

SERVICE DEFINITION

Solutions and Services

Claria offer services around the following solutions:

- API Management (API Gateways, Monetisation, Traffic Management, Throttling, API Store, API Publishing)
- Enterprise Integration (EI Patterns, Design, Development, Integration, Interfaces and Endpoints)
- Digital Transformation
- WSO2 (API Manager, Enterprise Integrator, Identity Server, Stream Processor, Analytics)
- Microsoft Azure Integration Services (Logic Apps, Event Grid, Service Bus, API Management)
- AWS Integration Services (AWS Lambda, API Gateway, SNS, SQS, Step Functions)
- Identity Management (Keycloak, Cognito, Auth0, Okta)
- Workato Automation Platform
- Boomi Integration Platform as a Service (iPaaS)
- Kafka (Apache, Confluent, Amazon MSK)
- Security (Cyber Security, Security Operations, Forensic Security)
- DevOps (Continuous Deployment, Continuous Integration, Infrastructure Management)

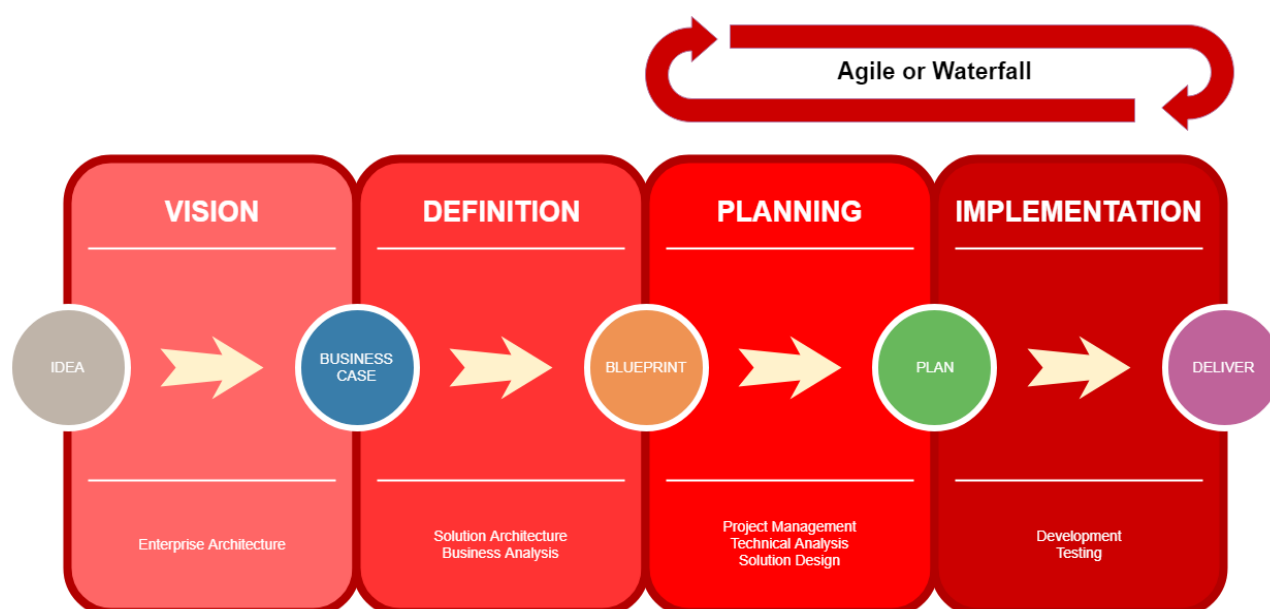
The following services are offered for each of the above solutions:

Business and Technology Services

- Enterprise Architecture
- Business Analysis
- Solution Architecture
- Project Management
- Technical Analysis
- Solution Design
- Development

Strategy	Delivery	Operational
Integration Strategy & Capability	Programme Management	Managed Services
Technology Evaluation & Selection	Platform Design & Delivery	Support
API Strategy & Governance	Integration Design & Development	API Management
Data Architecture & Governance	Automation Design & Development	Training & Enablement
Security Access & Identity	Automation & DevOps	Healthcheck & Troubleshooting
Audit & Value Assessment	IAM/CIAM Implementation	Team Augmentation

The Claria Project Lifecycle



The Claria project lifecycle is the methodology we use when embarking on major change projects. The above diagram is a high level view. This methodology is an amalgamation of TOGAF, ITIL and Prince2/Agile frameworks. It works on the basic principles of defining business change(s)

architecturally and then utilising project frameworks as delivery vehicles to implement the change(s). ITIL best practice is followed along the way for change management, service readiness and transition. More details are available on this methodology, it's simply outlined here for context.

The Claria Approach

No matter what stage of the project lifecycle you are at Claria can help. We are just as comfortable helping set business outcomes and designing high level project architecture as we are providing additional development muscle to projects nearing completion that require some specialist help to get over the line.

We work on a phased approach with each step from Vision to Implementation analysed and costed separately. For example if the Vision has already been completed internally we can provide an accurate quote for the Definition phase plus estimates for the Planning and Implementation work.

Wherever possible we prefer to apply a more agile approach with small, medium or large scrum teams assigned to the project with results being delivered on a 2-weekly cycle. This will give the business more visibility on the progress of the project as well as meaningful deliverables from a much earlier stage.

Business and Technology Services

Enterprise Architecture

Our Enterprise Architects are TOGAF certified with a wealth of experience in different industries. Enterprise Architects typically operate at a senior level defining enterprise-wide change and producing architecture vision documents. This is part of the Claria Vision phase in our project lifecycle. This service can be charged either on a daily rate or as a fixed price outcome. Deliverables are typically architecture vision documents, though this can vary according to your needs.

Business Analysis

Our Business Analysts will work with your key business stakeholders to get a real understanding of what the project needs are. Once requirements have been gathered we will analyse as-is business processes and produce a to-be business plan. Business Analysts are offered as part of our Definition phase in our project lifecycle, helping define a future business environment and scope projects to deliver change. This service can be charged either on a daily rate or as a fixed price outcome. Deliverables are typically as-is or to-be process maps or diagrams and/or requirement catalogues.

Solution Architecture

Our Solution Architects are TOGAF certified with a wealth of experience in different industries. Solution Architects are more focussed on specific solutions, working with Business Analysts to define people, process and technology changes. A Solution Architect will then work with a Project Manager to translate the produced solution architecture into deliverable work packages. This is part of the Definition phase in our project lifecycle. This service can be charged either on a daily rate or as a fixed price outcome. Deliverables are typically solution architecture documents or high level designs, though this can vary from client to client.

Project Management

Claria offers both agile and traditional (waterfall) project managers as part of our Planning phase in our change process. All our project managers are certified in either SCRUM, Prince2, MSP or AgilePM, or a combination. Our project managers have substantial experience across many industries. This service is offered across all solutions and can be charged either on a daily rate or as a fixed price outcome. All the typical deliverables can be expected such as RAID log, Project Plan, Project Initiation Document etc.

Technical Analysis/Solution Design

Claria has a team of highly skilled technical analysts, many with specialisms in areas such as systems analysis or integration analysis. This activity is typically performed in the boundaries of a project and helps define existing technical processes and functions, and is also used to gather functional requirements for new systems and/or integrations. This service forms part of the Planning phase in our change process or, in an agile methodology, would be performed by Product Owners. This service is offered across all solutions and can be charged either on a daily rate or as a fixed price outcome.

Development

Claria have UK-based developers as well as offshore and nearshore development centres based in strategic locations worldwide. Our developers are multiskilled and range in experience from 1-2 year juniors to 10+ years seniors. Development is undertaken as part of the Implementation phase of our change process, or in an agile methodology we would typically use SCRUM or Kanban, in which our development teams are organised into teams with sprint delivery cycles. This service is offered across all solutions and can be charged either on a daily rate per developer, a SCRUM team, or as a fixed price outcome.

General Services

Consulting

The consultancy service offers experienced integration consultants with best practice knowledge and many years of industry experience to help guide and inform. The service can be offered remotely or at client site, deliverables can be agreed such as audit reports or recommendation papers, depending on client requirements. This service is charged on a daily rate.

Maintenance

Maintenance is not part of the Claria change process, but is a service that is offered on live production solutions, whether developed and deployed by Claria or not. Claria will take ownership of maintaining solution environments as per customer requirements. This service is offered at a fixed monthly fee, variable depending on requirements.

Support

Support is one of Claria's core services. Support is offered across all solutions and can be completely customisable. Claria has two dedicated support functions worldwide, one based in Europe and one in APAC. Support can be remote or based onsite, depending on customer requirements. The standard support service is ticket based, fronted by a 24/7/365 service desk system. Details of this service are as follows:

Support Package Costs					
Package	Monthly Cost	Additional Events			
		P1	P2	P3	P4
Bronze	£2,500	£2,400	£1,200	£600	£300
Silver	£4,000	£1,600	£800	£400	£200
Gold	£6,000	£800	£400	£200	£100

Coverage Multiplier		
Coverage	Description	Price multiplier
Work Day	Workdays between 8am and 6pm	1 x
Every Day	Every day including weekends and bank holidays	2 x

	between 8am and 6pm	
24/7/365	Full coverage any time and any day	3 x

Support Package Entitlement					
Package	Monthly Entitlement				
	P1	P2	P3	P4	Events
Bronze	0	1	2	7	10
Silver	2	3	5	15	25
Gold	5	10	15	20	50

Priority Service Levels			
Service Level	First Response	Update Frequency (until fix)	Target Resolution
P1	within 30 minutes	Ticket update every 1 hour	4 hours
P2	within 2 hours	Ticket update every 4 hours	8 hours
P3	within 4 hours	Ticket update every 1 days	2 days
P4	within 24 hours	Ticket update every 2 days	5 days

Environments and Integrations built by third parties and supported by Claria, are subject to an onboarding charge. The onboarding process varies in time and cost according to the size and complexity of the technological solutions to be supported. The onboarding cost also covers establishing technical connectivity and standards between Claria and the organisation to be supported.

Bespoke support services are available on request.

Training

We provide our clients with training delivered by certified professionals on a wide range of technologies and best practices to enable them to deliver against their requirements and minimise

the time to value. Training programmes are bespoke and tailored to the specific needs, policies and budgets of a project. Please contact us for pricing.

Claria Managed Service

The following technical solutions are offered as a fully managed service:

- API Management
- Enterprise Integration
- Identity Management
- iPaaS

Claria offers managed services so organisations can operate an integration platform with the reassurance of a fixed price, guaranteed SLAs and without the risks and costs associated with developing and maintaining in-house capability.

The following benefits apply to the Claria Managed Service :-

- Investing in peace of mind: Claria are responsible for the provision and availability of the services, which are guaranteed to agreed service levels in advance. You will always have the best combination of infrastructure and services available.
- Increase efficiency and reliability of IT operations: Claria have a world class team of technicians and consultants, who are constantly upgrading their skills to keep abreast of the latest advances in technology. Claria's team provide solutions which optimise business processes and technology to deliver efficient and reliable services to underpin your IT operations.
- Enhanced security: The infrastructure and services within the Claria Managed Service are constantly evolving to address the challenges of ever-changing security threats.
- Benefit from our roadmap: As a Claria Managed Service customer you will benefit from future design and performance optimisations as the platform moves forward
- Single point of contact: Claria are responsible for ensuring the infrastructure and services are available. If there is a failure with any component Claria will act on your behalf to resolve the issue.
- Return on Investment: Managing internal IT systems and resources puts a constraint on scalability, whether it's infrastructure or people. The Claria Managed Service allows you to scale and shrink services and infrastructure on demand to realise the real benefits of cloud computing.

- Preventative maintenance: Constant maintenance ensures the Claria Managed Service is always up to date and running as efficiently as possible.
- Predictable costs: A fixed price Claria Managed Service contract gives planning and budgeting with certainty
- Experts on demand: Utilising the Claria Managed Service gives you targeted access industry experts working on your solutions, for a fraction of the cost of consultants.
- Remove dependency upon internal skills: Training integration developers and maintaining their skill level is an expensive business. Highly skilled integration experts are prime targets for head-hunters.

Support SLA's

Once a ticket has been correctly assigned to the Claria support queue, an initial triage will be performed to identify the nature and severity of the fault.

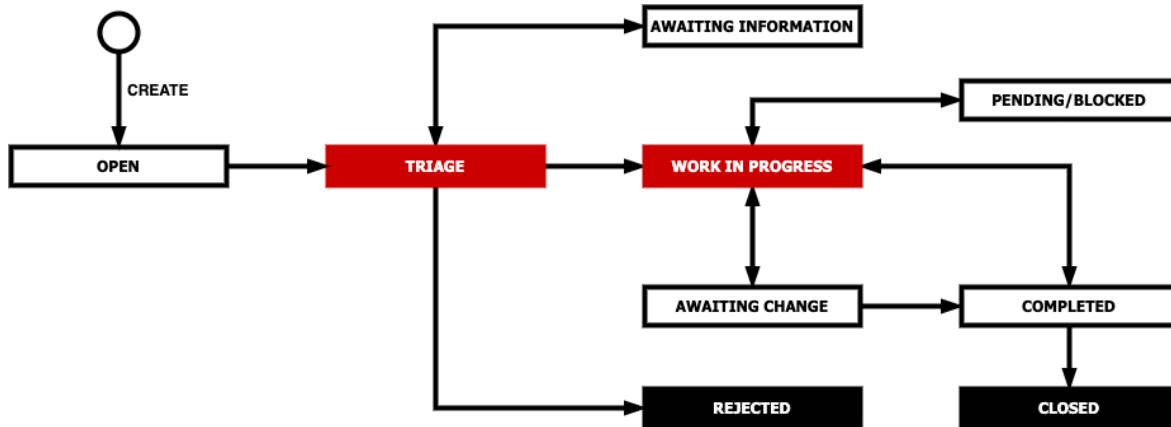
Priority Service Levels			
Service Level	First Response	Update Frequency (until fix)	Target Resolution
P1 (CRITICAL)	within 15 minutes	Ticket update every 1 hour	3 hours
P2 (IMPORTANT)	within 30 minutes	Ticket update every 2 hours	7 hours
P3 (NORMAL)	within 1 hours	Ticket update every 4 hour	24 hours
P4 (LOW)	within 24 hours	Ticket update every 2 days	5 days

Service Management

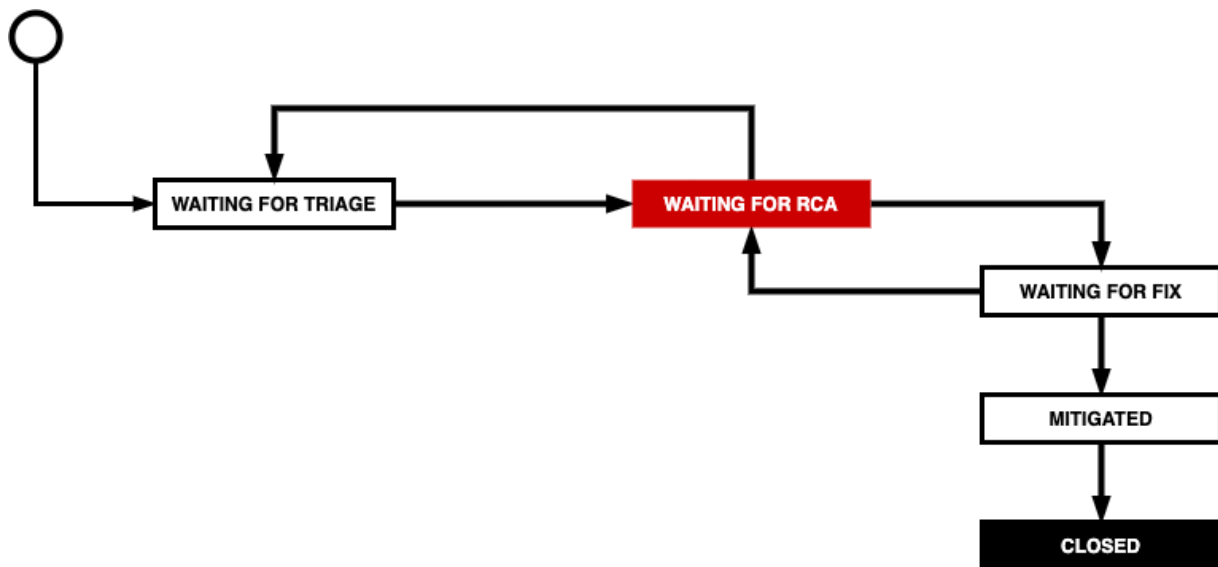
Operations

The Managed Services and Support functions currently follow ITIL v4 best practices for incident, problem and change management.

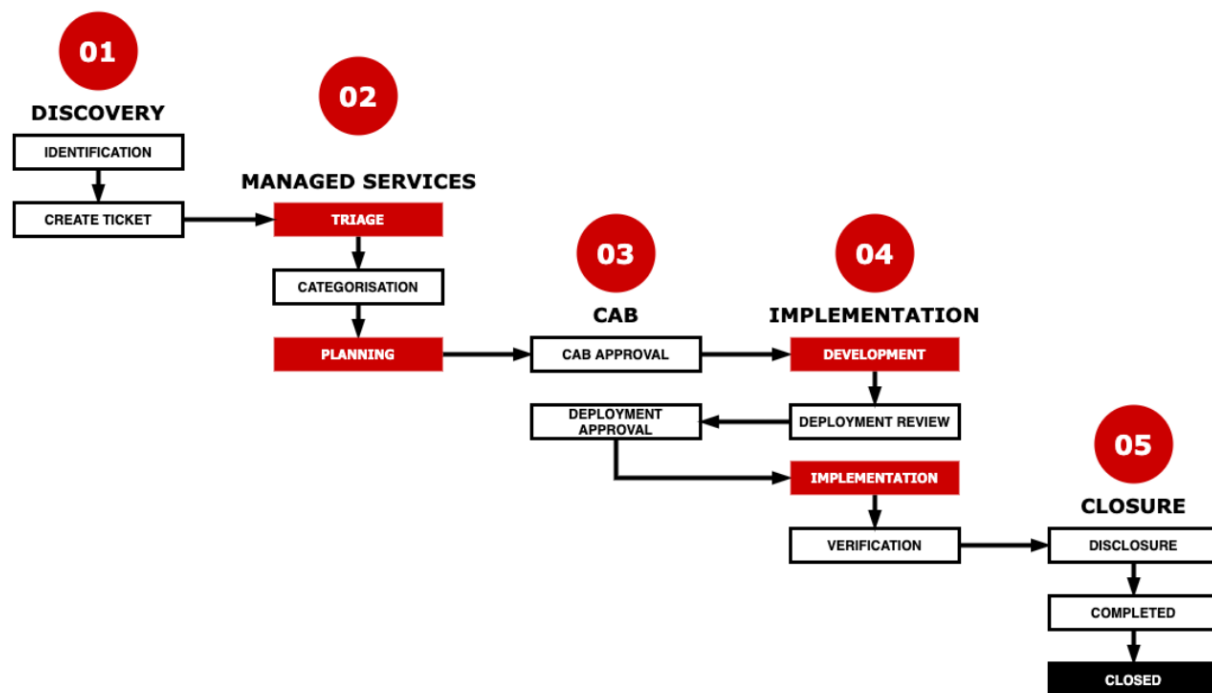
Incident Management



Problem Management



Change Management



Claria uses Jira Service Desk as the ITIL compliant Service Desk tool. This provides an interface to allow customers to log tickets 24/7 365. Clients also have the option of logging incidents via telephone or email. Jira Service Desk can also be integrated into client Service Desk systems to allow instant transfer and visibility of tickets.

The Managed Services function will implement ITIL v4 Event Management best practices to ensure that monitoring and alerting systems are utilised effectively to ensure that issues are discovered and resolved before any impact to live services.

Service Improvement and Reporting

Claria has a dedicated client success team focused on ensuring that clients realise true value from Claria services. The client success team will run monthly service management meetings to discuss performance metrics and areas for improvement as well as being your first point of contact for any issues. This process again will follow ITIL v4 best practices for Continuous Service Improvement.