G-CLOUD 14
Service Definition

ONE
BEYOND

ABOUT US

One Beyond is a **multi-award winning** bespoke software development and digital transformation company

With Headquarters in Farnborough, Hampshire, and engineering centres of excellence in Manchester, Madrid, Seville, Budapest, and Szeged, One Beyond has a team of over 200 software engineering experts. Since 1994, we've created intelligent, cost-effective and intuitive web applications, desktop applications and mobile apps for established businesses, non-profits, government organisations and funded start-ups.

We deliver large scale digital transformation, team augmentation, Agile projects and world class bespoke software using complementary tech including, but not limited to, Microsoft .NET, Power BI, React and Node.js. Our capabilities also include DevOps proficiency and deployment on Azure and AWS.

Accredited with Microsoft Solutions Partner and AWS Select Tier Services Partner status, as well as ISO 9001 & ISO 27001, our highly competitive services are leveraged through an optimal blend of international delivery centres either UK-based or nearshore, all operating under One Beyond's best practice methodology and with a partnership approach, to generate consistent and superior quality products and services.

ONE BEYOND | COMMERCIAL IN CONFIDENCE
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CLIENTS

Since One Beyond was founded in 1994, we have helped clients across a wide range of industries to gain a competitive advantage through digital transformation.

Here is a small selection of some of the clients we've helped:

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Medicines & Healthcare products Regulatory Agency

NHS Frimley Health — NHS Foundation Trust

NHS Central Eastern Comissioning Support Unit

BICS — Brighton and Hove Integrated Care Service

Smith+Nephew

WaterAid

ECC — Educational Competencies Consortium Ltd

SKANSKA

MITSUBISHI HEAVY INDUSTRIES, LTD.

scottish huntington's association

DACS

Black&Callow

Pearson

haymarket

HIVE

MAXIS GLOBAL BENEFITS NETWORK

COSTA EXPRESS

infinitas learning

nec

actionaid

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AWARDS AND ACCREDITATION

We are recognised as a leading bespoke software development company, and have won a number of prestigious business awards.

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CASE STUDIES

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Medicines & Healthcare products Regulatory Agency

A recent project to automate study reporting & payment calculations at MHRA's Clinical Practice Research Datalink (CPRD) was completed in July 2020.

The Clinical Practice Research Datalink (CPRD), a centre of the Medicines and Healthcare products Regulatory Agency (MHRA) provides real-world data research services, supporting public health and clinical studies. After a process of requirements discovery, the work went through a formal tender with a clear set of criteria. As well as the right technical capabilities, CPRD was looking for a software partner with proven experience of government/healthcare-related development work, and familiarity with Government Digital Services (GDS) guidelines. These covered the look and feel and user-friendliness of the resulting system, and the approach to software development itself.

One Beyond were selected in the interview process as being well qualified and having relevant experience. As well as meeting CPRD's technical specifications, they quickly developed a good working relationship and a shared understanding of what needed to be done. *"We were impressed – they were professional, competent, flexible in nature and worked in an agile manner, and were familiar with GDS guidelines"* said the Applications Delivery Manager.
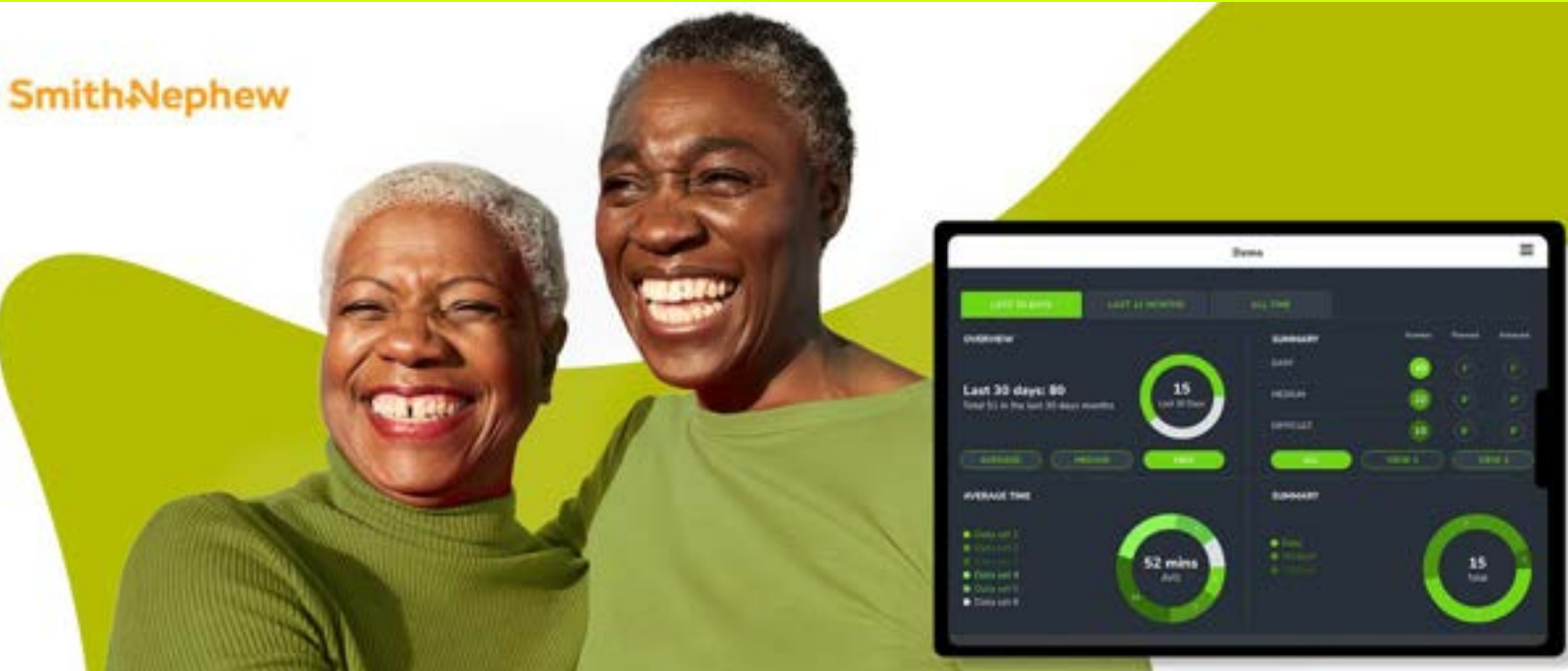
The National Health Service commissioned One Beyond to build a system called Qpoint.

Partnership Pathology Services (PPS) is a joint clinical directorate of the Royal Surrey County Hospital NHS Trust and Frimley Health NHS Foundation Trust. PPS provides a comprehensive pathology service to in-patients and out-patients on both sites, to General Practitioners within three Primary Care Trusts, to Community Hospitals and to the private sector.

Among its services, PPS provides an External Quality Assessment Scheme, known as Qpoint, to leading international manufacturers of blood glucose meters. This scheme contributes to the Quality Assurance of critical blood glucose monitoring results, which are essential to the management of diabetes.

One Beyond developed a database that uses a complex scoring algorithm to measure the reliability of blood glucose testing by comparing results across thousands of members and analysing this data across different datasets over time. Due to regulatory and logistical issues within the hospital, a traditional 'client-server' solution was not a viable option. A solution built using the latest cloud web technologies was deemed far more suitable, allowing for sophisticated and very secure remote access of the system. Now in its third iteration, and having been used for over 10 years, One Beyond has a long and trusted relationship with the NHS as a result of this, and many other NHS projects.

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Smith+Nephew

Full case study:
https://www.one-beyond.com/clients/smith-nephew/

Smith & Nephew plc (S&N) is a British multinational medical equipment manufacturing company headquartered in Watford.

It is an international producer of advanced wound management, arthroscopy, trauma and clinical therapy, and orthopaedic reconstruction products.

Each time S&N's surgical robot is used in a procedure, it generates rich data, which could offer surgeons valuable insights into operating performance and outcomes. But the data is so complex that, until now, only specialist engineers could interpret it. To help drive targeted insights that would help surgeons in their work, S&N needed a way of transforming complex, procedural data generated from a surgical robot into intuitive dashboards that could be easily visualised by their customers.

After a formal tender and vetting process, Smith & Nephew engaged One Beyond and two other partners on a development project for a new surgical workflow assisted by augmented reality that centred on osteoarthritis treatment of the knee joint.

The beta version of the Digital Dashboard web application that One Beyond has created collates case log files during each surgical procedure, extracting information used for analytics and displaying key findings in a visually attractive format. One Beyond has also created a beta version of the mobile app in addition to the web-browser, for iOS and Android devices, which could act as a companion for end-users in the future, so they can access their own data and performance trends.

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WaterAid is an international charity with a vision of a world where everyone, everywhere has safe water, toilets and hygiene.

Since 1981, it has helped millions of the world's poorest and most marginalised people access these vital human rights, expanding into 35 countries across Africa, Asia, the Pacific and Central America. The charity is headquartered in London, UK.

Managing funds of £30 million+ each year, and with 150 active grants on the go at any one time, as well as historical records to access and manage, the charity needed a more comprehensive and robust grant management system. It needed to be accessible via intermittent Internet connections, and be usable in different languages.

The IT team looked at a number of options including off-the-shelf software and bespoke development companies. It selected MS Gold Partner One Beyond as offering the best value for money and the most able to deliver what WaterAid needed. Working with WaterAid's IT department, One Beyond drew up a specification that met all of the charity's requirements, and quickly generated a prototype for users to review.

Having early user input enabled One Beyond to develop the new system efficiently, in time for WaterAid's tight deadline which was just five months away. One Beyond developed the system using Microsoft ASP.NET and C#, underpinned by Azure SQL Server, to create a functionally-rich system which also uses the Internet efficiently, without requiring a high-speed connection.

The new Restricted Income System is able to capture all of the details of a grant and the conditions attached to it, and follow it through to project completion. Previously, systems administrators would have to download data into Excel to produce reports manually, whereas the new system supports live reporting. This is boosted by the ability to filter and search, so users can get to the information they need in a few clicks – for example identifying all grants for a particular country.

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SERVICES

As trusted accredited software suppliers to the Government and Public Sector, we offer a number of services to deliver robust and compliant digital outcomes.

Click on the service for more information.

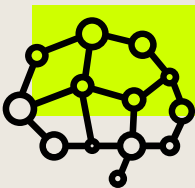|			
Digital Transformation	Web Application Development	Mobile App Development	Cloud Migration
Legacy Software Modernisation	Hosting of applications in the Microsoft Azure and AWS Public Cloud	UX Design	Planning, prototyping & documentation
DevOps	Agile Teams	QA Testing	Security Testing
	Support & Maintenance	AI & Data Transformation	

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ONBOARDING

One Beyond will perform a **'health check'** of any existing solutions that are being considered for cloud hosting or migration.

This will include a static code analysis and security threat analysis report.

Once this is complete it will depend on the situation and requirements of the client, such as whether the solution simply needs to be hosted, or there needs to be a migration exercise or development (see below). If the latter, a period of consulting will take place to ascertain the specific requirements and a plan will be presented for sign off.

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Application migration
is the process of moving a software application from one environment to another.

Such as between data centres, from an on-site or remote server to a cloud provider's hosting environment, or from the public cloud to a private cloud environment.

One Beyond will perform a detailed assessment of your solution, and ascertain the suitability for cloud hosting through static code analysis and threat modelling. Where customisation to the application is required, One Beyond will advise the necessary effort and associated costs.

On completion of any preparation work required, One Beyond's DevOps engineers will configure and install the application in the Microsoft Azure Public Cloud, and test its functionality and security operation through its dedicated QA team.
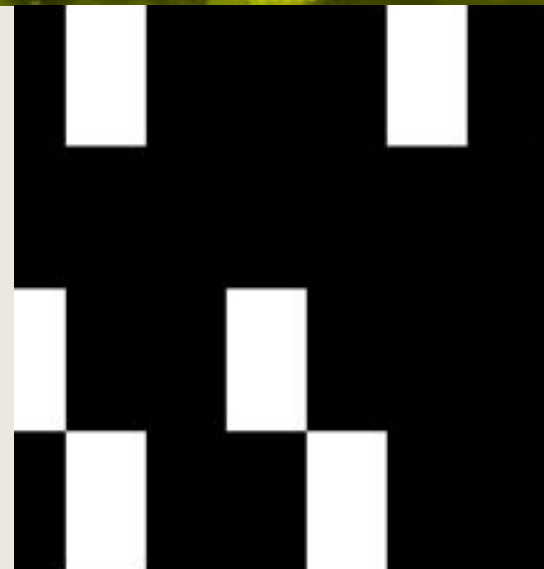
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DEVELOPMENT AND SOFTWARE ENGINEERING

In most situations application development and engineering is required, be it to create solutions from scratch, integrate between systems via APIs, fix defects or add new features to existing software solutions.

Whether you need to improve your customer service, increase efficiency, streamline your processes or provide private or public facing self-service portals we can deliver intelligent, cost-effective and intuitive applications to help you.

We'll work with you to understand your business processes and the challenge you're trying to solve and then suggest the type of software development that would work best for you.
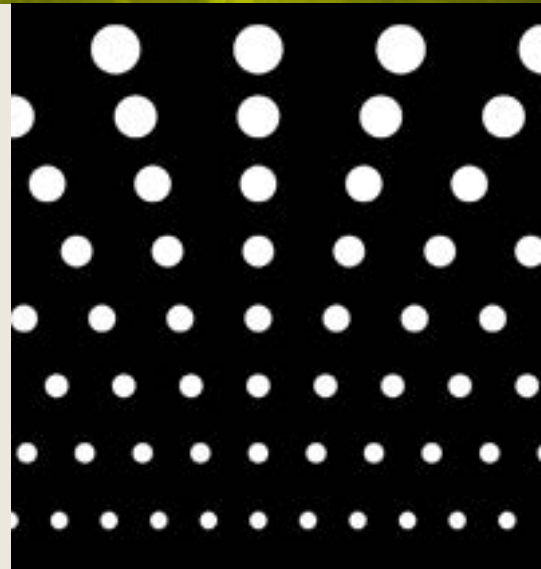
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HOSTING SERVICES

One Beyond provides hosting via its accreditation with Microsoft – 'Cloud Solution Provider' in the Microsoft Azure and AWS Public Cloud.

Our team can design an appropriate cloud architecture, provide any engineering required to build and configure the platform, and once live, ensure the application is available at all times through regular monitoring.

We can also set up mirror environments either for resilience, or for UAT / training systems as required.

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SUPPORT SERVICES

One Beyond can provide support for applications, including general maintenance, bug fixing, security testing, security patching and miscellaneous development where required to ensure the application is always optimally running for its clients.

Our clients can raise support requests through a dedicated manned Helpdesk, available during UK business hours (or non-UK business hours by agreement). We manage the tickets through our unique inhouse helpdesk system called Victoria, where clients have the ability to log and monitor support requests, as well as deciding on the priority which will determine the target fix time. Our standard SLA is as follows:

Priority	Description	Target Identification Time	Target Fix Time
Critical	The occurrence of a fault either causing the Supported Software to be inoperable or constituting a significant degradation in the performance of the processing capability of the Supported Software which would, in the reasonable opinion of the Client, have a material and adverse impact on the Client's usual and ordinary business operations, therefore requiring urgent and timely delivery of the Services by One Beyond.	30 mins	4 hours
High	The occurrence of a fault either causing the Supported Software to be partially inoperable or constituting a level of degradation in the performance of the processing capability of the Supported Software which would, in the reasonable opinion of the Client, have a material and adverse impact on the Client's usual and ordinary business operations, but not deemed "Critical".	1 hour	1 Business Day
Medium	The occurrence of a fault causing degradation in the performance capability or functionality of the Supported Software which does not constitute a Critical or High priority.	4 hours	2 Business Days
Low	A cosmetic or minor error that does not affect the availability of or materially affect the functionality of the Supported Software and which does not constitute a Critical, High or Medium priority.	1 Business Day	5 Business Days

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PRICING

PLANNING & SOLUTION DESIGN

Will be conducted by DCSL GuideSmiths' Architecture team.
Prices for these team members are as follows:

- Chief Architect   £1,250 +VAT per day
- Solution Architect   £800 +VAT per day
- Technical Architect   £800 +VAT per day
- Security Architect   £900 +VAT per day
- Enterprise/AI Architect   £950 +VAT per day

DEVELOPMENT & ENGINEERING

Will be conducted by DCSL GuideSmiths' Engineering and QA team.
Prices for these team members are as follows:

- Software Developer   £650 +VAT per day
- DevOps Engineer   £800 +VAT per day
- Quality Assurance Engineer   £600 +VAT per day
- UX/Design   £650 +VAT per day
- Project/Delivery Manager   £800 +VAT per day

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