

Service Definition Document

Shared Risk Digital Support Service

- About the service
 - Malikshaw provides a unique performance based digital support service that enables clients to specify, build, upsize and downsize a specialist digital support team that can deliver cloud support and key transformational service requirements. The team is developed to comprise all the specialist technical skills forecast to be required by the service.
- Business continuity and disaster recovery plans
 - The company has rigorous business continuity plans as demonstrated by the effective continuation of our services during the Covid-19 pandemic. With full on-site and off-site support facilities as well as back up personnel that are trained to ensure service continuity the service provided is built around cabinet office guidelines towards risk assessment and risk management. It thereby is assured to provide the customer with both traditional business continuity and disaster recovery risk management as well as effective mitigation of the new risks that we are collectively now experiencing
- Onboarding and offboarding support
 - This is a tailored solution to the customers service delivery requirements. We allocate a project manager to take responsibility for the start-up and close down phases of the project. The project manager will build a project plan incorporating the key service delivery milestones during these phases and report status to the customer at appropriate intervals together with an end of project close down report.
- Implementation plan
 - Building on the onboarding plan, the project will incorporate a project plan that gets signed off by the customer during the start-up phase. To move to onboarding and subsequently implementation the customer must be in receipt of an implementation plan that both they and our project manager are confident will deliver the service implementation that the customer requires. Essentially a gated process, our project manager will only accept moving into a new stage of the

implementation plan if the customer has confirmed that the previous phases have been implemented in line with the accepted service delivery plan

- Pricing and volume discounts or data extraction costs
 - Our pricing document outlines our approach to pricing and our SFIA rate table indicates how this is broken down into types of expertise required at different stages of the project. The pricing is intentionally flexible, representing maximum prices and in all cases is able to be tailored to incorporate volume based pricing discounts.
- Service constraints
 - The service is intentionally flexible and able to be tailored to the customers requirements
- Service levels
 - Service availability is agreed directly with the customer and which can include 24/7 and out of hours support if this is required
- Compensation against service levels
 - The customer will confirm acceptable service delivery on a 2 or 4 weekly/monthly basis thereby only triggering payments once the customer is completely satisfied with each stage of the implementation.
- The ordering and invoicing process
 - Ordering is by telephone, email or direct message with a two hour response time frame. Invoicing occurs on a monthly basis
- Termination
 - During the start-up phase the customer and the supplier will agree appropriate termination clauses in regard to the flexibility the customer requires
- After sales support
 - The customer will have access to a project manager who is responsible for the implementation and a customer relationship manager who will monitor service levels and be accessible to the customer at all times
- Technical requirements
 - The service is tailorable to a range of platforms
- Customer Examples
 - This service is being and has been delivered to a range of public sector customers including the International Passport Office, Homes England and the MOD with references available on request.