

MDB Service Consulting Services Ltd

Services Description

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Company Overview

Who are we?

“ The consultants who aren’t consultants...” ”



SPECIALIST EXPERTS

We are a dynamic team of consultants specialising in Digital Transformation, Business Change and Technology Services . Our expertise and experience help transform the way organisations operate



VALUE CREATORS

We help our customers align Technology, Process, Business and cultural behaviours to achieve required outcomes and fully realise the benefits of their investments



OUTCOME DRIVEN

As trusted advisors and trouble-shooters, we provide a clear line of sight between your business needs, technology wants and desired outcomes

We have a distinct capability to act as trusted advisors, who both assist in setting business transformation strategies AND rolling up our sleeves to assist in the delivery.



Working Together With Both Private and Public Sectors



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Our teams are experienced in managing and delivering significant digital services and have helped many leading organisations.

Public Sector



Bank of England



Finance Sector

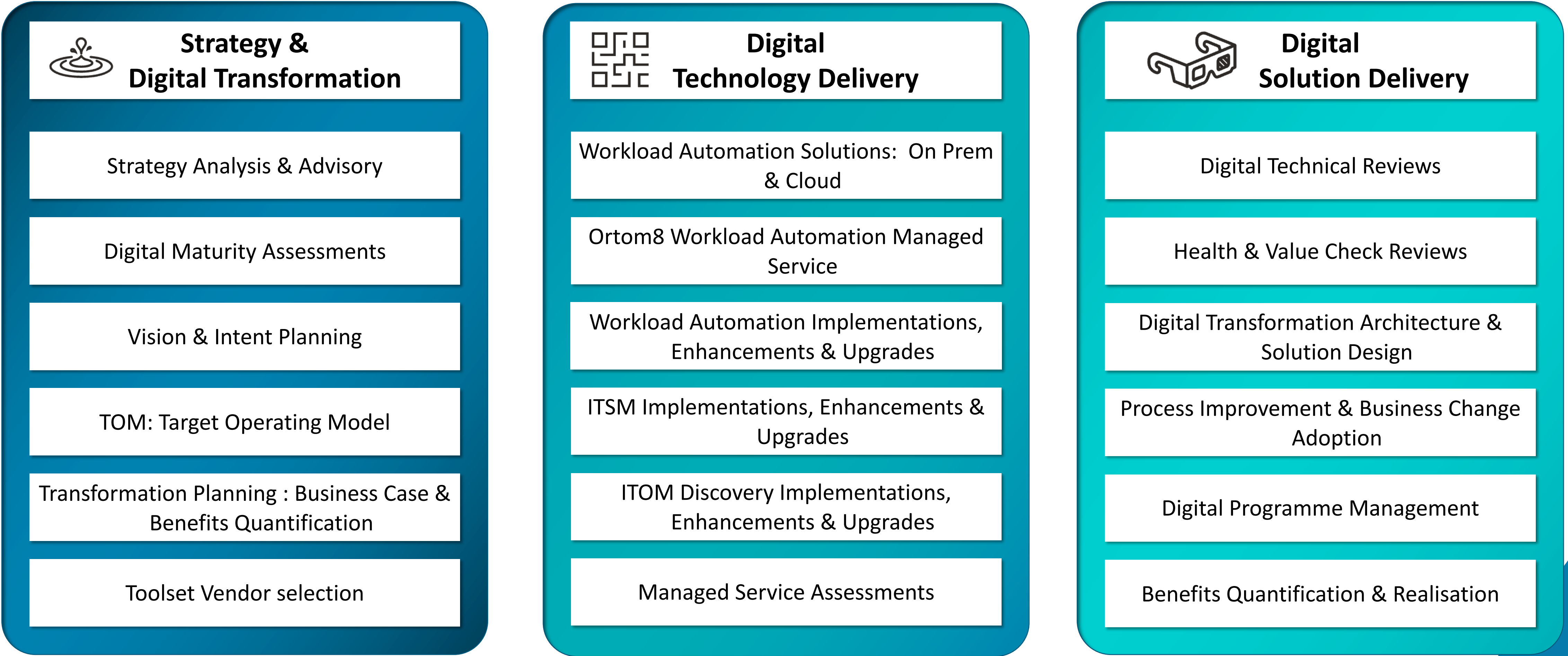


Other Sectors



Digital Transformation Services Overview

Deliver technology enabled Digital Transformation through the intersection of process, technology and people.

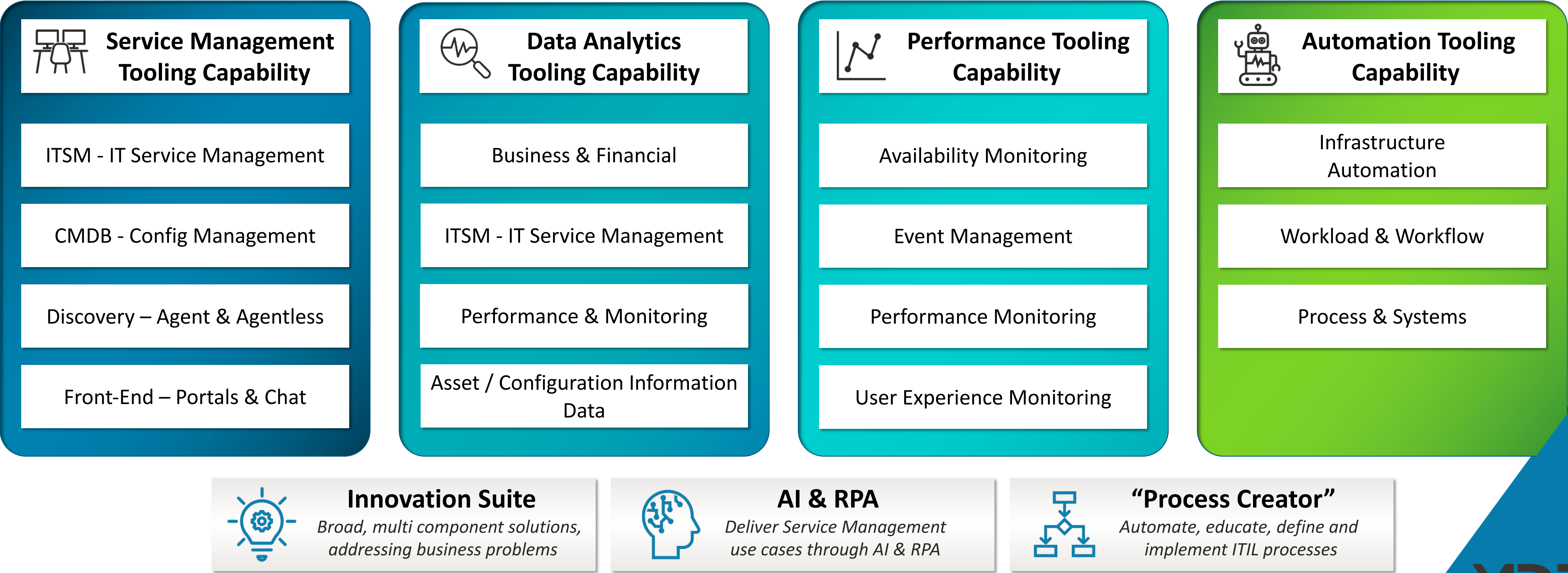


Technology Services Overview

Domain Architecture & Governance

Enabling customer to develop and adopt an enterprise tooling orientated advisory, assurance and governance function.

Capability Driven | Lifecycle Management | Strategy | Rationalisation | Technology Exploitation | Capability Driven | Tooling Domain Governance



Ortom8 Workload Automation Platform Subscription Service

Summary:

Ortom8 Workload Automation Platform Subscription Service delivers scalable capabilities to run your automation workloads without the need for you to purchase, run, manage and control expensive software. It replaces products from ASCI ActiveBatch, Broadcom Autosys, Dollar Universe, AppWorx, Automic, CA, IBM Tivoli, RunMyJobs, Redwood, Tidal etc.

Service Description:

Unlike traditional workload automation solutions, Ortom8 Platform Subscription Service is based on a consumption model.

Fully scalable –Ortom8 flexes to your changing business needs. You only pay for what you use.

We offer a cloud-based **Workload Automation Managed Service** solution to help you schedule, control and monitor workflows without compromising quality, delivery or security.

We are the **only** enterprise scalable cloud-based SaaS solution to deliver on-demand workload management for every size of organisation in every sector.

Features and Benefits:

- Ortom8 Platform Subscription Service pricing is based on the number of Jobs/Tasks run per day, so you only get charged for what you use.

- There are 2 separate costs: 1 for Production and 1 for Dev/Test environment jobs.
- An additional cost is applied for Managed File Transfer Jobs; whether these are internal or external.
- Finally, there is an additional, one-off onboarding charge to migrate your existing jobs onto the platform based on a T&M project.
- All of this is wrapped up in a subscription model where you only pay for what you use, which means you are in control.



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Ortom8

Ortom8 Workload Automation Managed Service



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Ortom8

Summary:

Ortom8 Workload Automation Managed Service offers a fully tailored and comprehensive Managed Service for your BMC Control-M Workload Automation environment, as well as the ability to migrate onto the Ortom8 platform from your legacy workload automation solution and manage that for you.

Service Description:

Ortom8 offers a fully Managed Service that covers the following requirements for your current BMC Control-M environment.

- **Application Support:** 24x7 Management of your workload automation application. Perform systems maintenance and upgrades. Monitor the health of the environment and rectify issues.

- **Batch Support:** 24x7 Monitoring of batch schedules. Identifying failures and alerting the customer application support teams. Taking remedial action as instructed to rectify batch failures. Automation of batch jobs.
- **Batch Management:** Creation and scheduling of job definitions. Frequent job failure identification. Testing of Jobs prior to going Live. Management of Licenses. Use of new capability.

Features and Benefits:

Ortom8 offers a fully tailored and comprehensive Managed Service for your BMC Control-M environment including:

- 24x7 Application support, including:
 - Incidents per month (based on agreed thresholds)
 - Change request per month (based on agreed thresholds).
- Batch Monitoring and Support.
- (including escalation into BMC).
- Batch issue remediation.
- Job definition creation, and scheduling.
- Application upgrades.

The service is provided by our offshore, fully certified Control-M team.

BMC Helix Control-M Workload Automation (1 of 2)



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Summary:

MDB Service Consulting offer BMC Helix Control-M which is a SaaS application workflow orchestration platform that integrates, automates and orchestrates complex data and application workflows across highly heterogeneous technology environments.

BMC Helix Control-M integrates, automates, and orchestrates application workflows on-premises, and in public, private and hybrid clouds, so your jobs and business services are delivered on time, every time. With a single unified view, you can orchestrate all your workflows,

including file transfers, applications and data sources with a rich library of plug-ins.

Using a Jobs-as-Code approach with REST APIs and JSON, within the CI/CD toolchain, workflows become versionable, testable and maintainable, so developers and DevOps engineers can work collaboratively.

BMC Helix Control-M simplifies the creation, integration and automation of data pipelines across on-premises and cloud technologies, allowing you to ingest and process data from platforms including Hadoop, Spark, Amazon EMR, Snowflake, Amazon Redshift and others. Because most

data moves as a file transfer, it provides a single interface to create, monitor and ensure delivery of files as part of your data pipeline.

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BMC Helix Control-M Workload Automation (2 of 2)



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Features and Benefits:

BMC Helix Control-M provides the benefits of SaaS consumption, while delivering deep operational capabilities, speed, scale, security and governance in production.

BMC Helix Control-M is easily consumed by DevOps and lines-of-business alike, including:

- **End-to-end workflow connectivity:** Any application, any data source, and all your critical systems of record.
- **SLA management:** With intelligent predictive analytics auditing for compliance and governance.
- **Logs and output capture and management.**
- **Consumption-based SaaS model:** Get deep operational and enterprise-scale production capabilities in a SaaS user experience designed for highly decentralised, self-service consumption.
- **Developers:** Build multi-application workflows using a Jobs-as-Code approach. This allows you to build and test these workflows in a CI/CD pipeline.
- **Operations:** Monitor and manage multiapplication workflows from a single point of control with full access to logs and output.
- **Business users:** Stay up to date on the status of critical services from a mobile app.

Digital Strategy Analysis and Advisory



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Summary:

MDB Service Consulting will identify and recommend solutions to the digital challenges presented to your organisation as a result of digital transformation, globalisation, technological change, and growing economic interconnections.

We interpret business strategies, goals and objectives to formulate a complete view of your desired target environment.

We provide specific services for corporate strategy, business unit strategy, strategic planning and business model innovation.

For example: An organisation's vision is often called its "future state" to describe what the organisation hopes to do in the future. An intent statement is short term, usually 3-5 years, and describes the organisation's

"current state", outlining how the organisation will go about achieving its vision.

How We Deliver This Service:

MDB Service Consulting will ensure that you are able to deliver business impact and adapt to a much broader range of digital strategic environments, requiring distinct digital approaches and capabilities to support your digital transformation.

MDB Service Consulting develop a strategic framework elaborating your future direction and high-level implications. Various business strategy models will be used within the core deliverables which may typically include:

- **Strategic Frameworks:** Strategic Pillars; Strategic Implications; Change Management and Implementation Roadmap; Business Canvas Model and Business Capability Model.
- **Strategy and Advisory:** Process transformation, Business model transformation, Domain transformation, Cultural and company transformation.
- **Technology areas:** IT Service Management (ITSM), IT Operations Management (ITOM), Big Data, Analytics, AI, Machine learning, Automation, New technologies.
- **Process areas:** Agile, Lean, ITIL.

Digital Maturity Assessments (1 of 2)



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Summary:

MDB Service Consulting leverage industry defined, Service Maturity Frameworks to assess the current state of your IT services organisation including: your current digital delivery, IT service model, ITL processes and organisational maturity, with key recommendations for improvement and enhancement. Covering IT solutions across ITSM, ITOM, Discovery, ServiceNow, BMC etc.

How We Deliver This Service:

MDB Service Consulting start by defining assessment scope. Is it just a few key IT operational processes? Or is it a comprehensive organisational review, covering Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement?

MDB Service Consulting agree who the key stakeholders and relevant people are across the organisation.

The assessment is based on evidence of each of the following elements, to progress in maturity level:

- **Value:** Aligned drivers, objectives and performance with Stakeholder needs.
- **Services:** Service Delivery structure and agreements to integrate services delivered.
- **Processes:** Identify critical tasks, inputs and outputs and clear RACI.
- **Organisation:** Establish the structure to enable people to efficiently deliver operations.
- **Technologies:** Visibility of performance and integration of information and workflow.

- **People:** Aligned and enabled skilled workforce to achieve the organisation's objectives.

- **Governance:** Ongoing strategic alignment, measurement and control of performance and risk.

Following on from this assessment and review activity, an executive report is collated, detailing key recommendations across General Maturity Assessment areas (General Observations, People, Organisation, Process and Tools); a Maturity Scale Gap Presentation by ITIL® process and a detailed assessment by ITIL process; along with gaps and recommendations by process and functional area. Finally, to close out the Assessment a two-hour presentation session with key stakeholders and attendees is held to play back and agree the findings and recommendations.

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Digital Target Operating Model (TOM) for Organisations (1 of 2)



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Summary:

MDB Service Consulting leverages the industry recognised Operating Model Canvas Framework to define your future IT Services organisation, digital products, digital services and key partnerships; to deliver business outcomes, with critical recommendations for change.

How We Deliver This Service:

A Target Operating Model (TOM) is based on the premise that unless you have something to aim for, then the origination is going to drift, possibly evolve, but certainly not achieve its medium-term objectives.

A TOM provides all the information needed to guide you towards your vision of the future.

MDB Service Consulting use an Operating Model Canvas framework, providing a granular view of the IT Digital Service Activities, Suppliers, Partners, and Resource elements to ensure your organisation is aligned to support business success.

MDB Service Consulting facilitate a workshop to work through the Operating Canvas with key IT staff and business representatives. MDB Service Consulting create an executive report, detailing the outputs from the workshop, plus key recommendations, change agenda and a recommended digital transformation approach.

The Operating Model Canvas turns Strategy into Reality. It formulates the following key artefacts:

- **Value Proposition:** What key purposes does your IT organisation exist to deliver
- **Value Chain Map:** The Value Chain map shows your processes to deliver the value proposition.
- **Supplier Matrix:** The complete list of existing and planned suppliers that support your digital services – including which should be treated as business partners and which can be transactional relationships.

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Digital Target Operating Model (TOM) for Organisations (2 of 2)



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- **Stakeholder Map:** Depicts the touchpoints that your organisation has with its Business Customers and its Suppliers. It defines those groups other than the organisation itself that are likely to be involved in and affected by changes to the IT organisation.
- **Information:** The information and data needed across your IT organisation to support its key digital services, processes, groups and functions.
- **Location Footprint:** The locations in which the work of your IT organisation will be undertaken.
- **Organisational Chart:** The target end state of organisational structure of the “To Be” IT organisation. There can be intermediate organisational models as well.
- **Management System:** Finally, defining the Critical Success Factors (CSFs), Key Performance Indicators (KPIs) and Operational Performance Indicators (OPIs) that will be used to measure the success of your IT organisation in total and by functional and process area.

Digital Transformation Planning, Business Case and Benefits Quantification (1 of 2)



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Summary:

MDB Service Consulting have developed a Digital Transformation Programme Management Framework to support your IT Services transformation outcomes, covering: Planning – Transforming strategy into operational detail; Target Operating Model execution and delivery; and Business Case and Benefits Quantification.

How We Deliver This Service:

MDB Service Consulting base the transformation programme on an agreed Target Operating Model and a Transformation Framework is critical.

The framework must focus on the five principles of successful transformation execution:

1. **Translate** the Target Operating Model into Operational Terms.
2. **Leadership and Support:** Mobilise Change through the Executive Leadership team.

3. **Organisation Model:** Align the Organisation to the Intent.
4. **Service Management System:** Make the Target Operating Model real for everyone.
5. **Continuous Learning Model:** Make organisation change and improvement a continual process.

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Digital Transformation Planning, Business Case and Benefits Quantification (2 of 2)



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MDB Service Consulting has a detailed Business Case and Benefits Realisation tool that has been used across numerous digital programmes that identifies the Return on Investment (ROI) for the digital transformation activity.

Benefits are categorised into three levels:

- **Primary Level 1** benefits that are direct cost savings.
- **Level 2** benefits from optimising processes and tools.
- **Level 3** benefits that have benefit but cannot be quantified.

The process encompasses the following key elements:

- **Identify the use cases** on which the Benefits model will be based and agreed owners.
- **Collate core data** that calculates Benefits case.
- **Benefit Calculation:** Calculate tiered benefits for all Primary and Secondary Use Cases
 - Apply phasing model
 - Agree realisation target
 - Present to key stakeholders and gain agreement.

The outcome of this approach is a document showing the detailed Use Cases, Calculated Tiered Benefits, Phasing Calculation and ROI against overall cost.

This can then be shared with key stakeholders including Finance to ensure consistency of Benefits Quantification.

Digital Process Management: Definition, Delivery and Improvement (1 of 2)



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Summary:

MDB Service Consulting has extensive, experience across numerous process improvement methodologies, leveraging our certified consultants. These include:

- **Lean Six Sigma:** Improve performance by systematically removing waste and reducing variation.
- **Agile Process Improvement:** Delivering value faster and with fewer headaches; working in small, but consumable, increments leveraging sprints, scrum runs etc.
- **Business Process Re-engineering:** Redesign of core business processes to achieve dramatic improvements in productivity, cycle times and quality.
- **Total Quality Management:** Provide long-term success through unparalleled customer satisfaction, focusing on the delivery of quality services.
- **Hoshin Planning:** Also known as policy deployment, focused on day-to-day operations, built-in review processes, and activities that support continuous improvement.
- **Process Excellence:** The analytical, strategic aspects of operational excellence.

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Digital Process Management: Definition, Delivery and Improvement (2 of 2)



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How We Deliver This Service:

Based on the industry, maturity of the organisation and the potential scale of the improvements required, MDB Service Consulting will leverage either a single methodology or a combination, to drive process improvements across the organisation.

MDB Service Consulting will leverage a maturity assessment as part of defining the process improvement journey. The areas that we encompass include:

- Definition of the process improvement areas.
- Measure the current process performance.

- Analyse the gap in performance of your organisation with “best in class” organisations.
- Having identified the areas of improvement, plan and execute improvements to drive up the maturity of the key processes.

The service is iterative in nature and encompasses interviews, workshops, detailed analysis of the key service processes against best practice, as well as detailed process improvement management delivery.

Digital Business Change Planning



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Summary:

- MDB Service Consulting uses industry recognised business change frameworks, methodologies and tools that deliver successful business change. The Prosci ADKAR® Model is one of the most widely requested and sought-after models for change management. Backed by 20 years of Prosci research, the model is based on the common – yet often overlooked – reality that organisational change only happens when individuals change.
- The ADKAR Model drives powerful results by supporting individual changes to achieve organisational success. The model offers a structured approach to ensure that each individual experiencing change moves through the five phases necessary to make overall change successful.

How We Deliver This Service:

- MDB Service Consulting focuses on creating the framework for the change and preparing the change. MDB Service Consulting defines the Business Change and Adoption execution deliverables and deliver the change programme with you. This includes:
- **Change Management Scope:** Define and provide insight into the change at hand, its size, scope and impact.
- **Organisational Attributes:** Give a view of the organisation and groups that are impacted and any specific attributes that may contribute to challenges when changing. Stakeholder Analysis Assessment, Change Impact Assessment, Impact Assessment, Audience Analysis Assessment, Readiness and Business Risk Assessment.
- **Change Management Team:** Prepare your change management team, its structure, roles and responsibilities. Define how many change management resources are needed and their organisational relationship to the project team and project sponsor.
- **Sponsorship Model:** Develop your sponsorship model including:- Sponsor assessment, structure and roles. Identify which leaders across the organisation will need to act as sponsors of the change and how to get those leaders on board and actively sponsoring the change.
- **Document the Business Change Management Strategy & Plan:** Based on the assessments in this phase, we develop a strategy document and set of plans, activities and tasks that scales the change management effort to align with the type and size of the change.

Digital Toolset Vendor Selection (1 of 2)



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Summary:

MDB Service Consulting work with customers across the full supplier selection process, supporting customer Request for Information (RFI) and Request for Quotation (RFQ) definitions; defining functional and non-functional requirements as well as independent market and sector analysis. MDB Service Consulting are known for adding significant differentiation and value around the supplier selection process with our extensive experience and independence.

We work with business teams, IT specialists, as well as Procurement and Finance to support and enable the business case for the new toolset.

We have developed a unique method for shortlisting suppliers. We call this the “MDB Hot House approach”.

No, we are not talking about putting the potential suppliers into a green house and watching them sweat; rather, we create an environment where all the potential aspects of the customer requirements can be gauged in a balanced, fair and outcome focused approach.

It is more than just a series of presentations, use cases and customer references, it is an intensive event where key members of the decision-making process come together with the potential

toolset suppliers to present.

We want to see the potential suppliers in action. We want to see how they can deliver significant innovation through the transition to the new solution; explore the depths of the toolset capabilities through challenging real-life scenarios, rather than theoretical “use-cases” and ultimately, the potential suppliers have demonstrated real empathy and alignment with the real-world needs of the customer.

Digital Toolset Vendor Selection (2 of 2)



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How We Deliver This Service:

MDB Service Consulting support customers across the full procurement lifecycle, including:

- **We define business needs, specification and benefits:**
Critical to success is to understand and define the business opportunity or impending need.
- **We deliver market analysis and potential vendors and providers:** We use our deep expertise to look across the market for potential solutions that would fit your needs.

- **We defined the detailed specification, use cases, functional and non-functional requirements, and MoSCoW prioritisation or MoSCoW analysis:** (**M**-Must have **S**-Should have **C**-Could have **W**-Won't have): We dig into the detail and develop these for you.
- **We support the Request for Information (RFI) process:** Support the RFP process through identification of potential suppliers, scale, fit to solution, prior delivery with other customers in our network etc.
- **Advise on supplier shortlisting, including 'Hot House' event:** As an independent, facilitating supplier selection days, events, interviews and detailed document analysis.

- **Advise Request for Quotation (RFQ):**
Support the RFQ process through detailed analysis of requirements against capabilities, functional and non-functional requirements and close out to MoSCoW analysis.
- **Advise on final tender validation:**
Supporting the final stage in the procurement process.

MDB Service Consulting will help you save time, effort and downstream issues, through effectively facilitating and supporting every stage of the procurement process.

Workload Automation Implementations, Enhancements and Upgrades



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Summary:

We support and enhance your digital automation journey in a way that delivers real value – fast.

In essence, we focus on streamlining the way your organisation works – delivering better apps faster by embedding workflow orchestration into your pipeline. This includes simplifying workflows across hybrid and multi-cloud environments with native AWS and Azure integrations, expediting the delivery of data-driven outcomes and managing big data workflows in a scalable way.

BMC Control-M provides a powerful vehicle for transitioning to Digital Business Automation. With BMC Control-M, you can move beyond traditional workload automation to take advantage of modern IT technologies

and processes that enhance service delivery, boost employee productivity, and accelerate application deployment.

Our digital solutions will increase efficiency and compliance, integrating and unifying systems that underpin the successful performance of your business. This will make it easier to achieve key business outcomes.

How We Deliver This Service:

We approach this in stages to suit your current status and requirements including:

Workload Automation: Designing, configuring and upgrading BMC Control-M within your environment to automate key business processes.

Moving from your legacy workload platform to the BMC Control-M Digital Business Automation environment, enhancing what you can achieve.

Enabling Managed File Transfer: A robust, integrated and secure method of transferring large volumes of information, centrally managed and monitored.

Change Manager: To help automate workflows and significantly reduce development time. Enabling 'jobs as code' workflow is simple to manage and can be implemented by your application engineers.

IT Service Management (ITSM) Implementations, Enhancements and Upgrades



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Summary:

ITSM, or Information Technology Service Management is one the key functional items any organisation needs in order to leverage strong operational service management effectiveness for their business. Without a strong ITSM capability, and the technology stack to support that capability, any organisation would struggle to operate to its best potential.

What we at MDB Service Consulting offer you is the support and wraparound services for your ITSM technology platform to ensure you are using it to its fullest. This includes aligning to best practices, exploiting the capabilities, keeping it up to date and supporting you in its enhancement.

We're technology agnostic, however if you're in need of support in the **BMC or ServiceNow** space, our certified consultants can support you on your implementation, upgrade or enhancement journey.

How We Deliver This Service:

For any of our ITSM Implementation, enhancement or upgrade engagements, we first like to set a baseline with you.

Understanding your current usage, where you're heading from a business point of view and where you need to get to.

Once we have the vision aligned, we'll then spend time plotting out the journey that's most appropriate to you. Is it a straightforward SaaS upgrade?

Do you need a greenfield implementation? Are you looking for complex workflow enhancements? Whatever it is, the added benefit of working with us is we won't just deal with your technical requirements out of context we will ensure the business aspect is also addressed.

With our wealth of process experience, digital transformation exposure and mature non-technical and non-functional capabilities, we also ensure that whatever we are doing with and for you, has the best chance to be fully leveraged by the business. This offers both greater value and the most operational impact for you.

IT Operations Management (ITOM) Discovery Implementations, Enhancements and Upgrades



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Summary:

With IT Operations Management (ITOM) Discovery, it really is all about knowing what you don't know. Discovery offers your business the opportunity, if done correctly to see everything. Where your assets are, how they are configured, what's installed on them and what they are connected to.

Having this degree of visibility offers you the opportunity to rapidly resolve issues, avoid system outages and to get a complete and accurate view of the asset and configuration item landscape.

However, with all these goals, you first need to ensure your ITOM discovery solution is installed correctly, deployed adequately and has sufficient enough coverage for any of this to matter.

With over a decade of experience in this space, we handle your product implementations, solution enhancements and platform upgrades all in the same place. Whether your solution is BMC, ServiceNow or any other Discovery solution, our consultants will ensure your needs are delivered to your exact requirements.

How We Deliver This Service:

MDB have a wealth of experience in the Configuration Management Database (CMDB) space along with it, both the technical and non -technical elements.

With this comes a solid understanding as to "why" you need to be dealing with a discovery solution in the first place and "what" you need to get from it.

Leveraging this knowledge and experience enables us to effectively deploy, configure and enhance any discovery solution to ensure you get the most out of it and for the right reasons. It's not always about the volume of data, but instead the quality.

Working with MDB on your Asset Discovery project will allow you to bring a healthy degree of understanding at the consuming end of the solution that then flows through to how and why you configure your Asset Discovery solution.

Be it custom pattern recognition, deep dive discovery, bespoke CMDB integration or of course Service Impact Modelling (SIM). MDB can assist you in all of your Discovery needs.

Digital Managed Services Assessments



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Summary:

MDB Service Consulting Managed Services Assessment helps you identify where your Managed Service Provider (MSP) is currently delivering services, where there are gaps and where they are failing. In addition, the Managed Service Assessment can identify where you can help to relieve the burden from your IT Team having to manage suppliers, where to optimise services, consolidate contracts, focus on service delivery and reduce recurring in-house costs and increase efficiency.

Do you have challenges with your IT Managed Service Provider around:

- Scaling and flexing to meet your changing IT needs to deliver business agility, scale and digital transformation?
- Challenges delivering to the agreed SLAs?

- Are they focusing on upselling rather than fixing what is in front of them?
- Does invoicing match the services defined or more often delivered?

How We Deliver This Service:

MDB Service Consulting carry out an independent and detailed analysis of your Managed Services landscape and value for money. Some areas covered are:

- **Services Delivered:** What services are the Managed Services Providers providing and how are they performing in providing those services to you?
- **Contract Terms:** We check the contractual terms and conditions and compare them to the actual services provided. For example, does the MSP clearly define Service Level Agreements (SLAs) and termination clauses?

- **Support And Monitoring:** How is the service being delivered today? Is it efficient and cost-effective for you? For example, we may check how many people they have on their help desk, their response time for IT issues etc.
- **Security And Disaster Recovery:** as well as bolstering your own internal systems, we verify that the MSP has documented and tested security processes and systems in place.
- **New Business Transition:** Can the MSP continue to deliver services to scale with your growing business? Running successful IT operations and mitigating risk is complicated, and your needs will change over time.

While the Managed Services Assessment requires both time and effort, the outcomes deliver real value in understanding what you are purchasing from your MSP.

Digital Transformation Technical Reviews



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Service Overview:

The MDB Service Consulting Digital Transformation Technical Review service can be applied to any digital transformation project, at any stage; whether it is in planning, deployment or delivery phase; to provide an independent, expert informed point of view as to the viability of the digital transformation project.

We will examine your current digital transformation activities and your IT Digital Services assessing the quality and completeness against a check list of pre-determined and agreed criteria.

We perform a digital transformation services assessment analysis across several key areas of the business to ensure alignment between technical and business needs.

The core findings are documented in a technical review report that can be shared with key stakeholders and decision makers on the state of your Digital Transformation programme.

How We Deliver This Service:

MDB Service Consulting reviews and assess the digital transformation programme to analyse the architecture and technical solution environment, across a number of areas including: Business requirements; Functional Design; Business & Technical Process Requirements; Implementation Methodology; Programme Documentation; Technical Solution; Data and Integration with existing solutions; and Non-Functional Design.

In addition, MDB Service Consulting can also review customer experience integration requirements.

- Traceability of the Digital Transformation solution to business requirements.
- Selection and use of technology for the digital solution.
- Impacts to existing technology capacity, environment, network, etc.
- Non-functional characteristics including performance, availability, scalability, resilience.
- Software licensing impacts, models and consolidations.
- Technical risks and mitigation strategies.

Digital IT Health and Value Check Reviews



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Summary:

If your business is planning to switch IT Support provider, one thing you should undertake is an IT Health and Value Check Review from MDB Service Consulting. An IT Health Check is a way of auditing your businesses entire IT set-up. This Health Check ensures you are following best practices across your IT solutions and services supporting your businesses and processes are being consistently followed. The IT Health Check will cover the following:

Whilst most organisations look at the technical functionality of their system, MDB Service Consulting have developed an approach that looks at the holistic service provision, especially if you are about to change any of the toolsets in your estate. The service covers functionality, usability, accessibility, scalability, availability, as well as support and maintenance of the service.

MDB Service Consulting produce a report which summarises the number of issues detected as well as their type and how severe they are.

How We Deliver This Service:

MDB Service Consulting carry out an independent and a detailed analysis of the current IT systems, especially, if you are planning to change a toolset. Some of the areas covered include:

- **Functionality:** This refers to the capability of the solution to meet business needs. Functionality gives an idea of how effectively the system meets the requirements that are specified by the business. Requirements are broadly broken into functional and non-functional.
- **Usability:** This requirement evaluates how user-friendly (both end-user, as well as customer) the solution is.

- **Accessibility:** Confirm that the solution can be accessed by all users especially those with disability or special needs.
- **Scalability:** Determine that the solution can cope when high volumes of data or users access the solution. This is not stress testing, rather looking at future demand.
- **Availability:** Users must be able to make use of the solution at the required times and in the right way (web, mobile, etc).
- **Support and Maintenance:** Ensure that user requests, incidents and problems are adequately handled. Changing business needs delivered through change request are managed in a timely manner. Finally, how is access to higher level support through vendors provided.

Digital Process Improvement and Business Change Adoption (1 of 2)



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Summary:

MDB Service Consulting leverage industry recognised business change frameworks, methodologies and tools that deliver successful business change. The Prosci ADKAR® Model is one of the most widely requested and sought-after models for change management. The five key building blocks for successful change are:

- 1. Awareness:** Create awareness for the need for change.
- 2. Desire:** The desire to make the change happen.
- 3. Knowledge:** Providing the knowledge of how and what to change.
- 4. Ability:** Give people and organisation's skills and capabilities to change.
- 5. Reinforcement:** Reinforcing the change as the change occurs.

To support the approach, key deliverables are developed to support the business change, that is:

- **Communications Plan:** Articulates key messages that need to go to various impacted audiences. It also accounts for who will send the messages and when.
- **Engagement Plan:** Who and how you will engage with key stakeholder leaders, groups, teams and functions. Frequency and level of engagement are critical.
- **Sponsor Roadmap:** Outlines the actions needed from the project's primary sponsor and the coalition of sponsors across the business, with details on visibility, communications and more. The timeline of sponsor activity.

- **Business Change Management Training Plan:** Identifies who will need training on what, and when. The training plan should be timed to allow for awareness and desire building before employees are sent to training.
- **Coaching Plan:** Outlines how to engage with and equip managers and people leaders to lead the change with their individual teams.
- **Heat Map Plan:** Provides a strategy for anticipating areas of resistance, and then proactively and reactively addressing resistance, with specific activities targeted at potentially resistant groups.

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Digital Process Improvement and Business Change Adoption (2 of 2)



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How We Deliver This Service:

This service manages the Business Change and adoption through to successful conclusion.

It covers:

1. Change Management Scope.
2. Stakeholder Analysis and Change Impact Assessment.
3. Change Management Team and Sponsorship Model.
4. Document Business Change Management Strategy and Plan.
5. Monitor and Measure Changes in Behaviour.
6. Corrective Action Plans.
7. Reinforcement Support.
8. Individual and Group Recognition.
9. After-Action and Post-Mortem Review.

Digital Agile Programme Management



HM Government
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Supplier

Summary:

MDB Service Consulting has extensive experience delivering Digital Agile Project Management for both Digital Services, as well as more traditional software development projects. We ensure project delivery and feedback can be acted upon quickly and that responsive changes can be made at each stage of a sprint or product cycle during the project or programme delivery.

Leveraging the best practices of Agile, allows project teams to adopt agile project management methodologies to work quickly and collaboratively within the timeframe and budget of a project.

Whether you're creating software or services our focus is to support Individuals and interactions over processes and tools. Key project deliverables should include working software over comprehensive documentation,

as well as extensive customer collaboration during the project. Finally, responding quickly to changes, during the project is critical.

Our focus is to ensure the success balance and delivery of the four elements of project and programmes to deliver what was expected - namely to time, to cost, to scope and to quality. Control these four elements and your Digital Agile Programme Management is a success.

How We Deliver This Service

MDB Service Consulting have delivered numerous Agile Projects and Programmes, focusing on the core attributes of the Agile Development Cycle:

- Product Backlog.
- Sprint Backlog.
- Scrum Run - planning, design, development and testing.

- Increments.
- Sprint Review and Retrospective.
- Leading to the Final Product release.

The MDB Service Consulting approach, delivers the following benefits in addition to faster time to project outcomes:

- **More adaptability:** to manage changing priorities with designated short sprint cycles.
- **Improve project predictability:** through clearer project visibility, and regular reporting updates.
- **Greater customer satisfaction:** through greater focus on customer collaboration.
- **Happier project teams:** Agile teams are more autonomous with the freedom to suggest new ideas, innovate, and problem-solve.

Digital Transformation Architecture and Solution Design



HM Government
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Supplier

Summary:

With digital transformation, the architecture and solution design element underpins any business change. Without it, the linkage between business change and technology change for the business is not complete.

At MDB we look at the full picture and ensure any digital transformation journey starts off and is seen through with the level of governance needed to make it succeed.

Our perspective of the complete picture, with solid Architectural standards and solution design governance ensures that at whatever stage your organisation is at with respect to its digital transformation maturity, MDB can work alongside you as your trusted adviser to deliver the outcomes you require.

The key areas we focus on are:

- Strategy
- Lifecycle Management
- Rationalisation
- Domain Governance and Standards
- Technology Exploitation

How We Deliver This Service:

Through a series of stakeholder engagements, process reviews, organisational transformations, we work with you and help you create the target architecture required for your digital transformation.

Whether that's developing architecture frameworks, defining core principles and standards or even establishing blueprints and policies. We actively work with you to establish the baseline, and roadmap, be it technical

or process, to deliver your target outcome.

Where we can we'll work within your existing architecture capability, we can provide varying levels of resource augmentation. Whatever it takes to get the job done.

In short, we help you see the wood through the trees so we can create a clear path for your organisation's solution architecture roadmap. From a business benefit perspective, aligning your solution architecture to your business goals often becomes the difference between success or failure.

Spend the time to build the vision and the solution architecture provides return upon return of value for the foreseeable future.



Summary:

Architecture and governance is an often overlooked capability for a lot of organisations dependent upon the stage they are at. At MDB we help you bring capability back into focus, allowing for a top-down approach for all things strategic and technical. We help you set your direction, purpose and give a clear roadmap.

- **Strategy:** One thing here at MDB we are exceptionally good at is setting strategic directions for organisations of all sizes. Traditionally our focus is strategy alignment in the context to the business change and associated impact to that change. When we leverage our transformational services approach in the architecture domain, you are left not only technical strategic direction, but a direct link into how your technical strategy relates and is impacted by your business

- **Lifecycle Management:** We support you in establishing your technology and business status and how introducing lifecycle management into your technology estate can drastically improve your technology spend ROI
- **Rationalisation:** We like to keep things clean and simple. Often the only way to get to that position is to clean house. Rationalising on what you have, gives you the clarity you need to ensure your current landscape, and associated technology radar are supporting your business and strategic direction. Rationalise now and get ahead of the game.
- **Technology Exploitation:** Exploitation? Is this the best word to use? Well, yes, it is. Doubling down on your existing IT spend is nearly always the best answer, take a deeper look into what you have already. It's not always obvious. In some cases what you need is there already.

Either there on procurement paper and not yet installed; or installed but not yet upgraded for those dying features your business needs. Before you go ahead and commit budget, we take a deeper look inwards to see what you can exploit.

- **Domain Governance** - Considered a bit of an overpowering word to some, but in short, getting your governance in order helps you keep your house in order. It stops the wild west of technology spending in its tracks and gives you reigns to keep control.

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Domain Architecture and Governance Consulting (2 of 2)



HM Government
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How We Deliver This Service:

With the wealth of experience we bring, we first assess your current position, review the outputs with you then embed ourselves within your team to build necessary level of domain architecture and governance that is right for your organisation.

- **Strategy:** We get up close and personal with key stakeholders within your organisation so we can fully understand the current position you are in. Only then will we work with and alongside you to help pull together the most appropriate technology strategy according to both your business and technical needs. We'll leave you with practical action steps to get you moving
- **Lifecycle Management:** Taking a strategic approach we like to work backwards from your business goals and strategy. We then work

within your technical, business and financial teams to best align the technologies with their appropriate lifecycle. We'll be honest with you, it's not quick and dirty but once it's done correctly, it will be self- sustaining.

- **Rationalisation:** We look in every technology, every repository, every licence agreement until we feel we have a true representation of your estate. This includes both active and inactive technologies. Once we've done that, we get to work with you by our side, cleaning house or in a lot of cases, helping set your path to begin this.
- **Technology Exploitation:** Not too dissimilar to our rationalisation approach, we get us all into the best-informed position possible. From there we align your business needs > the technology capabilities > technical functionality > the technology you already have.

In some cases, there are gaps, but for the most part, you would be surprised what you have already.

- **Domain Governance:** We work out your business needs, including existing goals and strategy and then review the level and depth of governance you already have. Where we identify a requirements gap, we help you close it. Nothing more, nothing less. We don't like to over bloat the level of governance for any organisation, so we won't be starting with yours.

Service Management Tooling Capability Consulting

(1 of 2)



HM Government
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Summary:

Considered the cornerstone of any IT organisation, your IT Service Management is often the centre of your universe. We believe if you get these areas below right, you can make the best and most valuable impact to your business and its associated goals.

Our Service Management capability is broken down into four key, fundamental areas:

- **ITSM:** With a myriad of technologies, processes, business functions and finances hanging off it, ITSM deserves the most attention. Whether you're improving your MTTR, mitigating your security and vulnerability position or striving to give your customers the best possible user experience, ITSM is likely the place by where you'll either be a hero or villain. We're tool agnostic,

pragmatic and honest. If you are succeeding or failing, we will let you know and then help you solve this.

- **CMDB:** CMDB (Configuration Management DataBase) is the foundation of your ITSM platform. Whether it's things going in/out or simply leveraging the content within it to its greatest effectiveness, we can help you. Sometimes it's a process or technical thing, whatever it is, rest assured we can help.
- **Discovery:** *"You don't know what you don't know"*. Discovery solutions have often been an overlooked technology capability. However, more often than not, the dusty spreadsheet, knowledge in head of the soon to be leaving team members is often out of date and inaccurate. If you were relying upon this to populate your CMDB you may already be

setting your CMDB up for failure. Without the most appropriately deployed discovery solution your goals and objectives will be quite hard to reach. Not impossible, but much harder than without the right discovery solution.

- **Self Service:** Portals and Chat technology capabilities are considered the most important. They represent the entry point into your customers IT Service Management journey and the ITSM platform itself. ITSM Portals and Chat capabilities allow you to deliver the best possible customer service (internal or external) and when you do, you'll positively impact their customer experience.

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Service Management Tooling Capability Consulting

(2 of 2)



HM Government
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How We Deliver This Service:

As with most of our capabilities, we first embed ourselves in your team(s) to best understand the current landscape. If we are not actively helping you with your business and transformation strategy, we align what we have found to the strategy and help you both identify and address the gaps at both the strategic and functionality ends of your IT Service Management capability.

We assess, embed, and then collaborate with you to help shape your ITSM journey so it best aligns to your business strategy and associated requirements. What this practically looks like is a series of engagements, at varying levels of depth depending upon your needs.

Be it tool augmentation, deployment or enhancement, we work as part of your existing team to help collaboratively shape the ITSM output you need.

Dependent upon the requirement, we'll quickly assess and align an outcome that best meets your needs. If you're starting from a fresh, we'll also help you formulate your key SACM (Service Asset & Configuration Management) processes so you can best ensure your "so what" question is addressed before you even touch the technology.

We are agnostic in our technology selection, so, this helps us align the most appropriate solution for your needs.

We work alongside your ITSM team, Business Analysis team and User experience team if you have one to fully understand your business goals and objectives, your customers and the journey and experience that is needed to support them.

Where we can we align to your existing technology, and exploit the availability functionality, but where needed, we can help you to introduce the appropriate technology to support your requirements.

Data Analytics Tooling Capability Consulting (1 of 2)



HM Government
G-Cloud
Supplier

Summary:

Data analytics is one of the most valuable technology capability areas for all businesses.

At MDB we can help take what data you already have, analyse it and gain value from it. We focus our efforts in the areas highlighted below, however when it comes to data, the approach to capture, review and analyse is agnostic. This is why the products and approaches we use are also agnostic.

MDB focus our engagements in four key data areas that further complement our service offerings.

- **Business and Financial:** When it comes to analysing data to support your business functions and financial position, you would be surprised at how many answers already exist, buried within the data.

We take a deep dive into the data you have available and start getting the answers you're looking for.

- **IT Service Management:** Directly linking to our [ITSM capability](#) the exploitation of data from within the ITSM space offers limitless possibilities. Trying to reduce the number of certain types of calls? Have an aspiration for a shift left methodology? Need to improve the MTTR? Look no further than the data that can be garnered from your existing ITSM platform
- **Performance and Monitoring:** When it comes to performance and monitoring, how often do we look at it to help us understand what's likely to happen? We have an abundance of valuable performance and monitoring data readily available at our fingertips. Let's use that

information to help shape what will become the future health of your estate.

- **Asset and Configuration:** When it comes to the asset and configuration landscape, we see a number of challenges within our previous customers.

They either don't have enough of it or aren't quite leveraging the information they have. What we can help you with is filling blanks, closing the gaps and looking forward to see how this information can help support your ongoing business goals and objectives.

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Data Analytics Tooling Capability Consulting (2 of 2)



HM Government
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How We Deliver This Service:

Through consultant lead engagements we work from within your teams to understand the data you have, how we can capture it and how we can consume it. Only then can move forward with helping you to get the most out of it.

Typically, through a series of functional and technical approaches, MDB will help you search for, analyse and action the data and the use cases the data generates.

With our wealth of experience in both the process and technology side of ITSM, we know where to look for the data, how to get the data and most importantly, why to get it.

We'll help you to understand the past and then begin to understand the potential future health of your IT estate.

We turn rocks, lift lids and expose the value of the asset and configuration data we can leverage from your estate. If more data is needed to meet your business goals, we'll also help bridge the technology gap to help discover the data.

Performance Analytics Tooling Capability Consulting

(1 of 2)



HM Government
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Supplier

Summary:

Performance of your IT estate in today's world goes much beyond the traditional availability of your IT. These days we no longer want to only be aware of what's up or down but instead, what's slow, fast, expensive or what's a bad experience for your customers. The complexities these requirements bring with them the necessity for complex IT monitoring and performance solutions. Here at MDB we can help take you on the journey for the clarity your business needs with monitoring and performance.

Breaking this down into four key areas, performance is much broader in today's IT landscape.

Availability: Considered the more basic of monitoring and performance requirements,

availability of your IT estate is still the most important. Knowing the availability of your IT, at whatever level of the stack is the cornerstone needed to understanding the health of your IT estate and how it impacts your customers,

Event Management: is often an overlooked component to monitoring and availability. Whether you need to make sense of your current toolset noise or have set about a new journey with a new solution, we can help you get your Event Management in order, so it best serves the needs of your ITSM platform and corresponding consuming processes.

When it comes to **user experience monitoring**, the user journey, satisfaction and perception of the performance they are receiving is crucial. With a multitude of tooling solutions available

to you, MDB can help you navigate through the noise and select the most appropriate solution to your needs then help you to get on with deploying it.

True performance monitoring takes many forms. At the more advanced end of the monitoring spectrum, performance, or APM (Application Performance Monitoring) looks beyond the lights on and gets more into the weeds of the performance of your applications. How long did that transaction take, what happens to the up-stream data flows if the bottom of the chain is disrupted and much more. APM helps show you what matters most, why it happened and what may happen in the future.

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Performance Analytics Tooling Capability Consulting

(2 of 2)



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How We Deliver This Service:

We'll work with you to establish your core requirements, both immediate and future. We are agnostic in our approach, so we'll align the most appropriate monitoring and performance solution to your business needs.

Through our maturity in both the technical and process related elements of Event Management we work within your tooling and process teams to both plan, then deliver a maturing roadmap of event management.

Through our consultant lead technology practice, we align your requirements to the most suitable technology and then work with you to take you on the journey, ensuring we keep your user experience at the heart of the solution throughout.

Working with the industry's best in class vendors, we're able to help you drive out your key requirements that support your business strategy.

We then help you select the most appropriate vendor and solution including supporting, and where needed leading the solution implementation through to moving it into your BAU operations function.

Automation Tooling Capability Consulting (1 of 2)



HM Government
G-Cloud
Supplier

Summary:

If you're struggling to start or even develop your automation journey MDB can help you. Whether you're automating your IT stack, your user journey or even your workloads, MDB can help speed up your adoption and maturity, so you get the most out of it.

Developing automation capability within your IT estate capitalises on your existing investment. No matter the age, shape, look or feel of your existing IT estate, it can likely be augmented and automated in a such way that breaths extra life into it. Delaying and sometimes avoiding altogether the need for a brand new tech refresh.

We breakdown the areas of automation MDB deliver into three distinct areas:

- **Infrastructure:** Automating your infrastructure does still hold a significant degree of value for any organisation. Whether it's on prem or in the cloud, building or tearing down, or even keeping your estate healthy, infrastructure automation is the bedrock for any organisation's automation journey.
- **Workload Automation:** We support and enhance your digital automation journey in a way that delivers real value – fast. We focus on streamlining the way your organisation works—delivering better apps faster by embedding workflow orchestration into your pipeline. This includes simplifying workflows across hybrid and multi-cloud environments with native AWS and Azure

integrations, expediting delivery of data-driven outcomes and managing big data workflows in a scalable way.

- **Business Process:** When we talk about automating process and systems, we're really talking about the split of ITSM platform automation and at a deeper level, RPA (Robotic Process Automation). Both areas of automation can positively impact the effort your workforce spends on a wide variety of activities within your IT estate. MDB we can help develop and tailor the most appropriate solution for you.

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Automation Tooling Capability Consulting (2 of 2)



HM Government
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How We Deliver This Service:

MDB working closely with your key stakeholders, analyse and outline your key requirements. We then help you set a course for adoption throughout your IT estate and ensure your automation journey best aligns to your target operating model.

We embed ourselves into your infrastructure teams to understand your IT landscape, what you do / don't have, what does / doesn't work well. We then look at the gaps you have from a use case perspective and work with you to drive out value-based outcomes whilst aligning the required solution(s) and automation. We help you deliver this through to completion before letting them loose into BAU perspective.

For workload automation, we approach this in stages to suit your current requirements including:

- **Workload Automation:** designing, configuring and upgrading BMC Control-M within your environment to automate key business processes.
- Moving from your legacy workload platform to the BMC Control-M Digital Business Automation environment, enhancing what you can achieve.
- **Enabling Managed File Transfer:** A robust, integrated, and secure method of transferring large volumes of information, centrally managed and monitored.

- **Change Manager:** To help automate workflows and significantly reduce development time. Enabling 'jobs as code' workflow is simple to manage and can be implemented by your application engineers.
- For **business process** we establish through a series of existing process maturities and technology relationships, MDB will work deep within your existing process teams to both identify and review areas of improvement whilst aligning the required technology approach.

MDB Service Consulting

Pricing, Ordering and Invoicing,
Terms and Conditions

www.mdbsc.co.uk

Pricing, Ordering and Invoicing, Terms and Conditions



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Pricing

- For each engagement MDB Service Consulting will agree the scope with you and then calculate the appropriate price, based on our SFIA rate card.
- The skill levels required will be discussed with you and will normally be a combination of resource levels which we will determine from your requirements. All of our costs are subject to VAT at the prevailing rate, currently 20%. Price quotations are valid for the duration of the G-Cloud framework, and we reserve the right to review and amend prices beyond this framework.
- Our Prices and Service Descriptions are subject to the G-Cloud Supplier Terms and Conditions.

- Specific options required by your organisation and any customisations will be priced separately.

Service Specific Pricing

- If required, we can provide a fixed price for some of our services once we have agreed with you the precise scope of your requirements.

Ordering and Invoicing

- Our policy is consistent with Government Digital Services (GDS) ordering and invoicing process for G-Cloud. All our entries on the G-Cloud are based on a pre-agreed contract with Government to supply the service, thereby simplifying and streamlining the procurement process.

Terms and Conditions

- Our services are provided under the terms of the standard G-Cloud Framework Agreement and Call-Off Contract, and we do not require additional terms and conditions for this service.

BMC Helix Control-M Pricing



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BMC Helix Control-M is a SaaS platform –you have the flexibility to pay only for what you need.

Production Environment: **Start Plan starts at £27,000 PA**

Includes:

- 500 daily executions*
- Option to add up to 6,500 daily executions**.
- BMC's industry-leading Continuous Support.
- *Executions are calculated based on the total number of executions per month divided by the number of days in that month. Customers exceeding 50,000 executions in a single day will be required

to purchase an additional production instance to accommodate this volume.

- **If you need more than 6,500 daily executions, contact us to discuss the benefits of the Scale Plan.

Additional Executions

- Add more executions to your Start Plan package in packs of 500, 1000, or 2000. Mix and match execution packs to meet your needs.

Non-Production Environment starts at £27,000 PA

You must purchase a production instance in order to purchase a non-production instance.

Includes:

- 500 daily executions.
- One persistent non-production environment and one sandbox environment.
- BMC's industry-leading Continuous Support.

Service Specific Pricing

- Please contact us to discuss specific pricing requirements to meet your needs.

NOTE: The pricing is valid as of 2023



For further information on the services and
how MDB Service Consulting can support your
business, please contact us

www.mdbsc.co.uk
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