



Service Definition Document.

- *Service Description.*

We offer Cloud Readiness Assessment Services. We have three levels of Assessment: Bronze, Silver and Gold. With Bronze we look at a baseline of an organisation's current environment, achieving a full understanding of the organisations business and cloud aspirations and outline clearly and transparently back to stakeholders what steps need to be taken to become cloud ready. This also includes forecasting estimates towards costing for migration and running services in the cloud enabling the organisation with its strategic planning and risk reduction.

The Bronze approach assumes an IaaS model of deployment as a baseline, incorporating several features such as discovery workshops, cloud readiness assessment and consultancy, software assessments, stakeholder discussions/interviews and defining workload baseline, alignment, and dependencies.

Silver builds on the Bronze assessment but also includes incremental modernization. Using platform as a service (PaaS) architecture as a common aspect of migration activities. This includes assessing whether existing on-premise services such as web apps and databases can be hosted on cloud PaaS services.

Gold assessments are aimed more at customers who are looking to innovate or re-architect workloads in the cloud taking advantage of cloud native services or containers. Such a workload would not be migrated via a lift and shift or modernize model. Instead, the business logic or data structures would be re-created as a new or rearchitected application. This approach can be more labour-intensive and time-consuming. But for a workload that represents significant business returns, the investment is justified.

- *Implementation*

We are experienced with public sector business and currently manage several large frameworks. Our experience of implementing and mobilising contracts of this nature spans over decades, having been suppliers to Technology Products 2 RM3733, Crescent Purchasing Consortium (CPC) and more. We have a dedicated Public Sector Sales Manager who will drive the strategy and success of the G Cloud Framework with Account Managers (AMs) who will be tasked with engaging with Public Sector bodies to inform them of our position on the Framework Agreement. Account Managers will be highly trained by the Contract Management Team on the benefits and compliance of the Framework to ensure a concentrated effort and understanding of how best to utilise and maximise benefits of use. Our Public Sector Sales Manager will work with our Marketing General Manager and CCS to develop a marketing and communications plan based on extensive Frameworks experience.

- *Pricing overview.*

Bronze-£2400

Silver-£3600

Gold-£6000

- *Ordering and invoicing*

All opportunities will be tracked and allocated to designated AMs who are experienced in both their vertical and the services required in the specification and will be the first point of contact and in full communication with members. Using the CRM system to register all opportunities, we are able to record in full detail the Member's information, with an audit trail of activity, including proposed solution requirements, quotes, delivery and invoicing, as well as a timeline of the activities. The activity recorded will include pre to post-sale situations and offer a vital resource in monitoring performance. All actions required for the member can be managed via the CRM. This can be sales, complaints and customer service requirements.

Our CRM is governed by our ISO9001 accreditation, meaning our processes are streamlined, allowing the AM more time to focus on Member needs and requirements, enhancing the members experience and satisfactory, performance outcomes. We would raise an invoice as soon as the order has been delivered. Our standard payment terms are 30 days net from point of invoice being created and payments can be made by BACS, CHAPS, online portal and cheque.

- *Termination*

Cancellation

- Cancellation of this work within 3 to 5 days (written notice required) will result in 50% fee being invoiced.
- Cancellation of this work within 0 to 2 days (written notice required) will result in 100% fee being invoiced.
- Cancellation of the works with 5+ full working days between the cancellation and the work being due to start, no fee to cancel.

- *After sales support*

As this is an assessment only service, there is no technical support, however the customer's dedicated Account Manager (AM) is responsible for making sure they are kept up to date with any actions taken on their account. Whether this is a purchase order, a complaint received on a current order or post-sales support, the AM is the Member's single point of contact with CCS Media. Updates will be made by phone call or email.

CCS Media currently employ a team of Customer Service (CS) representatives qualified to at least Business Administration or Customer Services Level 2/3. Our CS Desk consists of 8 team members, with an average of 5 years' experience working within CS. Our customer service and support is summarised in one of our mottos, 'whatever it takes.' Our CS desk is available 9-5, Monday to Friday, excluding public holidays. The Member's AM will ensure that the relevant customer services representative is aligned to any incidents that may arise for the duration of the framework agreement.