Service Definition Document May 2024

Service description:

SaacIT **works in partnership with clients to understand their business goals, ambitions and challenges.** We understand that each organisation has its unique circumstances and that there is not a one size fits all. At SaacIT we pride ourselves on being able to being a wealth of expertise to find the right solutions for your organisations Cloud journey.

Our approach is to define, design and deliver the right services and outcomes you need.

Service features:

- Strategy definition
- Operating Model Design
- Workforce capability assessment
- Service, application assessment (R factor)
- Business case definition
- User research & Service design
- Process Mapping & Business Analysis
- Data and IRM governance, policy and guidance definition
- Architecture and Design (including Cyber)
- Delivery management and Build
- Planning and Roadmap Definition
- Cost analysis and modelling (inc ToC)
- Project and Programme Management
- PMO
- Governance
- Testing
- Service Design and Early Life support
- Decommissioning
- Migration and cutover management

Service Benefits:

- Better service outcomes for the end customer
- Increased efficiencies
- Increased integration of functions, business processes and ways of working across the organanisation
- Improved user experience
- Integrated operating model
- Cost reduction
- Increased productivity and increased technology and digital skills within the workforce

Get in touch:

information@saacit.com