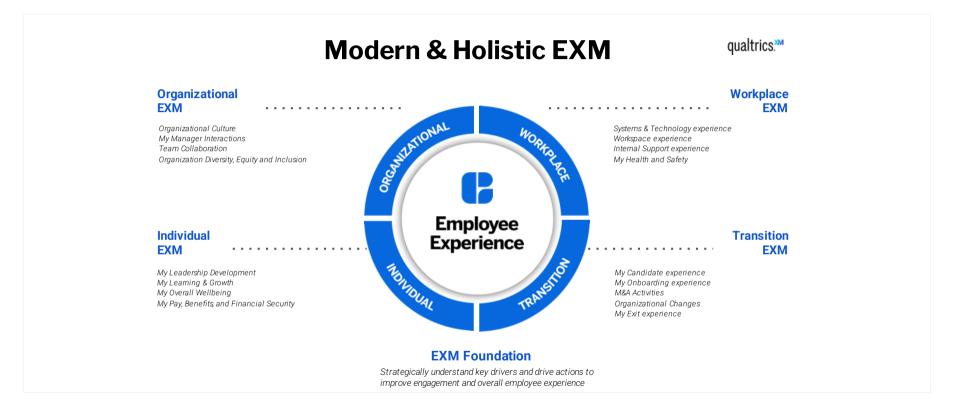
If you take care of your employees, they will take care of the clients."



Sir Richard Branson



Employee eXperience







Employee eXperience Modules

A variety of modules to cover all customer needs around Employee Experience

qualtrics.[™]

Engagement

- 1 Annual Engagement survey
- Hierarchical dashboards
- External benchmarks
- Guided Action Planning

Add-on pulse

- Unlimited surveys of Engagement or pulses along the year
- Hierarchical dashboards
- External benchmarks
- Guided Action Planning

Lifecycle

- Unlimited automatically triggered pulses in moments of the employee lifecycle that matter most
- Pre-build Onboarding and Exit Solutions

360 Development

Assessment

Subject Report (nd)

• 360 or 180

- Subject Report (pdf)Aggregated
- dashboards for HR
 Qualtrics 360
- Qualtrics 360 methodology

EXM for IT

- 3 use cases & methodologies (Holistic tech assessment, Projects & Transformation, IT Support)
- Uses CX technology for close the loop actions

Employee Research (Ad Hoc)

- Simple solution for Ad -Hoc pulses
- Flat (non -hierarchical) dashboards
- No external benchmarks
- No guided Action Planning

Candidate Experience

- Multi-touchpoint methodology
- Built on CX (separate Directories + Close the loop actions)

Vaccination & Testing Manager

- compliant with HIPAA/PHI regulations
- Implementation within 2 weeks

Pay & Benefits optimizer

- Conjoint analysis to identify the best benefits package
- Simulator to assess
 different variations





Employee Lifecycle



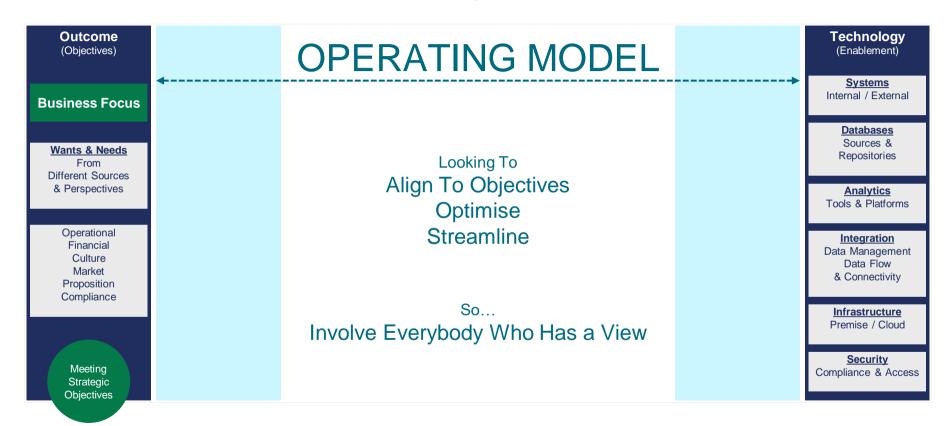
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Business & Solution Design

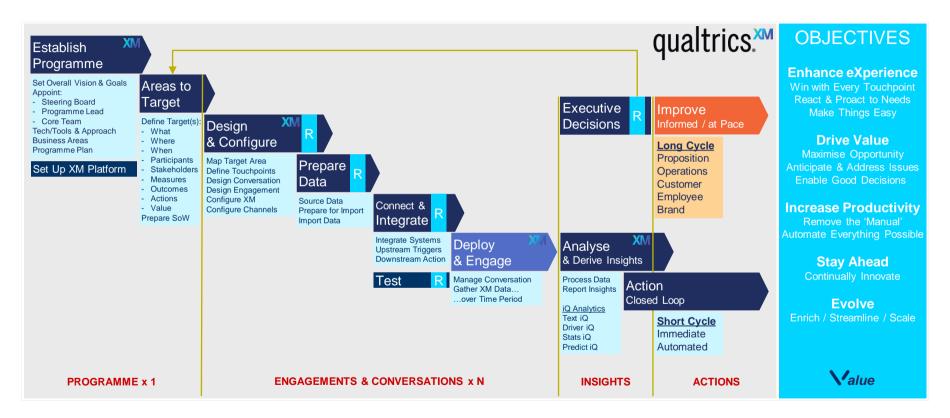
Journey Mapping With Everybody



Implementation & Planning

Deliver the eXperience Management Programme with Qualtrics XM







Capventis - Your Delivery Partner



Executive Workshop

STRATEGY

eXperience Management What it is / Definition

Market & Trends Who / What is Winning

XM for Your Business Explore / Discuss

Value & Priority Rationale / Business Case

Approach & Planning Programme Pilot Prove

Evolve

1 Day

Blueprint Workshop

XM AUDIT

Current Programme Scope and Set Up Value to Date

Views ...of the Business of the XM Team...

> Potential Scope Organisation Technology Execution Value

Assemble & Collate Findings & Recommendations

> Review & Approve Present to Executive Explore & Approve

> > 2 days

Implementing Qualtrics

GUIDANCE

Standard Packages Qualtrics Research Core, CX & EX Training Dedicated Consultant

DELIVERY

Tailored Assistance & Support Joint Team

Project Management & Planning Design & Platform Configuration Data & Integration Analytics Fnd to Fnd Flow

FULL SERVICE

Outsourced Service Capventis Do what is Needed

CV

Programme

VALUE ENGINEERING

Advisory

Expert Services Programme Strategy Set Up / Organisation Operational Model

Technology

Capventis Glu Platform Insight Delivery Interaction & Transaction Functions & Apps

Data

Master Data Management Integration Social Media ЮT

Value

Find & Deliver









CX Foundation		CX Customer Care		CX Digital Services	
Core Package	Optional Add-ons	Core Package	Optional Add-ons	Core Package	Optional Add-ons
Project Management Survey Support (1) Theme Configuration (1) XM Directory Support CRM Integration Support Dashboard Configuration (1) ORM Setup Offline Application Support	Additional Support (12 hours) Survey Design (8 hours)		Additional Support (12 hours) Survey Design (8 hours) API Advanced Support In-App SDK Support Frontline Feedback Support	Project Management Survey Support (1) Theme Configuration (1) XM Directory Support CRM Integration Support Dashboard Configuration (1) Website Feedback Support Action Planning Configuration Text iQ Configuration	Additional Support (12 hours) Survey Design (8 hours) API Advanced Support In-App SDK Support
8 Week Engagement Period	Platform Add-ons Single Sign-On Advanced Enterprise Security Vanity URL Setup	Text iQ Configuration XM Automation Support API Introductory Support Zendesk Integration Support SSO Configuration Vanity URL Setup Data Isolation Setup 12 Week Engagement Period		API Introductory Support Digital Insights Integration Marketing Integration Support SSO Configuration Vanity URL Setup Data Isolation Setup 12 Week Engagement Period	





CX Account Management		CX Location Based		CX Custom	
Core Package	Optional Add-ons	Core Package	Optional Add-ons	Enterprise Essentials	
Project Management Survey Support (1) Theme Configuration (1) XM Directory Support CRM Integration Support Dashboard Configuration (1)	Additional Support (12 hours) Survey Design (8 hours) API Advanced Support In-App SDK Support Frontline Feedback Support	Project Management Survey Support (1) Theme Configuration (1) XM Directory Support CRM Integration Support Dashboard Configuration(1)	Additional Support (12 hours) Survey Design (8 hours) API Advanced Support In-App SDK Support Frontline Feedback Support	Managed delivery of XM programs, that empower you to take action We build it with you	
Closed Loop Configuration B2B Command Centre Config Action Planning Configuration Text iQ Configuration XM Automation Support		ORM Setup Closed Loop Configuration Action Planning Configuration Text iQ Configuration XM Automation Support		Enterprise Premier Prescriptive consulting to reshape your XM approach, deliver high value insights, and drive ongoing value We build it for you	
API Introductory Support SSO Configuration Vanity URL Setup Data Isolation Setup 8 Week Engagement Period		API Introductory Support Single Sign-On Configuration Vanity URL Setup Data Isolation Setup 12 Week Engagement Period		Managed XM End-to-end service to continuously establish, manage, and innovate XM programs We run it for you	





EX Lifecycle	EX Engagement	360	Additional Support	Advisory Services à la carte
Core Package	Core Package	Core Package	Directory Import Automation	Program Design: EX Journey Mapping
Project Management Survey Support (1) Theme Configuration (1) XM Directory Support CRM Integration Support Dashboard Configuration (1) Closed Loop Configuration B2B Command Centre Config Action Planning Configuration Text iQ Configuration XM Automation Support API Introductory Support SSO Configuration Vanity URL Setup Data Isolation Setup 8 Week Engagement Period	Project Management Survey Advisement (1) Dashboard Configuration(1) Participant and Hierarchy DKIM and SMTP Setup Guided Action Plan Mgmt Benchmark Map and Load (1)	Project Management Survey Support (1) Theme Configuration (1) XM Directory Support CRM Integration Support Dashboard Configuration(1) ORM Setup Closed Loop Configuration Action Planning Configuration Text iQ Configuration XM Automation Support API Introductory Support Single Sign-On Configuration Vanity URL Setup Data Isolation Setup 8 Week Engagement Period	Historical Data Advisement (up to 2 files) Translation Support (per survey per language) SSO Configuration Support Always On Feedback (per intercept) Program Build Support (12 hours) Survey Design Essentials	Program Design: Roadmap & Blueprint Survey Design: Essentials / Prof. / Transf. Survey Design Add-on: Stakeholder Interviews Survey Design Add-on: Supp. Question Sets Comms Plan: Essentials / Prof. / Transf. Results & Insights Presentation: Dashboard / PPT HR Capability Building Workshop Action Planning: Basics / Webinar / Toolkit / Workshop

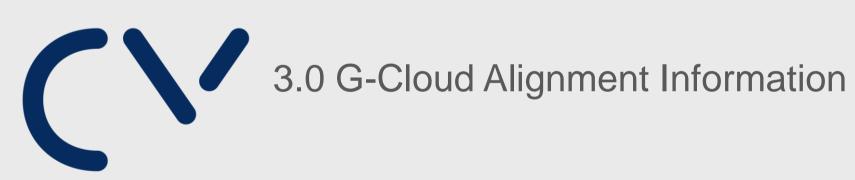




CoreXM - Standard	CoreXM - Standard +	Core XM - Custom	License Add-ons	Optional Add-ons
Core Package	Core Package	Core Package	Basic License Add-ons	Optional Add-ons
Kick-off Call	Kick-off Call	Custom Statement of Work	API Introductory Support	Survey Support 30 / 60
Consulting and Support	Consulting and Support		SSO Configuration	Dashboard Config
Pre-launch Check-In	Pre-launch Check-In		Conjoint Support	Web Feed Domain/Intercept
			Data Isolation Setup	API Advanced Support
			iQ Directory Adv. Support	Batch User Creation
			Text iQ Configuration	Training
			Integrations Support	Survey / Dash Translation
			Vanity URL	Data Migration
			Site Intercept Support	io Directory Aut Connert
4 Week Engagement Period	8 Week Engagement Period	8 Week Engagement Period		iQ Directory Aut. Support



Capventis



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 preconfigured / 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.

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.

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



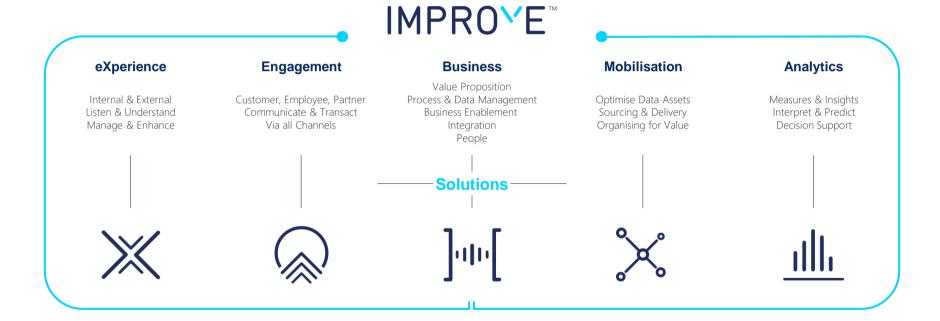
Value Proposition

IMPRO^VE™

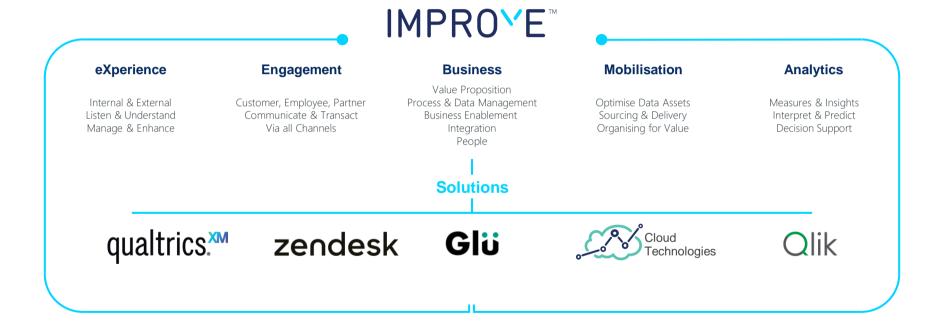
At Capventis, we help organisations deliver more business value, through the strategic use of data and ideas.



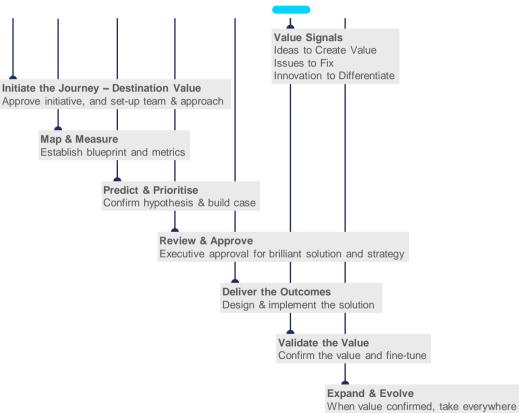
Capventis Expertise



Capventis Partnerships



IMPROYETM



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

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Enterprise

Business Enablement & Applications

Mobilisation

Data Optimisation & Integration

Engagement

Customer & Employee

eXperience

Sentiment & Ideas

Analytics

Insight & Action



https://www.capventis.com/

