

G-Cloud Support Service Portfolio



www.indusltd.com

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1. About Indus

1.1 INDUS History

Indus Services Limited (Indus) is a Data Solutions and IT Consultancy services firm providing the highest quality IT Consulting Services and Solutions at competitive pricing to broad spectrum of public and private sector clients around the world.

Indus provides a broad range of flexible solutions and services, especially in the area of Cloud, DevOps, SAP, Oracle and Microsoft technologies.

Indus has state-of-the-art facilities to help the customers build the applications to support their strategic growth in business.

1.2 Experience

We pride ourselves on our most valuable asset; Experience. With a combined experience of over 1000 years amongst our researchers, engineers, consultants and business partners working with data and its different dimensions. Our vast experience working with customers and some leading organisations from almost all industries and sectors in the UK and across the world, which means our expertise are based on years of hands-on experience focusing on real-time practical and feasible solutions for organisations of all scales and scope and as a result we can assure you that there is no stone that we have left unturned, when it comes to being faced with the most complex client challenges and coming up with unique, innovative, intuitive and the most efficient of solutions to tackle these challenges.

1.3 Solutions

Indus offers a comprehensive range of solutions spanning from the more traditional data management to contemporary cloud computing and IT infrastructure and in many cases bespoke and innovative solutions that add lasting value to our clients businesses.

We know the value of trusted data, and our in-depth knowledge and expertise allows us to deliver an exceptional solution for your growing data.

We offer a range of solutions like:

- Cloud Computing
- Cloud implementations and migration
- ERP Implementation and Upgrades
- Data Management
- Data Services
- Data Migration
- Data Governance
- Data Archiving
- Performance Management
- Application Support and Maintenance

- IT – Infrastructure Services
- Infrastructure and Deployment automation

1.4 Services

We offer a vast array of services ranging from hard-core IT consulting to corporate training that is tailored to your individual training requirements. But what where we distinguish ourselves is that we employ unique and innovative consulting models, allowing our clients to choose from a variety of service options leading to an overall cost effective and efficient experience.

In addition to the above, we pay great importance to understanding our clients' business model, systems, processes, procedures and also the industry in which they operate. This in-depth client knowledge and understanding involves a great deal of effort from our part but allows us to deliver an exceptional and second to none value for money experience to our clients.

1.5 Advantage

Work with us to receive support, guidance and expertise that you can trust without a doubt and experience the Indus advantage. Commitment to customers is within our foundations and is a way of life for us at Indus. We build our teams around your specific requirements, allowing us to offer solutions that meet your distinct needs. Being one of our core values, commitment to customers allows us to deliver on time and on budget solutions.

We give you the freedom and choice to handpick the sourcing strategy that best suits your needs. Our expertise are globally proven so it doesn't matter where your business is located or where you're deciding to move to, we will keep your business running seamlessly.

Our portfolio of services range from consulting and business process outsourcing to the more traditional IT and remote infrastructure services. Our vast service range allows us to provide integrated solutions that reduce costs and enhance agility.

We provide solutions which are based on innovation, years of research and relevant and in-depth domain experience and will therefore put you ahead in the game and at the same time enable you to better achieve your business objectives and in the process provide you with a strong competitive advantage.

- Innovative and scalable solution
- Delivery within the committed timeframe
- Transparency and Integrity in all dealings
- Value-driven service delivery
- Focus on business value creation rather than just technology implementation
- Deeper Industry and Process knowledge

2. Service Portfolio

2.1 Service Overview

We offer a comprehensive range of data solutions spanning from the more traditional data management to contemporary cloud computing and in many cases bespoke and innovative solutions. We offer a range of Data solutions like data management, data services, data migration, data governance and data archiving, quality assurance within the reach of any enterprise.

2.2 Service Description

Following are the few areas how we can help our clients:

Support and Maintenance: Service Management, Change Management, Incident Management, Problem Management, Adding on to implementations, Technical Upgrades.

Data Migration:

- Create a migration plan and timeline, including success criteria that helps identify the project's end; develop and design the requirements for moving the data.
- Test newly created or modified data utilities to ensure proper operation.
- Partner closely with data leaders to understand key strategic priorities to ensure alignment of overall data strategy.
- Troubleshoot and resolve data discrepancies, system inaccuracies.
- Address security concerns in the migration process.

Data Management:

- Provide a cost effective solution for your data management.
- Provide an operational business process model for managing both your structured and unstructured data.
- Build routines to cleanse data as per your quality standards.
- Provide big data management strategic solution to help you contend with fast-growing pools of data, typically involving many terabytes or even petabytes of information and a variety of data types.

Data Services:

- Deliver High quality data with less prone data diversions.
- Analyze data and illustrate inter-dependencies across applications.
- Establish granular data transformation and thereby integration mechanics.

Data Governance:

- Provide effective data governance strategy that helps lower the information maintenance costs in instances such as data migration from legacy systems to new ERP or real-time platforms or providing security governance around ETL interface.
- Provide proven and adaptive methodology to handle data consistency, quality for analytical and reporting purposes.

Quality Assurance:

- Fully managed end to end service from strategy to execution
- Expert advice on test strategies, delivery aligned to business objectives
- Manual and automation test solutions
- Scalable, responsive service compatible with Agile and other methodologies

Performance Management:

- We provide full life cycle management; right from effective project planning, process and resource identification to successful implementation and greater automation of EPM project.
- Improved budgeting.
- Provide key metrics that define and guide the performance of the financial processes.
- Align and be in compliance with the business protocols to reflect and adjust to the changing business objectives.
- Deliver comprehensive financial reporting Dashboards for better decision making.
- Provide solutions to mitigate the business risks in EPM strategy.

Cloud Services:

- Experienced professionals for setting up cloud infrastructure. (AWS,
- Provide efficient and clean methodology for software deployments in Cloud.
- Cloud migration
- Security

CRM Implementation and Support:

- MS Dynamics CRM or Sales Force
- CRM Customization
- CRM Development
- CRM Testing
- CRM Upgrade
- Risk Assessment

Oracle Services:

- Implementation of Oracle BI/OBIA/DAC
- Support and Maintenance of Oracle BI/OBIA/DAC
- Data Migration
- Technical architecture and Design
- Risk Assessment

SAP Services:

- SAP Implementation for all components
- SAP Support and Maintenance for all components

- Available for SAP BW/BO, PI, Solution Manager, SRM
- SAP Testing
- SAP Training
- SAP Cloud
- Technical Upgrades
- SAP Data Services
- SAP Reporting

2.3 Service Benefits

The customer will have the following benefits:

- Innovative and unique cost-effective consulting model
- Right shore model to achieve more attractive pricing
- Proven methodology and best practices
- Increased productivity with efficient resource usage favoring cost cuts
- Provide timely response to support requests
- Dashboard metrics for financial report statements
- Deep Understanding
- Experienced Staff
- Dedicated account manager Improved

3. Pricing

Our pricing is based mainly on volume of consulting services.

Please refer to the below Skills For the Information Age (SFIA) rate card for our services.

We can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis, subject to negotiation.

All prices are excluding VAT and location based expenses.

Standard Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support
1. Follow	400	400	400	400	400
2. Assist	450	450	500	450	450
3. Apply	600	600	600	550	600
4. Enable	800	800	800	800	900
5. Ensure/Advise	900	900	900	900	1000
6. Initiate/Influence	1000	1000	1000	1000	1100
7. Set Strategy/Inspire	1200	1200	1200	1200	1250

Standards for Consultancy Day Rate cards

Consultant's Working Day – 8 hours exclusive of travel and lunch.

Working Week – Monday to Friday excluding national holidays

Office Hours - 09:00 – 17:00 Monday to Friday

Travel and Subsistence – Included in day rate within M25. Payable at department's standard T&S rates outside M25.

Mileage – As above

Professional Indemnity Insurance – included in day rate.

**** Note:** Please refer Annex-1 for SFIA rate card definitions.

4. Contact Us

Please contact Indus services for any further information and engagements:

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Role: Head of IT Sales

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Annex - 1

Skills For the Information Age (SFIA) Definitions

	Autonomy	Influence	Complexity	Business Skills
1 Follow	Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.	Interacts with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	Uses basic information systems and technology functions, applications, and processes. Demonstrates an organised approach to work. Learns new skills and applies newly acquired knowledge. Has basic oral and written communication skills. Contributes to identifying own development opportunities.
2 Assist	Works under routine supervision. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.	Performs a range of varied work activities in a variety of structured environments.	Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Is aware of health and safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs technical information when it is presented systematically and applies it effectively.
3 Apply	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate development opportunities. Demonstrates effective communication skills. Contributes fully to the

	level.	which may impact on the work assigned to individuals or phases of projects.		work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Understands and uses appropriate methods, tools and applications. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.
4 Enable	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.	Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.	Performs a broad range of complex technical or professional work activities, in a variety of contexts.	Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and

				takes some responsibility for personal development.
5 Ensure/Advise	Works under broad direction. Is fully accountable for own technical work and/or project/ supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.	Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.	Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/ organisational requirements.	Advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives. Analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets. Communicates effectively, formally and informally, with colleagues, subordinates and customers. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/ specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors more junior colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for operational improvement. Demonstrates creativity and innovation in applying solutions for the benefit of the customer.
6 Initiate/Influence	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and delegates responsibilities. Is accountable for actions and decisions taken by self and	Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers/suppliers and industry at senior management level. Makes decisions which	Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.	Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk. Understands the implications of new technologies. Demonstrates clear leadership and the ability to influence and persuade. Has a broad understanding

	subordinates.	impact the work of employing organisations, achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders.		of all aspects of IT and deep understanding of own specialism(s). Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry.
7 Set Strategy/Inspire	Has authority and responsibility for all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates	Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.	Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.	Has a full range of strategic management and leadership skills. Understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner. Has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT. Communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies. Assesses the impact of legislation, and actively promotes compliance. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT in own area(s) of expertise.