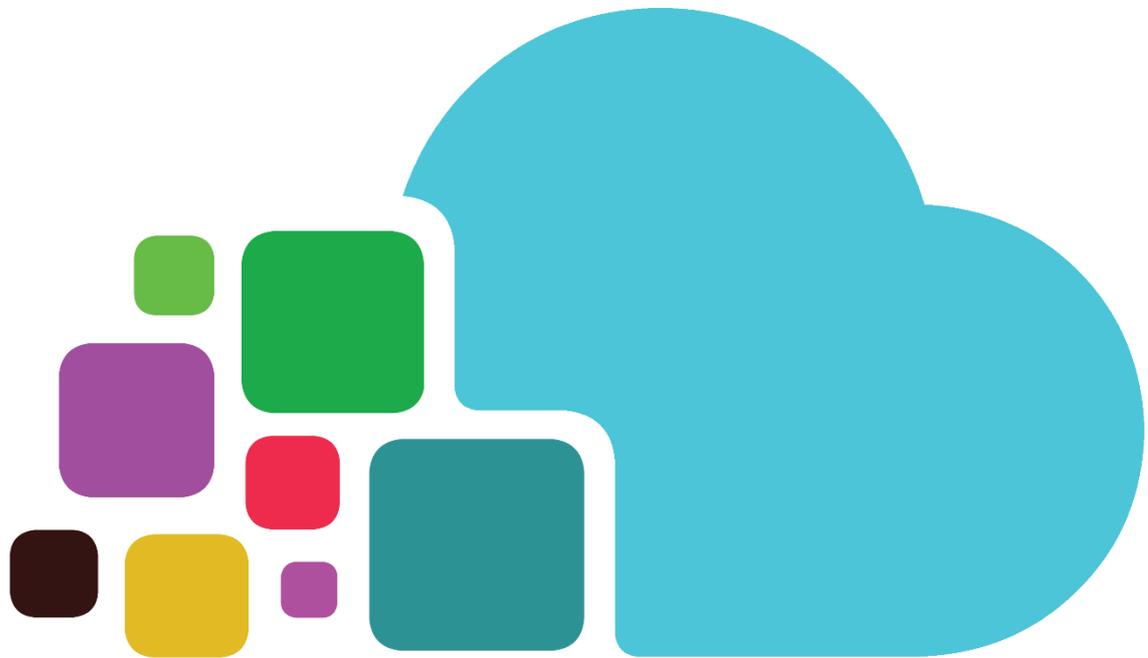


VERSION: 1.0



# Subcool IT Limited

G CLOUD SERVICE DEFINITION  
User Research

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## SERVICE OVERVIEW

We work with the client helping them to achieve their cloud ambition, while maximising return on investment (ROI). This service will also help clients understand where they can reduce costs, yet helping to maximise resource utilisation, while giving the minimum risk of outage or data loss. We are happy to work with Platform as a Service (PASS), Infrastructure as a Service (IAAS) or Software as a Service (SAAS).

We provide a full range of Consultancy services to help the clients delivery solutions. Our user research team applies proven research methods to discover who your users really are, by understanding their needs and behaviors. We are able to full or hybrid project methodology to align with our clients working practices.

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### FEATURES

- Proven research methods.
- Document user needs to form evidence based decisions.
- Produce user engaged systems.
- Unique for each client.
- Standardisation
- Knowledge transfer.

### BENEFITS

- Understanding user needs and behaviors.
- User orientated approach.
- Help client understand project status.
- Develop better products for your users.
- Evidence based.
- Scalable Solutions.
- Hybrid solutions.
- Bespoke solutions for each client.
- Knowledge management and sharing included as standard.

## SERVICE MANAGEMENT

Each client will have a dedicated client manager who will be the primary point of contact.

## SERVICE CONSTRAINTS

Associates are available as outlined in the pricing documentation. Out of hours cover can be arranged by negotiation.

## PLANNING

All levels of planning can be provided. See On /Off Boarding for more detail.

## SETUP AND MIGRATION

All levels of setup and/or migration can be provided. These are tailored to the client, and could be identified as part of the On Boarding Process.

## SERVICE LEVELS

This is not applicable to onsite work.

## TRAINING

All levels of training can be provided, ranging from basic overviews for management, to more technical levels for clients technical staff. Courses and costs are dependent on exact requirements which are arranged by negotiation.

## FINANCIAL RECOMPENSE

All associates are covered by the required professional indemnity and public liability insurance.

## ORDERING AND INVOICING

See Terms and Conditions document.

## TERMINATION TERMS

See Terms and Conditions document.

## CLIENT RESPONSIBILITIES

The client will be responsible for the security of both data and any required or generated code. Code may be deployed on client systems.

We can help with all processes required to setup an Application Lifecycle Management or Source Control system, but responsibility for data security lies with the client or cloud service provider.

## ON /OFF BOARDING

Each client is unique and as such, between the client and ourselves we identify the requirements for On-Boarding and Off-boarding.

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### ON-BOARDING

Typically including:

- Business analysis requirements.
- Security analysis requirements.
- Service requirements.
- Solution design.
- Migration strategies and methodologies.
- Working strategies and methodologies.
- Implementation strategies and methodologies.
- Deployment strategies and methodologies.
- Testing strategies and methodologies.
- Service level agreements (SLAs).
- Initial Project timeline.
- Exit requirements.
- Support requirements.

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### OFF-BOARDING

During the closure or exit phase, we work with the client maximizing a successful completion.

Typically including:

- Application transference.
- Source code transference to client (if not already under client control).
- Documentation help.
- Post deployment support.
- Exit support.