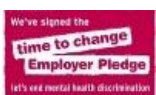
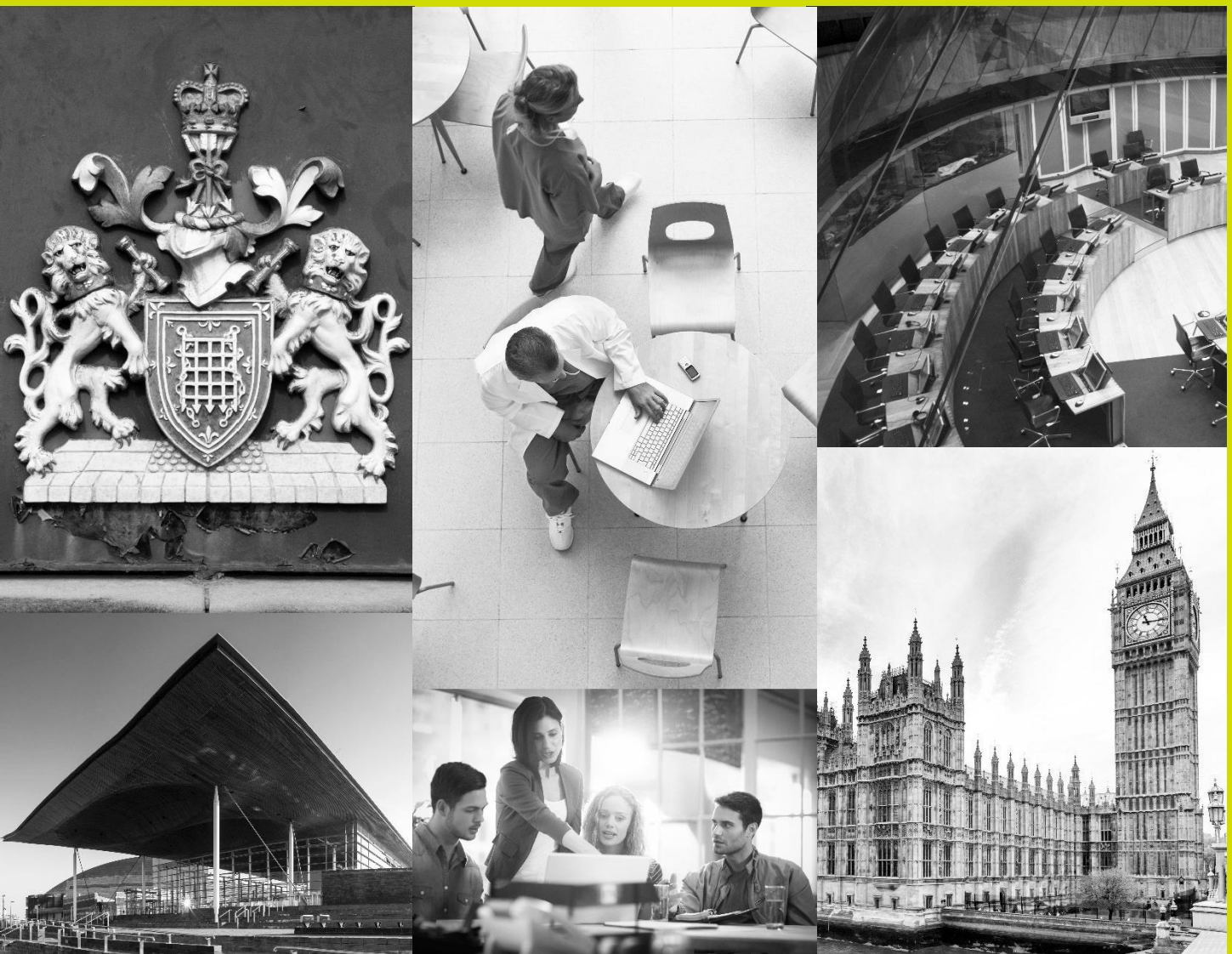


Page Consulting Service Definition

PageGroup has been successfully supporting the Public Sector since 1976



Cloud Support Services

Page Consulting is a global organisation, providing consulting and ad-hoc projects to meet your cloud support service needs. Specialising in discovery and transformation projects. Your priorities lie at the forefront of our approach. By utilising a variety of methodologies depending on the project requirements, including but not limited to; Prince 2, Waterfall, Scrum, Agile, ITIL, all of which are underpinned with experience of the GDS Service manual. Our teams utilise their expertise in line with your preferred style of working.

Specialist service provider since

1976

PageGroup, comprised of Page Executive, Michael Page, Page Personnel, Page Consulting and Page Outsourcing is a leading business support specialist, providing a local, tailored service to all our clients.



27

UK Offices



10,000+

Consultants



25

Specialist Businesses

PageGroup has experience of working across a wide and varied client base in the private and public sector including; **Central and Local Government, Charities, Education, Energy, Financial Services, Health; NHS, NHSX etc, Housing, Legal, Logistics, Transport & Supply Chain, Information Systems and Security.**



Government
Property
Agency



Royal Free London
NHS Foundation Trust



Department
for Work &
Pensions



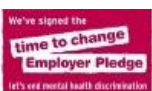
Disclosure &
Barring Service



Guy's and St Thomas'
NHS Foundation Trust



METROPOLITAN
POLICE



Cloud Support Services

What services are provided?

Page Consulting provide a range of cloud services. Please see the specific service description, features and benefits of the required Cloud Support Service. For more information, please use the contact information provided on this service definition document to discuss your individual requirements.

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

Due to this being a publicly held document, for business security reasons, we are unable to provide the above information. However, we can provide this in relation to the services you require via a confidential proposal.

Onboarding / off boarding

A key differentiator for the services that are delivered by Page is our commitment is to building capability within our clients with an aim to transfer our knowledge to them throughout the project as our standard "ways of working". Through experience, we have identified four principles that best enable this outcome. At Page, these principles are central to everything we do.



Implement Governance – Structure breeds success and implementing structure supported by quality information, appropriate reporting and effective oversight ensures that organizations can achieve successful outcomes.

Advocate Ownership – Empowering key roles within an organisation to take control of specific activities and/or processes is also a key enabler of success. It also helps to create an environment of accountability and responsibility.

Connect Teams – Ensuring that all parties are aligned and communicating effectively helps to ensure that everyone understands their role and how they fit into the bigger picture of successful delivery.

Champion Best Practice – Leveraging our experience of other organisations to adopt and implement what has been successful (and proven) elsewhere to focus on getting things right first time.

Implementation plan

Prior to commencement of each service a full implementation plan will be discussed with our clients. Our implementation plans are based on your support needs and will be developed to reflect the service requirements.

Pricing overview, including volume discounts or data extraction costs

Page Consulting offers volume discounts depending on the requirements. Please see our rate card for a pricing overview, more information can be provided upon request.

Service constraints like maintenance windows or the level of customisation allowed

Any constraints, risks and the opportunity to mitigate these will be highlighted as part of the detailed project plan for professional services that we supply to the public sector.

Service levels like performance, availability and support hours

Please see the support section for the specific service required.

How you'll repay or compensate buyers if you do not meet service levels Inline with our T&C's, SLA's will be agreed upon, depending on the nature of the professional services provided.



Cloud Support Services

The ordering and invoicing process

We are flexible in our ordering and invoicing functionality and can fulfil all conventional requirements. We have extensive experience of dealing with a wide variety of invoice formats and ensure our process are aligned to each individual contract. As standard we would expect a purchase order, email to proceed and Gcloud contract to be provided for each piece of work.

How buyers or suppliers can terminate a contract Our T&C's in relation to this service have been attached.

After sales support

For our professional services, Page Consulting provides a variety of after sales support which includes a host of MI & reporting, as well as on and offboarding protocols.

Any technical requirements

Any technical requirements will be discussed as part of the discovery phase / detailed project plan for each project or programme of work.

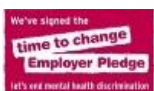
UK Locations



Aberdeen
Birmingham
Brighton
Bristol
Cambridge
Cardiff
Chiswick
Dublin
Edinburgh

Glasgow
Guildford
Leeds
London, Victoria House
London, Aldermanbury Square
Leicester
Liverpool
Maidstone
Manchester

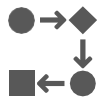
Milton Keynes
Newcastle
Nottingham
Oxford
Reading
Sheffield
Slough
Southampton
St. Albans



Cloud Support Services



Agile teams, adapting to meet your project and organisational needs



Creating, developing and using time saving processes



Supporting your transformation requirements across your organisation



Providing guidance and expertise around change management and culturally embedding changes



Innovation, multidiscipline experience, value for money and savings

Social Value

Social value is extremely important to PageGroup, we not only have goals and targets but are extremely active in our client communities. In line with your own goals around Volunteering; Employability; Family Support; Mental Health and First Call we believe at PageGroup, we support the first 4 of these internally for our own staff with a strong emphasis on Diversity and Inclusion (D&I) Strategy and Support for our clients. Operating our own PageFamilies support, continual Mental Health webinars and support for managers and teams to provide forums for open discuss and coping strategies.

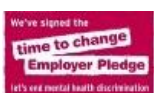
Open forum for D&I to allow our colleagues to share their experience around how to improve the workplace and support better client engagement and interaction, with a strong focus on inclusion through our internal groups, including; Pride@Page, Women@Page, Ability@Page, Unity@Page and Parents@Page.

We can provide detailed examples of how we work with our clients to support their aspirations and goals around Social Value.



"Good value for money."

Deputy Director of Finance,
NHS Digital



Contact

Kyra Cordrey

Page Consulting – Head of Page Consulting

SoWUKPage@michaelpage.com

M: +44 781 055 3913

