Impact, delivered

G-Cloud 14

Service Definition Document

May 2024

codec

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Introduction

Public sector customers across the UK can rely on Codec's expertise, professionalism and proven track record as one of Microsoft's leading full suite partners. You can be confident of making measurable progress sooner and with significantly less risk, by partnering with Codec.

Why partner with Codec?

Local commitment, international capability.

Like you, we are UK based and care about the effectiveness and efficiency of our public sector. As well as consistently winning Microsoft's top awards, over the past eleven years Codec has built up one of the biggest Microsoft Dynamics practices in Europe, with over 300 full-time employees.

Our offices in Belfast and London - backed up by additional resources in Dublin enable fast and easy access to exceptional support. With a growing Microsoft platform team we have the capability, and capacity to seamlessly deliver Microsoft full suite technology solutions. Codec provides complete endto-end solutions, encompassing infrastructure delivery, solution design, application development, project management, support, testing and training. At our core is the ability to analyse business requirements and design and deliver the best fit solution from our highly skilled consultants.

Microsoft Partner of the Year. Microsoft Ireland has selected Codec as their Country Partner of the Year for 2023. This award recognises our leadership position in the provision of Microsoft solutions, the breadth and depth of Microsoft technology expertise in our business, and the high level of customer satisfaction that we have achieved through our project delivery.

Expert Partner. Codec is a "full suite" Microsoft partner, with expertise across all of Microsoft's platforms for business: Dynamics 365; Microsoft 365; Power Platform; Azure etc, so can provide a "one stop shop" for Microsoft service requirements for any G-Cloud 14 client.

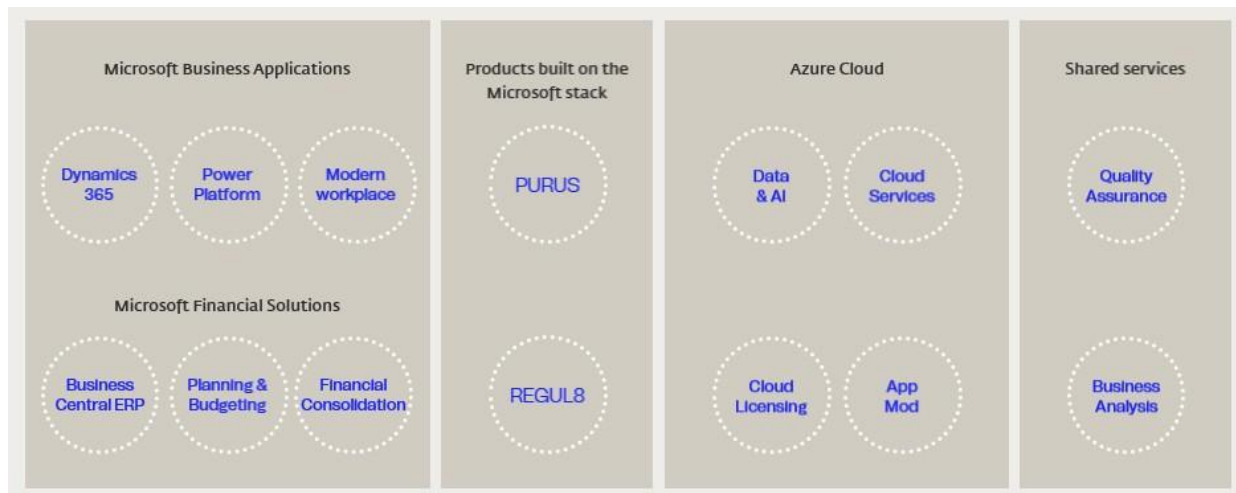FIGURE 1: CODEC SERVICE OFFERINGS

Dynamics 365 and the Power Platform.

Recognised as the leading enablement platform across multiple sectors and across the globe. With our expertise in digital transformation and integration, you can confidently expect to unify your business - from data to people to processes - with modern, intelligent business applications that adapt to your evolving needs.

Microsoft Full Suite/DevOps and AI Expertise.

In addition to implementing traditional on-premise or private cloud solutions, we are experts in the wider technology suites, using cutting edge Agile and DevOps technologies on cloud and hybrid platforms such as Azure Stack and Microsoft Azure.

60/20/20 blended approach to a bespoke solution.

Sophisticated requirements are integrated seamlessly, to minimise costs and risk of delays or technical problems later. Summarised as:

- 60%. Configure Dynamics 365 to meet as many requirements as possible
- 20%. Enhance quickly, safely and cost effectively, by including our proprietary or approved third party add-ons and apps, already proven on other projects
- 20%. Further customise with new coding to meet your business needs

Accelerated Value Realisation (AVR).

Maximum control with flexibility of project priorities is enabled through our AVR project methodology. Developed to assist CrossRail2 in London, Transport for Wales and the Health and Safety Executive as well as delivering user benefits sooner and removing risk of cost blow-outs, AVR helps user adoption as it steadily builds knowledge of the system and reduces risks of user resistance to change.

Technical, operational and commercial agility.

AVR supports faster release cycles so you can be confident our solutions have flexibility to meet evolving needs; avoiding sluggishness and baggage associated with conventional suppliers.

Proven on complex projects.

We pride ourselves in delivering all our projects on time and within budget – sometimes including the late addition of bespoke requirements during design and development. We are experienced in delivering green-field projects, working with customers through traditional business requirements gathering phases through to delivery of support services. We are expert in delivering phased IT projects to ensure tangible business outcomes, through Discovery, Alpha, Beta, and Live Deployment phases, often replacing large global technology corporations who fail to satisfy on government needs for agility and innovation.

UK Public Sector Customers

Additional references available on request

City of Westminster	Essex County Council	HSE Health & Safety Executive	TRAFNIDIAETH CYMRU TRANSPORT FOR WALES
2 yrs (+2) — £0.5m	6 months — £250k	18 months — £6.5m+	20 months — £2.5m+
Dynamics 365 CRM & Power Platform	Power Platform & Power Bi	Power Platform, Dynamics 365 CRM, Opensource dev, Power Bi	Dynamics 365 CRM & Power Platform
Restricted customer framework	Direct Award – G-Cloud 11	Competitive tender DOS5	Competitive tender DOS5
Re-implementation of Housing system portal from another provider. Develop and implement rough sleeping application. Contact Centre CRM enhancements	Delivery of a budget management solution to overlay Oracle ERP Finance system to provide granular financial reporting	Part of the Building safety bill passed by parliament following the Grenfell tragedy, HSE needed to implement a Building Safety Regulatory Platform to manage the chain of custody of information between approved, developed and signed of building programmes.	Implementation of the country's first contactless payments solution across the National Infrastructure rail network of Wales, calculating end to end journey costs and deduction of payment against contactless payment mechanism.
Aruj Haider, Chief, Digital & Information Officer	Jon Quinn, Director – Protection, Prevention, Customer Engagement	Andy Lucas, Deputy Director of Digital	Helen Mitchell, Head of Digital Programmes

FIGURE 2: SAMPLE OF MAJOR UK CLIENTS. WE CAN SHARE A RANGE OF CASE STUDIES TO DEMONSTRATE OUR PROVEN TECHNICAL AND OPERATIONS CAPABILITY IN COMPLEX, HIGHLY REGULTLATED ENVIRONMENTS

Deserved 'safe hands' reputation. More organisations choose Codec for full stack Microsoft implementations and support than any other supplier. We support over 40 organisations on Dynamics systems, including some of the most complex solutions that have been implemented in UK and Ireland.

Microsoft Awards

- Current Microsoft Country Partner of Year (2023)
- Dynamics 365 Country Partner of Year – 9 years in a Row (2015- 2023)
- 22 Microsoft Awards since 2012

Microsoft Most Valuable Professional (MVP)

- Oliver Rodrigues – Business Applications
- Betim Beja – Business Applications
- Tushar Kumar – Azure Security

Microsoft Advanced Specialisations

- Analytics on Microsoft Azure
- Microsoft Windows Virtual Desktop
- Infra and Database Migration to Microsoft Azure
- Azure Expert MSP
- Cloud Security

Microsoft Solution Partner Designations

- Solutions Partner for Digital & App Innovation (Azure)
- Solutions Partner for Infrastructure (Azure)
- Solutions Partner for Modern Work

- Solutions Partner for Security
- Solutions Partner for Data & AI (Azure)
- Solutions Partner for Business Applications (Enterprise)

Codec has been chosen as Dynamics 365/CRM Partner for the last 9 years in a row (2015-2023). This is further proof that Codec is the best choice of partner for G-Cloud 14 clients.
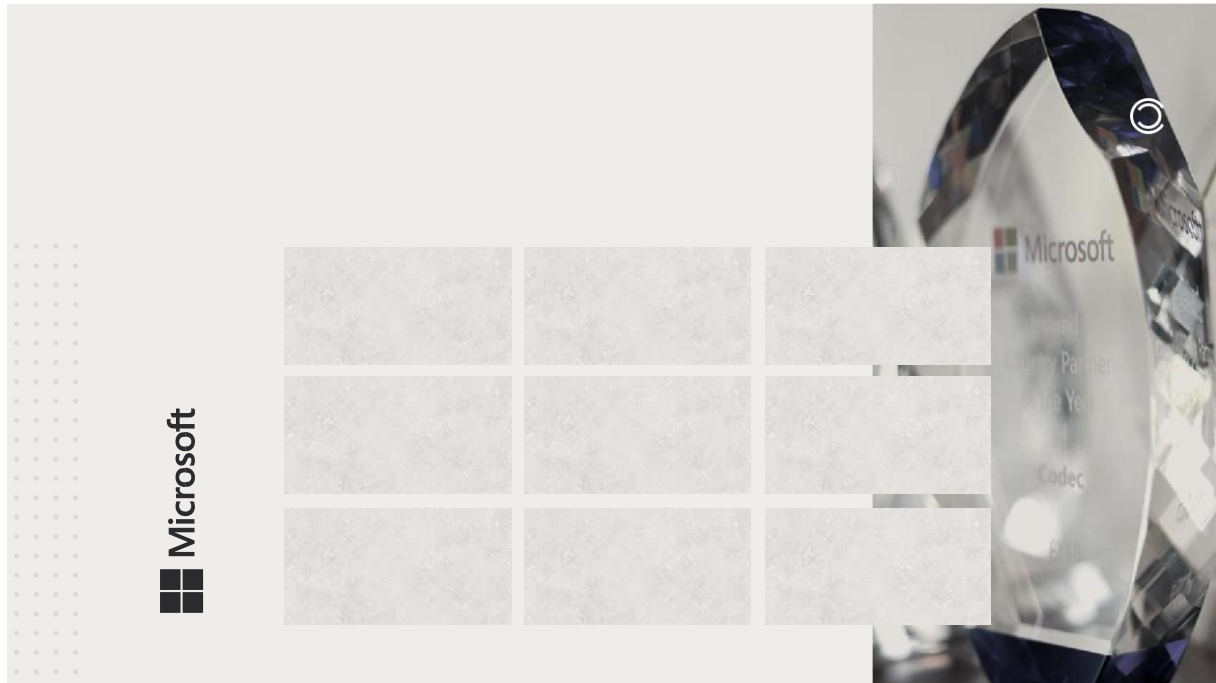
FIGURE 3: MICROSOFT DYNAMICS PARTNER OF THE YEAR AWARDS

ISO Accreditations
- ISO 9001:2015 Quality Management
- ISO 14001:2015 Environmental Management
- ISO 20000-1:2018 Information Technology Service Management
- ISO 27001:2013 Information Security Management
- ISO 27017:2015 Information Security within a Cloud Computing Environment
- ISO 27018:2019 Protecting PII (Personally Identifiable Information)
- Cyber Essentials
- Cyber Essentials Plus
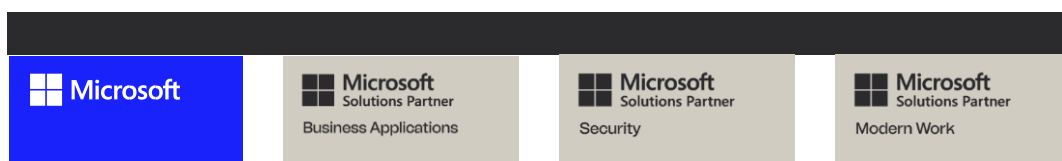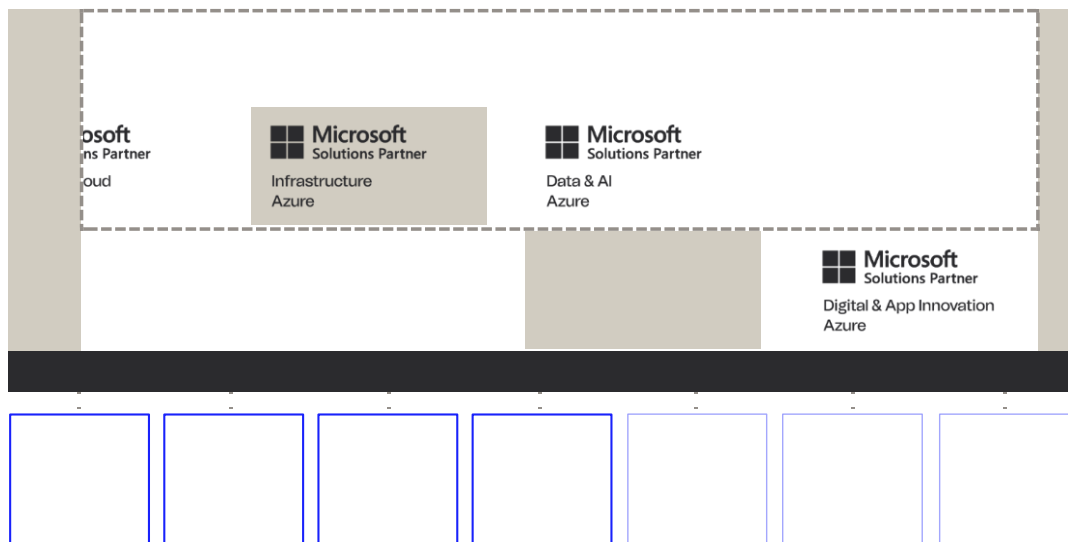
Stable and committed.

39 years in business, with continuous and controlled growth. No debt, with robust and fully funded future plans, guided by a proven and dedicated SLT and governance board.

You can be confident of consistent delivery under time constraints, guided by our organisational delivery framework underpinned by Agile SAFE/Scrum, Waterfall and Lean methodologies and practices.
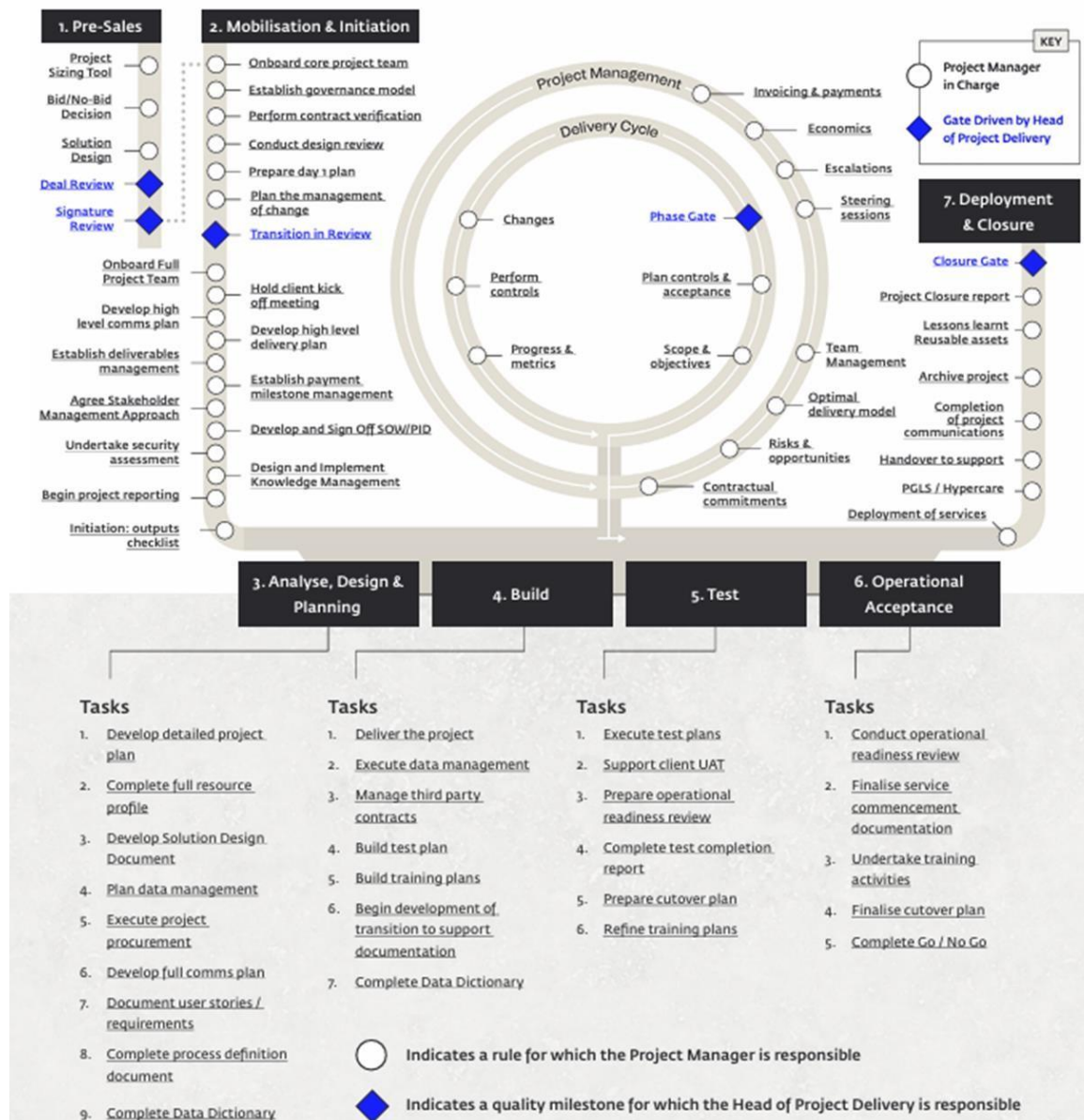
FIGURE 5: CODEC AVC DELIVERY FRAMEWORK

Breadth of Services Offered

We currently have 11 teams working as one unit within our Microsoft practice which includes Microsoft Architects, Consultants, Business Analysts, Change Agents, Testers, Project Managers, Trainers.

- **Design Capability:** Codec has a team of specialists in user-centred digital service design. We will draw upon this team to provide the required roles across the design capability including interaction designers.

- **Technical Capability:** Codec is considered the #1 'Full-Platform' Partner by Microsoft specialising in the full range of Microsoft solutions. Codec won Irish Partner of the Year for 2023 across the Business Applications, Data & AI and Azure infrastructure categories. Across Codec, there are over 140 MS Business Apps and Azure Certified experts, with 100 full-stack developers that we will deploy to support the technical delivery. In terms of QA, Codec has a dedicated team of testers.

- **Delivery Capability:** Our delivery team are experts in programme assurance and delivery, with over 200 in our delivery and transformation teams. We will draw on this capability to as well as PMO resources to staff the delivery management team.
- **Business Capability:** Codec has a team of change specialists and consultants who specialise in business analysis. Codec has a dedicated MS training practice with 25 specialists certified to provide training across the MS stack. We will leverage these teams to provide key roles within the business capability, including the business architect, business analyst and trainer roles.
- **Ad hoc resourcing:** In addition to providing the scale of resources required to support the core delivery we are confident in our ability to rapidly service ad hoc requests for Subject Matter Expert input across any and all aspects of G-Cloud 14 Clients wider operations.

Our teams have all the relevant skills and experience required to help G-Cloud 14 clients over the next number of years:

- Microsoft Certified for Dynamics 365, Portals, Business Central, Azure API management, Azure Web Application
- All full-time members of staff.
- Senior resources have 10+ years' experience in Dynamics 365 and Azure solutions
- Extensive Portal skills & experience
- Excellent technical and analysis/diagnostic skills.
- Excellent training and knowledge transfer skills alongside proven technical and analysis/diagnostic skills.
- Excellent experience of data migration and system integration.
- Excellent knowledge of Microsoft Licensing & potential funding from Microsoft

The following is a summary of the breath of solutions & technologies that Codec can offer to G-Cloud 14 Clients:

• **D365 for Case Management**	• **Portals**
• **Power Platform**	• D365 Omnichannel
• **Document Management (SharePoint)**	• Security
• **Reports, Dashboard, Machine Learning**	• Codec Labs
• **Data & AI**	• Microsoft CSP Licensing
• **Azure Cloud**	• Business Central
• **App Modernisation**	• Managed Services
• **Chatbot (Power Virtual Agents)**	• Cloud/Hybrid Hosted Solutions
• **Security**	• Azure Landing Zone

Focused on Quality. Codec puts a focus on quality throughout our business operations. We have achieved multiple industry accreditations including ISO 9001 for quality management, ISO 27001 for security management and ISO 20000 for service management.

Codec is currently certified in the following ISO standards which comprise our Quality, Service Management and Information Security Management Systems.

Innovation and value add.

Our innovation Centre of Excellence – **Codec Labs**, focuses on developing applications accelerators that can significantly benefit Clients by streamlining the development process, improving efficiency and delivering solutions faster. As a Microsoft Partner, G-Cloud 14 clients will have access to a vast ecosystem of tools, platforms and technologies which will enhance user experience and deliver a CRM solution that is aligned to your strategic objectives. Our Accelerators significantly reduce the time it takes to build and deploy solutions. Our Accelerators adhere to Microsoft's best practices, quality standards and compliance with relevant industry regulations and security standards.
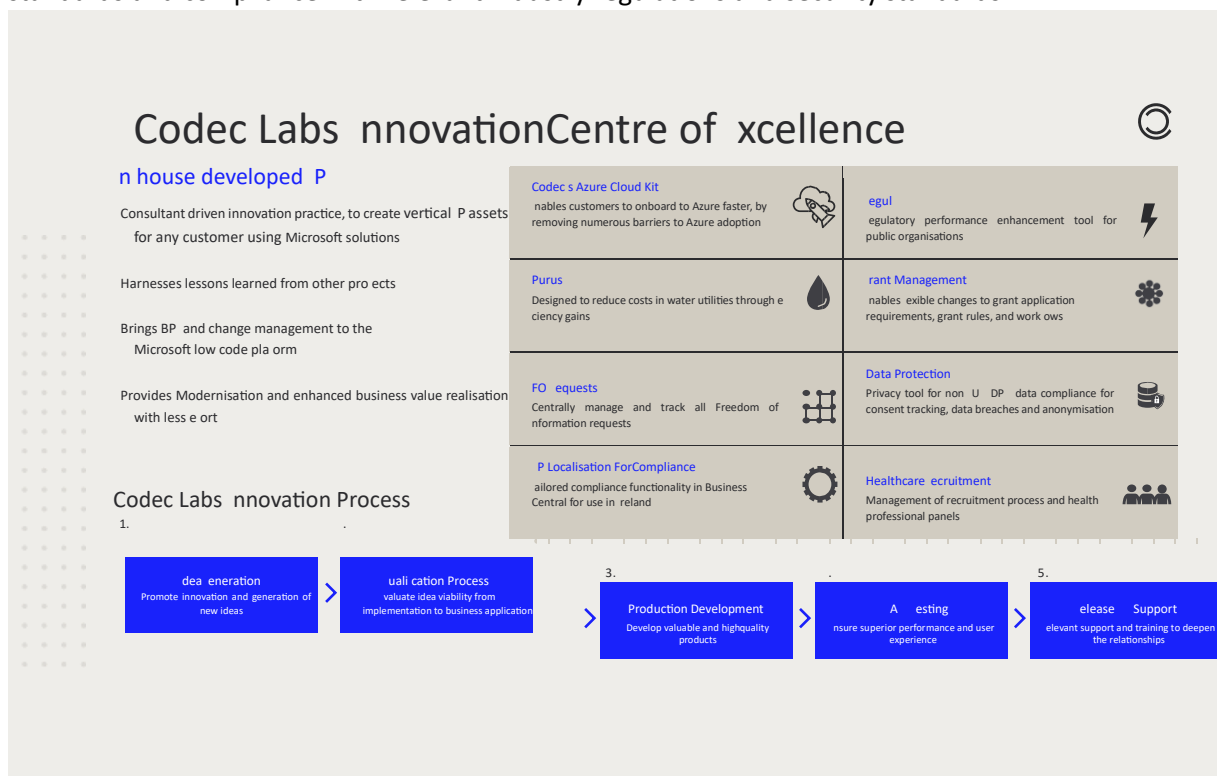
FIGURE 6: CODEC LABS

As well as a formal approach to continuous improvement, you'll have preferential access to our proprietary add-ons and already proven apps. This includes our GDPR for Dynamics 365 module, and several others shown in the figure 5, developed through Codec Labs, our innovation centre.

Support, Maintenance and Ongoing Development

We offer a flexible multi-tiered, multi-level service management service, dependant upon your requirements. Codec's Service Design team can work with you to create a bespoke service requirement and even act as a Tower Provider in a SIAM (Service Integration and Management) model.

Support Offerings	Competitive	Optimisation	Secure	Empowered (Managed Services)
Incidents/Service Requests	Unlimited	Unlimited	Unlimited	Unlimited
Support Team	**Shared Pool** Service Desk (Triage) Business Application Support (L2 & L3) Cloud Support (L2 & L3)	**Shared Pool/Dedicated** Service Desk (Triage) Business Application Support (L2 & L3) Cloud Support (L2 & L3)	**Shared Pool/Dedicated** Service Desk (Triage) Business Application Support (L2 & L3) Cloud Support (L2 & L3) Security Services (L2 & L3)	**Dedicated** Service Desk Application Managed Services Cloud Managed Services Infrastructure Managed Services Managed Security Services SIAM Managed Services
Availability	Mon – Fri - 8 AM to 6 PM	Mon – Fri - 8 AM to 6 PM	Mon – Fri - 8 AM to 6 PM	Mon – Fri - 8 AM to 6 PM
Client Partner – Dedicated	**X**	**X**	✓	✓
SLA	P1- 4hrs – 12hrs P2- 8hrs – 24hrs P3- 24hrs – 48hrs P4- 48hrs – 72hrs	P1- 1hr – 6hrs P2- 4hrs – 12hrs P3- 8hrs – 24hrs P4- 24hrs – 48hrs	P1- 1hr – 4hrs P2- 1hrs – 8hrs P3- 8hrs – 24hrs P4- 24hrs – 48hrs	P1- 1hr – 4hrs P2- 1hrs – 8hrs P3- 8hrs – 24hrs P4- 24hrs – 48hrs
How tickets are raised	Email, Phone and Portal	Email, Phone and Portal	Email, Phone, Portal & Monitoring Tool	Email, Phone, Portal & Monitoring Tool
Reporting	Standard Quarterly SLA Report	Weekly Open Tickets Report or Monthly SLA Report	Weekly Open Tickets Report or Monthly SLA Report	Weekly Open Tickets Report, Monthly SLA Report & Quarterly SLA Report
Email, Phone and Portal	Email, Phone and Portal	Email, Phone and Portal	Email, Phone, Portal & Monitoring Tool	Email, Phone, Portal & Monitoring Tool
Meetings	Quarterly Service Review	Monthly Service Review	Weekly Ticket Review, Monthly Service Review	Weekly Ticket Review, Monthly Service Review, Quarterly Business Review
Monitoring Services	**X**	**X**	✓	✓
Technical Health Checks (Quarterly)	**X**	**X**	✓	✓
Updates/Patches	**X**	**X**	✓	✓
Microsoft CSP Services	Elective	Elective	Elective	Elective
Microsoft Major Releases (Bi-Annual Wave Updates)	**X**	✓	✓	✓
Access to Microsoft Premier Support	**X**	✓	✓	✓
Regular Roadmap Discussions	**X**	✓	✓	✓
Participation in Customer DR/BCP Tests	**X**	**X**	✓	✓
Participation in Customer Audits	**X**	**X**	**X**	✓
IT Service Management Tool Integration	**X**	**X**	**X**	✓

FIGURE 7: CODEC SUPPORT LEVELS

Sustainability

At Codec, we recognise that the time to act on sustainability is now. Deeply committed to environmental stewardship, we embrace sustainability as a core aspect of our mission and values. It is not merely an option—it is an imperative that drives us to lead by example in promoting awareness and fostering actionable change. Our proactive approach to sustainability has been galvanised through a significant partnership with Dr. Tara Shine of Change by Degrees (CbD). Together, we have developed a sustainability plan that is both ambitious and realistic, reflecting our dedication to making a meaningful impact.

This plan, detailed on our website, outlines clear sustainability goals which are integrated into the fabric of our operations. To ensure these objectives are not only set but actively pursued, they are reviewed during our Senior Leadership Team (SLT) meetings. Furthermore, we conduct quarterly reviews with Change by Degrees to assess our progress and refine our strategies. Fiona Daly, our CFO and Head of Legal, has been instrumental in spearheading this initiative. As Codec's head of sustainability, Fiona exemplifies our commitment to embedding sustainable practices across all levels of our organisation, ensuring that we not only meet but exceed our environmental responsibilities.

Sustainability

The time to act is now!!! Codec has a passion for sustainability and have been leading the charge in awareness and action. We see it as part of our purpose and values, it not an option and we must all act now. To cement our goals, we worked with Dr Tara Shine of Change by Degrees (CbD) and invested a substantial sum to develop in partnership, a sustainability plan which is ambitious but realistic. Our plan is on our website and we review all our SDG's at our SLT meetings and review our goals quarterly with CbD. Fiona Daly, CFO and Head of Legal who has spear headed the initiative and is our head of sustainability in Codec.

Sustainable Development Goals

- With Change by Degrees we have focused on the following SDG's that align to the Microsoft Partner Pledge which is informed by SDGs in quality Education (SDG 4), Decent Work and Economic Growth (SDG 8), Climate Action (SDG 13) and Peace, Justice and Strong Institutions (SDG 16).
- We have focused on **Carbon scope 1, 2 and 3** and have reduced our carbon emissions across all three scopes. **Scope 1 & 2 have reduced by 22% YoY and Scope 3 has reduced by 57%.** Codec worked with Clean Technology Centre, MTU on our carbon footprint plan.
- We have achieved our goal **of sourcing all electricity from verified green sources.** Our goal is to reduce Scope 1 & 2 emissions by 50% in 2025 (if not more)
- We have developed and introduce a **business travel and commuting policy** which has been communicated and acted upon in all offices. In the next quarter we have signed up to work with a Gold Standard provider to offset remaining emissions.
- **Working-from-home emissions reduced from '21 to '22 baseline by 35%** through a combination of education and tech management and we have set a **goal of 80% by 2030.**
- We have signed up for ISO 14001 accreditation for Environmental Management and the first audit is scheduled for April 23.
- We have established an **Employee Green Team** to drive awareness and engagement of our Sustainability Plan and to ensure buy-in from our people, vendors and partners.
- We have committed to undertake at least one pollinator-friendly action per year and report under existing membership of the Pollinator Plan for Businesses. This year we have sponsored a Codec Beehive and have planted roof plants in all our offices aligning to the Pollinator Plan. Additionally, we are a member of the **All-Ireland Pollinator Plan.**
- Codec employees are awarded **one working day per year to volunteer on Codec community initiatives.** We track and publish this data annually and this year we have had strong participation in beach and canal clean up initiatives.

57% Emissions reductions

Xocean case study

XOCEAN offers ocean data collection as a turnkey service. Headline customers include Shell, SSE, BP and others. XOCEAN was founded in 2017 and has offices in Ireland, UK, and Canada. Andrew Carlisle CTO says, 'Due to the scale of data which we will be processing, we are price conscious in this area and will continue to benchmark Azure against AWS from a cost perspective'. Codec suggested building a new Azure environment in line with the Cloud Adoption Framework principles to provide a secure and Best Practice. Andrew said that he "can sleep a lot better knowing that the solution is built to Microsoft best practice providing better usability, availability & redundancy" and crucially, "the new centralised Cyberdeck application is a gamechanger" as it allows the business to scale.

Staff participation is key – our team after a canal clean up where 10 bags of rubbish was collected from the Grand Canal

As part of the Pollinator Plan we have sponsored Codec Beehives and send the honey to clients and partners as Christmas gifts

Our Sustainability Plan aligns with our Purpose & Values and drives our business

Our Sustainable Partners Co-founded by Dr Tara Shine

Beach Clean Up   Pollinator Plan

Goals we focused on with CbD

Challenge, Outcome, Achieved

Challenge = Tracking and Keeping Honest
- To make a difference you must be accountable and finding a way to track and monitor our achievements was tricky

Action
- Working with CbD and co-writing a Sustainable Plan
- Agreeing SDGs and publishing them
- Working with ISO on the Environmental standard
- Employee buy in with our Green Team

Achieved
- By having targets, we could see if we were successful and by reducing emissions by 57% and tracking our Carbon footprint has allowed us to publish and monitor our progress which leads to real change

FIGURE 8: CODEC APPROACH TO SUSTAINABILITY

Diversity and Inclusion

Diversity & Inclusion

Our Story:

Our company was co-founded by a female in 1985. Driving gender equality is in our DNA and part of our culture. How do we do this? It is still challenging but we set ourselves KPIs at leadership level and publish these. We mentor, we work with the 30% club, we live our D&I Plan which we developed with Diversity Mark, we offer flexible working hours, extended maternity leave, parental leave, paternal leave, we developed a menopause policy, and we work with our staff with families to support them to stay in the work force when kids are young and juggling childcare etc. We adapt a flexible one size does not fit all approach. We work with women trafficked into Ireland and Northern Ireland through our charities Ruhama and Flourish. We recruit female grads and promote women in tech in Universities with gender neutral job specs. We promote women to senior roles and champion them by mentoring and networking events. We ensure parity and equality in pay and monitor salaries to ensure no gender pay gap.

Challenge more women and minority groups in tech and below is a summary of initiatives we are focused on to drive our goals with stats to show the progress with more work to do!

Deeper dive into our focus of Diverse Representation:

The Diversity Mark has been key for us to drive our commitment to minorities. We are sponsoring the Dublin and Belfast Pride Parades this year and have an open, inclusive work environment with multi cultural beliefs where everyone is respected as part of our core values. **Outcome:** inclusion of minorities

Human Trafficking did you know that this is a major issue in the island of Ireland? Officially in the ROI in 2021, 44 people were trafficked into ROI and 550 into NI. However, we know this data is inaccurate as it is not reported. We work with Ruhama and Flourish NGOs who try to give people who have been trafficked options and a life! In Codec 'We Believe in Our People' and our employees give their time to offer Microsoft coding classes every Monday to survivors of trafficking which has been life changing. We also mentor and work with Ruhama on a bridge to work scheme and have 3 Ruhama clients working as FTEs in Codec. We also provide laptops to ensure the clients can learn and work with Microsoft on the 'Step into Tech' offering, which has been very successful. Microsoft have been an inspiring partner to work with on our Ruhama Project and we ran a day in the Garage to celebrate the Ruhama clients. **Outcome:** more women in tech

International Women's Day and 30% Club in Dublin and Belfast this year we ran IWD events to celebrate women but also to have an open, engaging debate as to how we drive not only equality but equity for women, specifically women in tech. Fiona Daly and our CEO Ronan Stafford mentored with the 30% Club this year to encourage women to strive for senior roles. In order for change to happen we need more women in the Boardroom and in Government. **Outcome:** – empower women into tech and encourage our females to strive for LT roles

Junior Achievement Ireland Codec have signed up for an intern program with JAI (worldwide NGO) which works with children in under privileged areas to help level the playing field with opportunities for internships and mentoring. **Outcome:** level playing field for under privileged kids into tech

Diversity Mark
International Women's Day
Junior Achievement Ireland

Stats and other Initiatives

- **Our goal is to reach gender parity by 2030 currently we are 33% female** and our female applicants have increased to 41% from 31% YoY with a goal of parity as we focus on gender neutral job specs. We promote LGTBQ+ within our workplace and align to the Diversity Mark. We have with **29 different nationalities** in Codec with a goal to always be inclusive. We work with the 30% Club with the CEO and CFO mentoring.
- We will send two of our nominated senior female to the Web Summit in Lisbon this November to drive female leaders.
- Codec, with Fiona Daly (CFO) and Christina Matier (senior BA) are members of Women in Tech, the world's leading organization that fosters Inclusion, Diversity, and Equity in STEM. Codec have spoken on panels for WIT and attend Board Meetings and work closely with the Chair, Jeevantika Lingalwar promoting girls' and women's empowerment around the world, with a focus on Education, Business, Digital Inclusion and Advocacy.

Women in Tech Event   IWD Belfast Codec & MS   30% Club

D&I Goal: Gender Parity by 2030 & inclusion of minorities and equal leadership representation by gender in Codec

Applicant Gender Split	58.60% Male	41.30% Female
Senior v junior females	65% Senior	35% Junior

Female % of headcount

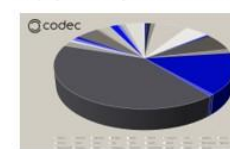| Mar-21	Mar-22	Mar-23
213 / 30%	241 / 32%	299 / 33%

Employee diversity – 29 nationalities

FIGURE 9: CODEC APPROACH TO DIVERSIYT & INCLUSION