



THE DIGITAL TRANSFORMATION SPECIALISTS

BRIGHTMAN BUSINESS SOLUTIONS

PRICING DOCUMENT FOR G-CLOUD 14

Brightman Business Solutions – Pricing Terms and Conditions for G-Cloud 14

Specialist Cloud Services (SCS)

Brightman Business Solutions services can be procured as stand-alone engagements or as part of the following series:

- **Creation of a Target Operating Model Definition and Implementation Service** - creation of a Target Operating Model to enable organisations to reap the benefits of their Vision and Strategy, including comprehensive solutions for aligning operational capabilities with strategic objectives. Implementation of the new model.
- **New Service Introduction (Service Transition) for Cloud Services** - management of the integration of Cloud services into your organisation to ensure business continuity and productivity is maintained to meet agreed service levels and enabling future transformation of these services.
- **New Service Introduction (Service Design) for Cloud Services** - the design of cloud services, including analysing and defining users' needs, and designing the service to meet those needs. Service Design includes work to define a benefits map and realisation plan and will feed into further work on a Target Operating Model.
- **Managing New Cloud Services in Live Operations** - provision of a team to support your organisation after the transition, providing in-life coaching and support to your team as required.
- **Business Analysis for Cloud Services** - understanding the client's needs, identifying opportunities, and facilitating a smooth transition to the cloud.
- **Business Analysis for Supply Chain Transformation** – analysis of requirements for IT contracts, recommendation of comprehensive solutions and identification of opportunities for Cloud based services and contracts that deliver optimal value.
- **New Supplier Introduction, Facilitating and Assurance** - Brightman's New Supplier Introduction, Facilitating and Assurance service provides a comprehensive onboarding and management service that ensures that the new service is embedded sustainably. The service analyses the agreement and helps manage the relationship. The service tracks supplier obligations and reports on progress.
- **Business Change for Customer Relationship Management (CRM) Service** – Creation and implementation of a Target Operating Model to enable organisations to reap the benefits of their CRM implementation.
- **Business Case Development Service** - helps businesses adopting cloud to draft the relevant business case, depending on where they are in the requirement process. We can help with creation from an outline to a full business case.
- **Business Continuity and Disaster Recovery Service** - helps organisations to plan and implement business continuity and disaster recovery processes using impact analysis to identify the impact of disruption of business functions and processes

- **Business Service and Systems Audit Service** - helps businesses to identify and define their current IT estate, including HW, SW and maps the services to business user. It ensures that a complete view of the as-is is created to enable organisations to assess the next steps in their transformation journey.
- **Leadership for Transformation Service** - Brightman provides a comprehensive leadership for transformation service. Leadership is the most influential and critical element for success. We collaborate to define the transformation strategy and principles that will drive success. The service provides structure and planning to ensure that the key benefits from transformation are achieved.
- **ITSM for Hybrid Cloud and Mixed Infrastructure** - alignment of the IT organisational and Service Management to effectively manage your cloud provision and supplier. Brightman will assess and update your ITSM approach to reduce your organisation's risk exposure as you move through your Cloud journey.
- **IT Maturity Assessment Service** - is designed to benchmark your current IT capabilities to determine the baseline and a roadmap for improvement.

PRICING

Brightman prices are based on a day-rate as defined in the SFIA rate card.

Fixed priced engagements for any of our services can be provided but are subject to separate negotiation on the scope of work. To obtain a fixed price we assess the number of days work required and generate a fixed price from this information using our experience of completing previous work.

This approach relies on Brightman being provided with sufficiently detailed expected Outcomes, from which we will produce a Milestone plan along with a payment plan.

If Customers cannot provide sufficiently detailed requirements, we can offer a Time & Materials engagement.

- Our Target Operating Model and Implementation service, ITSM for Hybrid Cloud and Mixed Infrastructure service, and Business Change for CRMs offerings have a fixed price option which is detailed in our rate card.
- Our Introduction of New Services (Service Transition) service may require a due diligence process prior to a fixed price being provided because the quality of documentation available is material to the provision of an effective service.