



G-CLOUD 14

Service Definition

REFERENCE NUMBER RM1557.13

GET IN TOUCH

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residencysatigo.com



10 YEARS OF BUILDING ROBUST CIVIL SERVANT CAPABILITY

Trusted, agile and innovative partner that offers Government digital departments flexibility and instant access to our 350+ Community of Digital, Data and Technology (DDaT) specialists to support their shift to an agile approach.

Solid strategic partnerships that deliver solutions at scale

We understand now more than ever the vital role digital services play for connecting communities across the UK. To respond to these changing trends, the onus is on Government departments to adopt an agile approach. We work cohesively with the Government to help them deliver user-centric solutions.



Agile

SLA Driven Model



Scalability

Trusted Community of 350



Quality

Vetted Consultants



Value for Money

Competitive Rate Card



Collaboration

Multi Supplier Structure

BURST Consultants



Technically Vetted



Outcome Centric



Onshore UK Security Cleared



Roll On, Roll Off



IR35 Assessments



Individual and Teams as a Service

EMPLOYED Consultants



Individual and Teams as a Service



No HR & Payroll Management



Predictable cost / no conversion charges



Employed specifically for your organisation



No IR35 impact

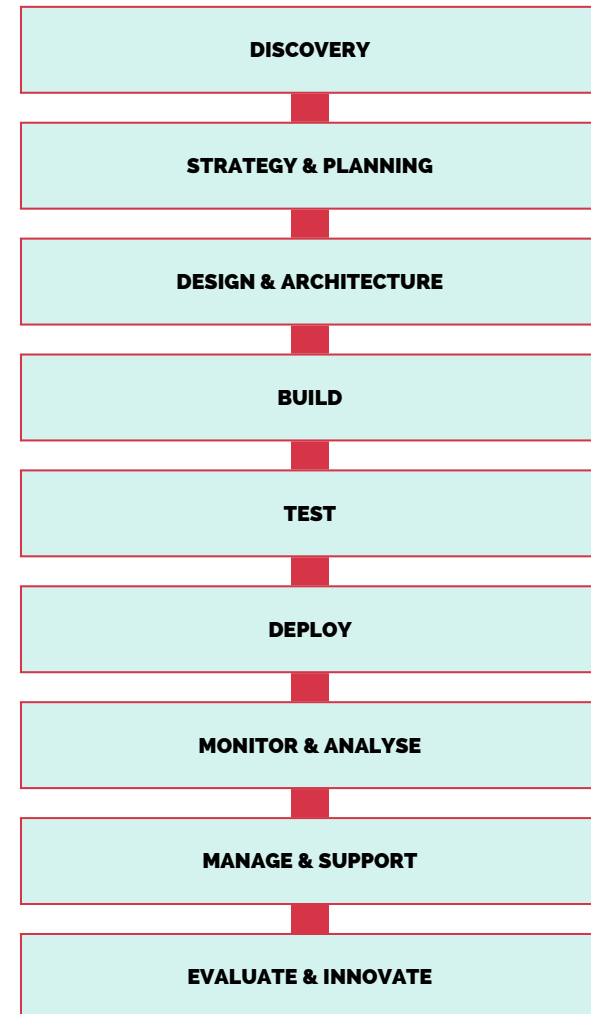
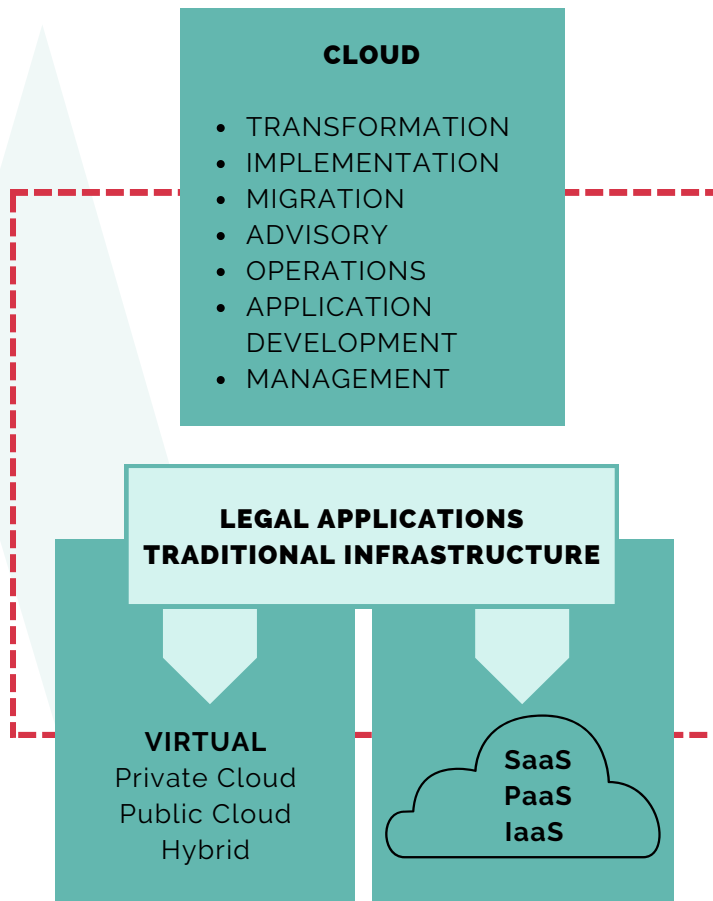


Partnership Upskilling approach

EXPERTISE

SATIGO aligns its values and expertise to achieve the government 2022 objectives: business transformation (front-end to back-office), developing the right skills and culture among our people and leaders, enabling the Civil Service to deliver with better workplace tools and processes, making better use of data and creating, operating, iterating and embedding good use of shared platforms.

We are experts across the entire cloud transformation remit and can deliver end to end or to a specific need that best fits your requirements.





Cloud Services

SATIGO is a cloud technology consultancy partner specialising in government digital transformation. We have a unique and innovative expert solution called Residency , that enables government bodies to engage security cleared SME's on a roll on/roll off on demand delivery model.

Service features

- Cloud Business Strategy
- Cloud Architecture
- Project Management
- Cloud Deployment
- Integration Services
- Security
- Testing
- Delivery Management
- Product Manager

Service benefits

- A flexible delivery Model: T&M or fixed-price/work package/(SoW) basis.
- Delivered by experienced professionals with understanding complexities within cloud environments.
- Security Clearance as required.
- Known & Trusted consultants, Technically verified, background & reference checked.
- Full account management service.



Architecture as a Service

SATIGO is a technology consultancy partner which provides highly skilled Architect Practitioners. The solution enables the provision of Cloud and Digital Architecture from Inception stage through to Delivery & Support.

Service features

- Full Architecture Audit & Design Service.
- Clearly defined Scope of Services.
- Specialist Practitioners within Application, Technical, Infrastructure and Security Design.
- Clear reporting to Practitioners and Clients.
- Allocated Engagement Manager to manage Stakeholder communication.
- Deep offboarding process to ensure no impact to specific tasks.
- Ensuring any knowledge transfer required is completed.

Service benefits

- A fully robust and responsive Architect Service.
- A flexible delivery Model: T&M or fixed-price/work package/(SoW) basis.
- Delivered by experienced professionals with understanding complexities within cloud environments.
- Security clearance as required.
- Known & Trusted consultants, Technically verified, background & reference checked.
- Flexibility on durations prior to onboarding.
- Clear & detailed deliverables for scope of the task.



DevOps as a Service

SATIGO is a technology consultancy partner which works with organisations to provide high skills resources to assist with current demand capabilities and accelerated solution. This solution will provide support to existing capabilities for DevOps Tools including the implementation of new tools within the organisation.

Service features

- Clearly defined Scope of Services.
- Specialist Practitioners that can assist and define the DevOps Strategy.
- A complete understanding of Development skills within AWS, Azure and GCP.
- Clear reporting to Practitioners and Clients.
- Allocated Engagement Manager to manage Stakeholder communication.
- Deep offboarding process to ensure no impact to specific tasks.
- Ensuring any knowledge transfer required is completed.

Service benefits

- A fully robust and scalable DevOps Solutions.
- A flexible delivery Model: T&M or fixed-price/work package/(SoW) basis.
- Delivered by experienced professionals with understanding complexities within cloud environments.
- Security clearance as required.
- Known & Trusted consultants, Technically verified, background & reference checked.
- Flexibility on durations prior to onboarding.
- Clear & detailed Delivery Measurables for scope of the task.



Delivery Management as a Service

SATIGO is a technology consultancy partner which provides Cloud Consulting expertise with managing and delivering Digital Transformation, Change and Transition Projects. This solution is provided from a Project and Programme Management Delivery perspective.

Service features

- Experienced Practitioners of Project, Programme specialists.
- Clearly defined Scope of Services.
- Specialist Practitioners within Agile, Waterfall & ITIL Environments.
- Supporting any 3rd party suppliers ensuring any risk and dependencies.
- Allocated Engagement Manager to manage Stakeholder communication.
- Deep offboarding process to ensure no impact to specific tasks.
- Ensuring any knowledge transfer required is completed.

Service benefits

- A full Project & Programmes Delivery Service.
- A flexible delivery Model: T&M or fixed-price/work package/(SoW) basis.
- Delivered by experienced professionals with understanding complexities within cloud environments.
- Security clearance as required.
- Known & Trusted consultants, Technically verified, background & reference checked.
- Flexibility on durations prior to onboarding.
- Clear & detailed Delivery Measurables for scope of the task.



PMO as a Service

SATIGO is a technology consultancy partner with the ability to deploy fully functional PMO services, created & tailored to specific client needs. Our specialist Consultants work alongside incumbent teams to deliver digital transformation projects under the correct governance.

Service features

- Experienced Practitioners of Project, Programme and PMO specialists.
- Thorough onboarding that ensures fast PMO Deployment.
- Clear reporting to Practitioners and Clients.
- Allocated Engagement Manager to manage Stakeholder communication.
- Deep offboarding process to ensure no impact to specific tasks.
- Ensuring any knowledge transfer required is completed.

Service benefits

- A flexible delivery Model: T&M or fixed-price/work package/(SoW) basis.
- Delivered by experienced professionals with understanding complexities within cloud environments.
- Security clearance as required.
- Known & Trusted consultants, Technically verified, background & reference checked.
- Flexibility on durations prior to onboarding.
- Clear & detailed agreements for scope of the task.



Testing as a Service

SATIGO is a technology consultancy partner which offers a full Testing as a Service solution using Agile methods. The Services offers organisations with on-demand and skilled testing practitioners from Test Management to Functional, Non-Functional and Automation Testing.

Service features

- Full end to end testing Service.
- Clearly defined Scope of Services.
- Specialist Practitioners including Automation Frameworks such as DevOps / Cloud.
- A complete understanding of testing tools between Practitioners and clients.
- Clear reporting to Practitioners and Clients.
- Allocated Engagement Manager to manage Stakeholder communication.
- Deep offboarding process to ensure no impact to specific tasks.
- Ensuring any knowledge transfer required is completed.

Service benefits

- A fully robust and responsive Testing Service.
- A flexible delivery Model: T&M or fixed-price/work package/(SoW) basis.
- Delivered by experienced professionals with understanding complexities within cloud environments.
- Security clearance as required.
- Known & Trusted consultants, Technically verified, background & reference checked.
- Flexibility on durations prior to onboarding.
- Clear & detailed Delivery Measurables for scope of the task.



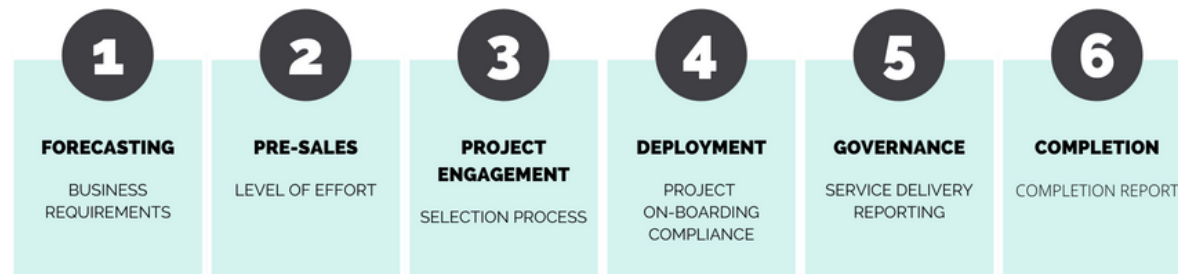
OUR APPROACH

Our Services are always supported by a dedicated Client Engagement Manager who ensures the service delivery is of highest quality and always looking to enhance this throughout.

The Client Engagement Manager will work closely with your Senior Stakeholders as well as specific Point of Contacts to deliver a positive Customer Experience as well as any escalations. We hold weekly communication sessions as well as monthly reviews to ensure successful service delivery and an outstanding customer experience is achieved.

Delivery Model

We bridge the gap between business and technology. Our consultants combine deep functional knowledge with practical experience from the front-lines to provide our clients with expertise that drive real impact and results.



On-boarding process



Off-boarding process





Service Management Details

All SLA's applicable to the service supplied will be pre-determined at the beginning of each contract. Our hours of operation are: Monday to Friday 8:30am until 6pm although support outside of these hours can be provided by prior agreement with your dedicated Account Manager. In the unlikely circumstance that a Consultant is unable to meet the requirements of the customer, we would refer an agreed replacement or invoke the notice period as outlined in the SOW.

Ordering/Invoicing

Please get in touch with your specific requirements which will be allocated to a dedicated Account Manager. SATIGO will invoice Customer for Services performed under the SOW either monthly basis or upon completion of the Services, against approved weekly timesheets which will be payable within 30 days of invoice.

Termination Terms

Termination terms will be outlined in the SOW and will be relevant to the service you purchased.

Data Processing & Storage Location

Data is held in an ISO2700, Cyber Essentials Plus accredited data centre based in the EU.

Data Restoration & Service Migration

Our Data Centre supports many popular disaster recovery (DR) architectures from "pilot light" environments to "hot standby" environments that enable rapid failover at scale. We can enable rapid recovery of your data.

Customer Responsibility

The Customer needs to provide a clear definition of scope of work and deliverables. Customer must provide SATIGO with all necessary co-operation, information and support that may reasonably be required by SATIGO for the performance of the Services including, without limitation, access to suitably configured computers, software products and applicable passwords, at such times as SATIGO requests.



WHY SATIGO

Why work with us?

EXPERTISE

We are not a product vendor – our recommendations are based on what you need, not what a vendor needs to sell.

FOCUSED ON SERVICE

Our solutions are focused on Government Digital Transformation Cloud, over the years we have built a strong network of SME's.

TRUE PARTNERSHIP

A business that is focused on delivering a great service. We provide a flexible, consultative approach and are easy to work with.

RESULTS ORIENTED

Our service provides measurable ROI for cost, risk and customer service.

TRACK RECORD

We offer end to end solutions: consulting, implementation, and ongoing support services.

Clients

SATIGO builds strategic partnerships with our Clients by providing world class services. We have a strong reputation for delivery that enables us to work in True Partnership as Trusted Advisors.



TESTIMONIALS

“

This portfolio of work is considered to be the most strategically imperative initiative across the Business and suitable PMO capacity is critical. Existing resources were unable to meet the required deliverables and failure with this programme was simply not an option. SATIGO were able to act quickly, provide proven quality expertise and at incredibly competitive prices."

PROGRAMME DIRECTOR

“

We asked SATIGO to supply us with superior resources across all areas of the business. Their solutions aided our best practice procedures, the development and organisation across resource strategy and full vendor management. Each stage of the solutions' implementation was driven and fully supported by their team, who worked with us on- site as a true partner."

RESOURCE MANAGER

“

We needed a number of high quality resources for a complex, multimillion dollar Data Centre build and migration programme. SATIGO provided us with a number of excellent resources, in a short time frame, to meet our clients requirements. SATIGO have been proactive in ensuring they continue to deliver value to us and our clients, and have provided us with an ongoing flexible resourcing model that differs from other vendors in the marketplace. The quality of service, friendly approach and dedication to customer satisfaction that we have received, has led us to sign a preferred supplier with SATIGO."

HEAD OF TECHNOLOGY

CASE STUDIES

UK M.O.D. (MINISTRY OF DEFENCE) - PROGRAMME CORTISONE, DIGITAL TRANSFORMATION

Project Budget: £172,800

- Project Management & Business Analysis
- System Designer
- Lead Developer & Specialist Database Developer
- Testing manual & automated

DWP (DEPARTMENT OF WORK AND PENSIONS) – DIGITAL APPS FACTORY

Project Budget: £200,000

- Business Software Architect
- Business Intelligence
- Data Modelling
- Database development

DVLA (DRIVER AND VEHICLE LICENSING AGENCY) - AGILE SOFTWARE DELIVERY – JAVA DATABASE PROGRAMME

Project Budget: £194,000

- Software developers
- Testers

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