



Crown Commercial Services G-Cloud 14
Lot 3 – Cloud Support
Service Definition

Equantiis
Implementation Services
Version 1.0



Crown
Commercial
Service

1 Introduction

1.1 Company Overview

Equantiis is a specialist consulting and delivery partner that specialises in deploying expertise to help organisations define, specify, procure and deliver technology solutions and services with confidence.

Founded in 2013, Equantiis brings together significant sector knowledge and expertise within its ranks to add incremental value to organisations that need to leverage services and solutions from the Crown Commercial Services G-Cloud 14 framework.

1.2 Bespoke Services Approach

Equantiis aims to disrupt the market by providing bespoke solutions and services but offered on a fixed scope, outcome and price basis to allow for easier budgeting and approval cycles.

In order to provide bespoke services, Equantiis considers each client challenge on its own merits, then develops a scope and approach in line with client objectives and desired outcomes. This allows deliverables and benefits to be correctly aligned to requirements instead of a packaged, off-the shelf solution that needs to be customised after it has been delivered.

1.3 Collaborative Approach to Stakeholder Engagement

Engagement, collaboration and communication across departments and silos is important for any project.

However, when developing requirements, together with understanding issues, challenges and expectations, collaboration is crucial not only to understanding the current state but to solicit 'buy-in' and support for future change and implementation programmes.

Establishing the 'What's in it for me?' across all stakeholder groups is key to driving successful transition and transformation projects and lasting change.

2 Service Description for Implementation Services

2.1 Service Outline

We understand that sometimes organisations can have all the competencies and skilled staff, but there are never enough hours in the day to complete the work. On the other hand, some organisations do not have the luxury of hiring all the necessary staff with all the right skills and competencies, to help support change and transformation projects where the skills will no longer be required after the project has completed. In both cases, this is where Equantiis can help.

Equantiis have developed an approach that is designed to help organisations augment their existing skills and competencies, or add to the skills pool when needed.

We focus on augmenting and staffing projects with the right resources at the right time, allowing for peaks and troughs, to ensure efficient delivery on demand.

Equantiis can effectively partner with any organisation as our staff are recruited from across the sector and bring a wealth of practical and theoretical knowledge and experience in project management, change management and business analysis. This provides a first-hand understanding of the challenges and nuances of your sector.

2.2 Service Scope

Equantiis have delivered Implementation Services across a wide range of sectors and a wide variety of technology focus areas. These include but are not limited to:

- Artificial Intelligence & Automation
- Data Centricity
- Digital & Technology Transformation
- Cloud adoption
- Content Management Systems (CMS)
- Customer Relationship Management (CRM)
- Enterprise Resource Planning (ERP)
- Human Resource Management
- Student Information Systems (Higher Education)
- Target Operating Models

Additionally, Equantiis have a plethora of skills and competencies across the following roles. These include but are not limited to:

- CIO/CTO/CDO/CISO (including fractional/'as a Service')
- Programme and Project Managers
- Data Analysts
- Technical Analysts
- Solution Architects
- Enterprise Architects
- Change Managers

2.3 Service Approach

The service approach for Implementation Services follows the following phases:

2.3.1 Phase 1 – Understand the Need

- Stakeholder Engagement.
- Speed.
- Flexibility.
- Focus.

Value to the business

- Clear articulation of stakeholder requirements.
- Rapid deployment of experienced resources.
- Access to the right skills at the right time.
- Short term needs that do not warrant recruitment

2.3.2 Phase 2 – Size and Deploy the Team

- Clarify the demand.
- Baseline capacity.
- Engagement profile.

Value to the business

- Team roles, skills, seniority and duration customised for the client
- Agreed minimum capacity and duration, together with burst capacity
- Clearly defined roll-on and ramp-up profile.

2.3.3 Phase 3 – On-going Client Engagement

- Maintain client engagement frequency and representation.
- Deliver lead oversight
- Continuous improvement.
- Knowledge sharing and transition.

Value to the business

- On-going monitoring of progress.
- Ensured cultural, skill and experience fit into the client team.
- Regular feedback loop to enable continuous improvement.
- On-going knowledge sharing to client and/or partners.

2.4 Service Deliverables

Below is a list of typical deliverables for the Implementation Services service. This list is not exhaustive but typical of this type of engagement.

2.4.1 Utilisation Reports

- Breakdown of resources.
- Burn vs Expected.

2.4.2 Service Overview

- Deployment Profile.
- Service Capacity.
- Commercials.

2.5 Engagement Duration and Timeline

Due to the bespoke nature of our engagements and outcomes that our clients demand from Equantiis. Timelines and durations are specified and agreed following a specification and scoping workshop/meeting as described below in section 3.1.

2.6 Associated Services

Additional or associated services from the Equantiis portfolio can be included or excluded on a case by case basis. Equantiis services and solutions are designed to be customised to meet the individual client needs, considering any requirements and constraints.

Please contact Equantiis on hello@equantiis.com to discuss.

3 Using the Service

3.1 Scoping Overview

Generally, Equantiis services are delivered following a free-of-charge engagement specification and scoping workshop/meeting where we establish the needs, requirements and constraints of our clients, then we can agree the scope, objectives and outcomes. The next stage is for Equantiis to propose a customised work package with requested deliverables and outcomes in mind.

3.2 Pricing Overview

Once the specification and scoping workshop mentioned in 3.1 has been completed, Equantiis can price the engagement in the following ways.

3.2.1 Fixed Scope & Price (Preferred and standard approach)

Following the mutual agreement of the objectives, scope, deliverables, Equantiis can supply pricing that is fixed against the scope and deliverables. If the scope or deliverables do not change and the client meets its commitments in a timely fashion then the price will remain fixed.

However, should Equantiis cause a delay in the engagement that is at no fault to the client, then Equantiis will absorb that cost and deliver with no extra charge.

Additionally, should the client scope change for reasons out of the control of Equantiis, then change control, chargeable or otherwise, will apply.

3.2.2 Time & Materials (based on SFIA rate card)

Following the establishment of phases and estimated effort to complete, Equantiis can provide a price estimate for each phase. However, the nature of time and materials is that it carries a risk that if there are any delays or unforeseen circumstances on either side of the relationship then the work might be finished after the time estimate. This can result in engagements going over budget and further charges may apply.

3.3 Billing and invoicing

Our fees are typically invoiced monthly in arrears, with payment terms set at 30 days net of receipt of invoice.

Expenses for travel, accommodation and subsistence are not included.

An example of our invoicing schedule - for a 3 month engagement would be invoiced as 25% on signature followed by 25% per month in arrears for the 3 month period.

4 Client Portfolio

Please see below a selection of Equantiis' clients. References and further information is available upon request.

			
			
			
			
			

5 Contact Information

Should you require any further information on this service or any other aspect of other information on Equantiis please do not hesitate to contact us using the information below.

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