The Berkeley Partnership

G-Cloud 14

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Cloud Support
Set-Up and Migration

Service Definition Document

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Cloud Support – Set-Up and Migration to Cloud

1. Service Description

1.1. We provide support and consultancy on how to set-up and migrate workloads to Cloud infrastructure. Our consulting service will support you with the boarder aspects of Cloud set-up and migration, to ensure that your approach is comprehensive and reduces delivery and operational risk.

2. Context to our services and approach

2.1. Increasingly, large organisations are moving their technology estates from traditional data-centres to the cloud – a multi-tenancy, virtualised service provided on a "pay for what you use" basis from providers such as Amazon, Microsoft and Google. The change can be thought of as moving from building, maintaining and running your own electricity generator to plugging into the grid and buying from a utility company.

2.2. The benefits of moving your data to the cloud infrastructure are compelling.

- **Cost:** we see clients regularly make savings in their running costs of 30–50% compared with more traditional data-centre operations;

- **Speed:** Cloud IT services are available instantly - there is no lead-time to order and provision hardware;

- **Flexibility:** if sizing estimates prove incorrect or an experiment proves wildly successful, capacity can be added or withdrawn in minutes. Solutions can be built to scale up and down in response to demand, meaning that seasonal businesses don't need to have expensive assets sitting idle waiting for peak periods;

- **Resilience:** solutions can be engineered to automatically "throw-away" failed components, and re-provision replacements, with no impact to the user;

- **Security:** cloud providers invest in security services at every layer of their offer, and are able to share the costs of such protection across multiple clients;

- **An "Evergreen" service:** a move to the cloud infrastructure avoids the need to spend capital refreshing hardware every 3–5 years to ensure that it remains serviceable. This work is done by the provider as part of the service.

3. Our service features and benefits

3.1. The move to the cloud brings its own unique challenges that we have extensive experience in helping to solve. We can help with:

- **Organisational design:** Cloud IT skills are "hot" in the market so developing them in your teams without losing them to the highest bidder, whilst continuing to attract and retain the talent that your business is increasingly dependent on,

can be increasingly difficult.

- **Behavioural change assessment and support:** The move to cloud isn't just a technical change - it turns many of the principles and philosophies that have underpinned technology organisations for years on their heads. For example, leading-edge cloud practices include throwing away and re-building platforms every night to keep costs down, implementing the latest builds and security patches automatically on a daily schedule to take away the risk of malware attacks; and deliberately "killing" server instances to continually prove operational resilience.

- **Commercial support:** Selecting and contracting with the right cloud partner(s) is a big decision and will need to factor in the consequences on your entire supplier landscape. There can be material implications for the financial balance between Capex and Opex, for software licenses, and for existing infrastructure and application support and maintenance agreements.

- **Cloud Transition Management:** Making the move from on-premise to the cloud is a large and complex exercise in its own right. Determining which applications to "lift and shift" with minimum change, and which to re-engineer to take maximum advantage of the move, is key to the overall success. And like any big change programme, strong leadership, good governance and rigorous execution are critical.

- **Legal impact review:** Making sure that the legislative and regulatory implications of holding data in the cloud and potentially in different geographies and legislative regimes are understood and appropriately mitigated.

4. Our experience

4.1. We're experienced in tackling these challenges in the largest and most complex organisations:

- We led a sales and CRM platform implementation programme of for one of the world's largest logistics packaging companies. We were involved from first inception through successful business case, partner selection, blue-printing (design) to the implementation mobilisation phase. This major transformation to implement the Salesforce technology platform affected numerous global business functions, impacting c. 3000 users in 55 countries, and c. 4m customer interactions per year. It will enable use of data through 109 integrations with systems including SAP, JDA, Genesys, Elo- qua, and Qualtrics. We enabled the business to understand the scale and complexity of data migration and cleansing required; identified capability and process pain points and opportunities; defined the future (target) state; appointed the System Integrator; shaped the delivery methodology; and defined the full 4-year roadmap of phased delivery including the global deployment strategy.

- We led the programme to migrate a FTSE 250 manufacturer's entire datacentre estate onto the cloud, including both Unix and Windows services, ERP and best-of-breed package and bespoke applications.

- We led the evaluation, selection and migration of core HR platforms and

data onto Workday and Cornerstone for 170,000 users across 106 countries, including the integration to over 40 payroll providers.

- We helped a large retailer establish a cloud IT competence centre, to provide a set of policies and standards and to jump-start the capability within the organisation with a set of re-usable templates.

5. Onboarding and offboarding

5.1. Berkeley is expert in managing third party providers as a client-side programme manager. Our people come from SI and 'big consulting' backgrounds and understand complex programme delivery, and so are well placed to sit between our clients and their vendors, both of whom typically find our role hugely valuable. Our overall approach is:

- to build a one team ethos alongside pinpoint clarity roles and responsibilities

- to build robust but fair supplier contracts, with teeth and clear options for remediating performance

- to manage vendor performance meetings supported by clear, robust balanced scorecard KPIs

- to build robust, inclusive governance with tiered executive partnering for escalation and dispute resolution, to build and work to a common agreed plan

5.2. Onboarding and offboarding of Berkeley support: Our clients tell us that the way we operate is just as important as what we deliver. We adopt a 'client-side consulting' approach where ownership and knowledge is retained by the client team. We believe that this is an essential aspect of this assignment. We recognise that success is as much about 'how' we support mobilisation and early delivery. As well as leading the delivery, our approach will keep you in control, develop your people and grow your team, leaving a strong legacy after we have left.

5.3. **Keeping you in control**

- We will put your ownership of the change at the heart of how we operate. We will operate with you firmly in control throughout, through being inclusive and transparent, taking a 'no surprises' approach.

- We will adapt to your culture of decision making, ensuring that we strike an appropriate balance of asserting ourselves where there's delegated authority whilst escalating where there isn't.

5.4. **Developing your people**

- Our clients often report their most rewarding learning and development experiences have been whilst working with us. Our inclusive, easy-to-work-with style naturally supports skills transfer. We will work with initiative owners and sponsors to ensure that they are able to exercise their accountability for change and feel genuine ownership.

- We can support further through our leadership coaching capability. The majority of our partners, and some of our most experienced consultants have professional coaching skills, and have undertaken the Meyler Campbell Business Coach Programme, an award winning, professionally accredited 18-month course of academic and practice-based learning.

- Our naturally collaborative approach has not only helped teams and organisations achieve their goals but has enabled individuals to grow and achieve theirs; we are consistently told this is a key differentiator from other consulting firms.

5.5. Growing your team

- In parallel with developing your people, we will also support you in building out your capability.

- We regularly work with our clients to support recruitment and on-boarding, producing role specifications, liaising with resourcing channels and engaging directly in the selection process, for example designing competency-based interview materials and conducting interviews of potential candidates

6. Service levels

6.1. There are no generally applicable service constraints. We will be happy to discuss if there are any constraints relevant to your specific requirements.

7. Information and Data security

7.1. We typically work side-by-side with our clients on their sites and on their systems and email. Where necessary to have client data on our systems we ensure information security, integrity, availability, confidentiality and that all legal and regulatory requirements are met, including those applicable to personal data under the Data Protection Act and the General Data Protection Regulations.

7.2. Berkeley operates with an ISO27001 certified information security management system (ISMS). The ISMS in regularly reviewed with a commitment for continual improvement. In support of this Berkeley are also Cyber Essentials certified.

7.3. Our Microsoft O365 data (SharePoint, Exchange, Office, Skype) is stored in Microsoft's Azure European data centres with their built-in redundancy and security.

7.4. Where desirable or necessary, we are happy to share further details of our ISMS.

8. Pricing and Commercials

8.1. In keeping with our focus on delivering tangible outcomes for our clients; we offer pricing for our G-Cloud services based on the outputs we provide. We offer a variety of contracting options for these services (e.g. fixed price, time & materials) depending on the agreed scope and nature of delivery. See our pricing document for more details.

8.2. Ordering and invoicing, performance of services and liability, and termination are

subject to the Berkeley Partnership's G-Cloud 14 Terms & Conditions.