

Service Definition Document

Capability as a Service (CaaS)



At VIQU, we use our expertise and industry knowledge to align solutions to support the transformational change of technology and services digitisation across the public and private sectors. By deploying VIQU CaaS, we work in partnership with our clients to expertly analyse digital and cloud change requirements to support the creation and deployment of innovative and effective cloud services and solutions.

We combine our understanding of the latest trends and ongoing developments affecting the deployment of digital solutions, with our extensive reach and access to digital, data and technology (DDaT) specialists. This capability provides flexible, bespoke solutions delivered through an agile service framework, which ensures our clients can deliver their outcomes and realise benefits.

Our solutions are not “off-the-shelf”, and are tailored to our individual client needs. We work in partnership to ensure the right solution is deployed to meet the task.

As an established award-winning organisation, VIQU operates with UK-wide capability. We have expertise spanning every DDaT specialism, including:

- Cloud and Infrastructure
- IT Strategy & Business Transformation
- Business Intelligence & Data
- Technology Projects and Business Change
- Cyber and Information Security
- Technical and Development



At VIQU, our purpose is to deliver high-quality cloud, digital, technology and change skills and resources through a flexible service model that partners with our clients' existing infrastructure and teams, to deliver their cloud technology requirements.

Our tailored approach aligns to specific client requirements, from deploying individual or small groups of resource for shorter-term projects, to the provision of teams with varied skillsets to deliver larger and more complex managed services and outsourced projects. Additionally, we are equally able to operate and deliver to time and materials, work packages or hybrid service charging and operational principles.

Our delivery capability is engaged through a "front-foot" service framework, proactively managed by our team of experts in service management, resource pool curation, and programme delivery.

Service Features

- Alignment to GDS Service Manual
- Project discovery and requirements validation checkpoint during project kick-off
- Fully documented service engagement model providing audit trail and governance
- End-to-end outcome project management aligning with client stakeholders
- Outcome tracking and project status review providing full visibility of progress
- Service management framework providing a full-service wrapper
- Full onboarding process managed ensuring "up-to-speed" resource from day one
- Full offboarding and materials & knowledge transfer ensuring client capability is enhanced
- Project outcome reporting for data and any MI measurements
- Outcomes and benefits realisation and sign-off process
- Full programme debrief and lessons learned to support continuous improvement
- Flexible commercials to support budget and/or project finance requirements
- Single point of contact for service management
- Associate care and support process ensuring a holistic approach to managing issues and aiding the smooth operation of each project
- Fully documented RAID management to mitigate/track risks
- Scheduled service review cadence and dashboard updates



- Skills and resources provided requiring DV Clearance and SC Clearance
- Collaborative approach ensuring delivery of scalable solutions across all programme types - discovery, alpha, beta, live and legacy solution retirement
- Ability to collaborate with other teams, including 3rd parties, and to partner as an embedded team member

Service Benefits

- Time saved through fast deployment and pace of response
- Effort saved through efficient and best-fit full process and governance management
- Solutions are delivered on time and within budget based on service/product priorities
- Flexible, fully configurable service delivery models which drive value for money
- Ability to quickly ramp up and down or scale teams to meet requirements ensuring efficient and cost-effective project/service delivery
- Increased client knowledge base through effective knowledge transfer to upskill internal staff capability, reducing dependence on external resources and additional costs incurred
- Quality management and assurance provided through a robust service management wrapper, giving trust and comfort. Managed risks and visibility of progress are ensured at all times
- Ease of engagement and non-intrusive partner approach means VIQU can be engaged, embedded, and up to speed at pace, generating a swift return on the investment



As the preferred supplier for a number of Central and Local Government bodies, NHS Trusts, CCGs, Utilities, Emergency Services, Housing and Education departments and providers, we are in a fantastic position to provide the services you require.

This rich history of supplying high quality DDaT professionals and solutions into the public sector, is typified by our approach to supporting NHS Trusts at the height of the Covid-19 pandemic, through our NHS IT Volunteer Initiative, which truly established VIQU as a leader in public sector technology services.



**Established 10
years ago**



**Bespoke
service model**



**55+ public sector
organisations
supported**



**NHS sector
experts**



Turnover



**Award-winning
consultancy**



**Access to more
than
1000 associates**



**True
technology
partner**





Innovation



Knowledge



Friendliness



Honesty



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