

Service definition document – ERG Group

Introduction

erg Consultancy Services is the specialist consultancy division of ERG Group Limited, a company that has been established over 17 years with a pedigree in supplying projects and people throughout the Private and Public Sector.

We're focused on helping people to solve business problems, by quickly highlighting opportunities where digital transformation can drive innovation, increase revenue and reduce costs.

Features:

- Committed to ensuring that the whole life cycle cost meets the client's needs around the cost effectiveness, price and running costs of the service.
- Ensuring any solution offered meets the necessary technical merit and functional fit – and is best in class for coverage, network capacity and performance
- After-sales service management ensures the right support and account management is in place and assurances are given around the supply and our range of services
- Our unique Discovery and Delivery model uses AI and Data Analytics to accelerate the discovery phase of any project
- Experience in delivering digital transformation projects to the likes of Jaguar Land Rover, British American Tobacco, IBM, HP, Imperial Brands and Boots.

Benefits:

- Utilising the very best tools, platforms and methodologies to help organisations drive value from digital cloud transformation projects. (These include but are not limited to; TOGAF, PMBOK, Kanban, Scrum and ITIL)
- Increasing the value of an organisations proposition in the marketplace
- Centralising Shared Services, enabling growth
- Technology transformation for strategic enablement of business capability and agility
- Our expertise lies in Cloud Strategy, Data Analytics and RPA (Automation).
- Efficient implementation and transition process
- Delivering projects quicker by using the right tools and ensuring proper handover and client enablement for future projects.

Our team consists of people who will work alongside you and your team to help deliver accelerated digital transformation projects.

- Strategic Advisors / CIO's / CTO's / Solution Architects
- Transformation & Change Experts
- Programme Delivery and Assurance experts
- Cloud, Data Analytics and RPA Subject Matter Experts

Cloud Hosting, Software and Support – Key Areas We Support

- Archiving, backup and disaster recovery support
- Database / data warehousing Support and Development

- NoSQL database / relational database Support and Development
- Networking (including Network as a Service) / Platform as a Service (PaaS)
- Infrastructure and platform security (including Infrastructure as a Service)

Technical Support and Development – Key Areas We Support

- Customer relationship management (CRM)
- Electronic document and records management (EDRM)
- Healthcare systems
- Human resources and employee management
- information and communication technology (ICT)
- IT operations
- Project management and planning
- Software Development
- Azure Consultant
- GCP Consultant
- AWS Consultant
- Cloud Technical Architect
- Cloud Engineer
- Agile Delivery Manager
- Scrum Master
- Business Analyst
- IT Service Delivery Manager
- IT Project Manager
- IT Programme Manager
- Software Engineer
- Web Developer
- IT Support Engineer
- DevOps Engineer
- Technical Architect
- Solution Architect
- IT Director
- Data Engineer
- Data Scientist
- Data Analyst
- Datawarehouse Developer
- BI Developer
- MI Analyst
- Mobile Developer
- QA Tester
- Test Manager
- Lead Tester
- Test Director