MACS EU LTD

TRIRIGA CONSULTANCY SERVICE DEFINITION

G-Cloud 14

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IBM Platinum Partner

CYBER ESSENTIALS CERTIFIED PLUS

TCL ISO 9001 REGISTERED FIRM

TCL ISO 27001 REGISTERED FIRM

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1.0   Introduction

MACS is a well-established IBM Gold partner and has been providing management consultancy and solutions since 1998. Having a strong history of implementing and supporting both Enterprise Asset Management (EAM) and Integrated Workplace Management Systems (IWMS), we offer both cloud based and on premise solutions for our entire product suite.

MACS is extremely client focused and our goal is to ensure that the client gets the right solution to meet their requirements. We develop the solution as far as possible using standard configurations, boosted by the intellectual property we have developed. This way we can ensure the solution remains cost effective not just from the immediate implementation perspective, but also from the whole life cycle of the solution. We have a wide range of industry expertise including health service, fire service, Ministry of Defence, pharmaceutical, transportation, rail, oil and gas, airports and facilities management. The MACS team of certified and dedicated consultants have a wealth of experience of exceeding our clients' expectations, this is represented through IBM awarding MACS with Gold Business Partner status.

Our principal product sets are IBM Maximo®, IBM TRIRIGA® and IBM Control Desk. These products enable services for enterprise asset management (EAM), integrated workplace management (IWMS) and IT asset management (ITAM) respectively. We also offer the Cognos Analytics BI solution either as an accompaniment to our main products or as a stand-alone provision.

The range of Services available from MACS include:

- ▶ MEAM (MACS Enterprise Asset Management) SaaS solution
- ▶ IBM TRIRIGA SaaS solution
- ▶ ICD SaaS solution.
- ▶ IBM Cognos Analytics BI solution.
- ▶ Migrate an existing on premise system to SaaS
- ▶ Migrate a legacy system to a MACS SaaS solution
- ▶ Implement a new SaaS solution
- ▶ Requirements definition
- ▶ Full implementation services
- ▶ Project   management
- ▶ Training
- ▶ Support services
- ▶ Report authorship
- ▶ BI strategy setting
- ▶ Business consultancy

- ► Application consultancy
- ► UX Development and support Services
- ► API Development and Support Services
- ► Hosting and installation services
- ► System integration

More details of each of these are included in the following sections.

This service definition document will identify and guide you through the key service offerings that MACS offer as part of their G-Cloud prospectus for future buyers on the G-Cloud framework.

2.0.   Service Offerings

2.0.1   Consultancy Services

MACS has over 50 consultants that can provide you with the expertise at any stage of your investment and ongoing support cycles. MACS consultancy will always ensure that the business solution you select is fit for purpose and will drive business benefit to ensure a return on investment.
Over the past 30 years MACS have designed and configured many industry leading solutions and so has been able to create its own intellectual property which can be used to deliver accelerated solutions for various industrial sectors.

Our services cover:

- ► The migration of an existing Maximo system from a client's private network to a SaaS or PaaS location. This is a mainly technical exercise, however, it is often an opportunity to review business processes and requirements to make the system more fit for purpose. At this stage it may be necessary to perform an upgrade upon the solution to be compatible with the new platform.
- ► The migration of a legacy system to a SaaS or PaaS solution. This will necessitate the preparation of the new system in the cloud and the migration of the legacy data. As it is unlikely that the legacy system will be configured in the same way as Maximo or MEAM, a full requirement set and configuration exercise will be required. The project approach as described below will set the process for this exercise.
- ► For those clients that have yet to implement an asset management, integrated workplace management or IT management solution, we can provide a full project led system implementation.
- ► BI strategy setting and implementation; we can provide a full BI and reporting requirements review leading to a strategic solution that utilises a data

warehouse with data frameworks to easily feed both formal and ad hoc reporting requirements.

- ▶ Business process design and remodelling & Strategic Solution Consultancy services for those clients who wish to review their current system
- ▶ System integration to extend the capabilities of your SaaS solution with those of other solutions. For example common integrations exist for finance systems, mobile systems, scheduling solutions and HR systems. This may be achieved by means of direct interfaces, APIs or ESBs. IBM products have built in integration tools that greatly simplify the deployment of integrated systems.
- ▶ Mobile software selection, business process adaptation and implementation services for those clients who wish to expand their use of the system.
- ▶ Project management, Design, Installation and Configuration services
- ▶ Internet of Things, Data Analytics, Asset Health Insights for clients who wish to take the next step in intelligent computing, all maintained in the cloud.
- ▶ General assistance with system health checks, upgrades, data cleansing & migration, training and patching with regression testing.
- ▶ 24/7 Multi-lingual support desk for hosting, SaaS, and PaaS.
- ▶ User Experience (UX) development and support services - MACS offers User Experience development services that transform how your teams interact with enterprise asset management and Integrated Workplace Management Systems. Our approach begins with stakeholder workshops and user journey mapping to identify pain points, inefficiencies, and opportunities within existing business workflows, whether that's a maintenance technician logging work orders on a tablet, a facilities manager coordinating space utilisation and occupancy, a planner scheduling resources across multiple sites, or an executive reviewing asset and workplace performance dashboards. We translate these insights into intuitive interface designs that reduce training overhead, minimise errors, and accelerate task completion. By prototyping and testing with real users before full development, we ensure that delivered solutions achieve genuine adoption rather than becoming shelfware, ultimately driving measurable improvements in productivity and user satisfaction across your organisation.

Beyond initial development, MACS provides ongoing support and maintenance services to protect your investment and ensure sustained system performance. Our support offerings range from reactive helpdesk services addressing day-to-day user queries and issue resolution through to proactive managed services that include system health monitoring, performance optimisation, and regular security patching. We work with clients to establish service level agreements tailored to operational criticality, whether that requires business-hours coverage or round-the-clock support for mission-critical environments. As your organisation evolves, our team delivers continuous improvement through iterative enhancements, user feedback integration, and alignment with vendor release cycles, ensuring your EAM and IWMS platforms remain fit for purpose and continue delivering value over the long term.

► API Development and Support Services
An Application Programming Interface (API) is a set of defined rules and protocols that enables different software applications to communicate with one another. APIs act as intermediaries, allowing systems to request and exchange data or functionality without needing to understand each other's underlying code or architecture. In enterprise environments, APIs are fundamental to integrating disparate systems—connecting asset management platforms with finance systems, IoT sensors, mobile applications, business intelligence tools, and third-party services into a cohesive operational ecosystem.

MACS offers API development services that unlock the full potential of your enterprise asset management and Integrated Workplace Management Systems. We design and build robust, secure interfaces that enable seamless data flow between your core platforms and the wider technology landscape, whether integrating with ERP systems, connecting IoT devices for real-time condition monitoring, or enabling mobile workforce applications to synchronise with central repositories. Our APIs follow industry best practices including RESTful design principles, comprehensive documentation, and rigorous security protocols encompassing authentication, authorisation, and encryption. We work closely with your technical teams to understand integration requirements, data governance constraints, and performance expectations, delivering solutions that are scalable, maintainable, and aligned with your enterprise architecture standards.

Beyond initial development, MACS provides ongoing support and maintenance services to ensure your API integrations remain reliable and secure. Our support encompasses monitoring for performance degradation and error rates, proactive updates to accommodate vendor platform changes, and security patching to address emerging vulnerabilities. We establish service level agreements that reflect the criticality of your integrations, from standard business-hours support through to continuous monitoring for real-time operational systems. As your integration landscape evolves, our team delivers enhancements to accommodate new data sources, additional endpoints, and evolving business requirements, ensuring your APIs continue to serve as a dependable foundation for enterprise connectivity.

2.0.2   Project Approach

The MACS QuickStart methodology is based on many years' experience of implementing solutions. For many clients the traditional waterfall approach to project management is still the most appropriate based on the business and regulatory requirements of the industry in which they operate. Our successful project management approach can be based on PRINCE or Agile approaches.

The MACS QuickStart takes many of the key concepts of this traditional waterfall methodology but merges them with innovations from an Agile methodology approach to allow for more defined timeframes and lower overall cost of ownership.

The stages within our methodology include:

PLAN → DISCOVER → CONFIGURE/BUILD → TEST → DEPLOY

▶ Plan phase - work with the client to confirm project scope, expectations, governance model, and overall project management processes that the joint team will use.

▶ Discover phase - consists of the key activities that would normally be conducted during the Requirements Gathering and Solution Design stages of a more traditional, waterfall-style systems development life cycle.

▶ Configuration/Build phase – configure the solution as specified by the client in the design documentation.

▶ Test phase – the implementation team works with the client to ensure that the implemented systems works according to the specified requirements.

▶ Deployment/Train phase – the implementation teams assists the client in migrating the configured solution and data to the client's production environment.

3.0. Support

Maximo Annual Customer Support Plan For PaaS and SaaS Clients

As part of the Maximo Annual Customer Support Plan (ACSP), MACS provides incident management to the clients's who take up PaaS or SaaS options with MACS. This UK based service is accessed via telephone, email or support portal.

The ACSP also provides product support from IBM and entitlement to the regular feature packs that are released twice yearly by IBM. Please note that the application of the feature packs and interim patch releases are not covered by the ACSP and may be carried out as a separate services agreement.

The MACS support desk will accept support calls from the clients's nominated system administrator or key user once they have been triaged. This is to ensure that non-technical user issues are filtered before product issues are reported. Having accepted the call and logged the incident in the helpdesk system, the support desk operative shall manage the incident through to completion.

IBM, as part of an issue resolution may prepare a hotfix for application to the

production system. The MACS support operative shall assist in the application of the hotfix to a non-production system for testing and to the production system once the client approval has been received under the scope of ACSP. This level of support does not apply to the application of interim patches or feature packs.

Normal Service Hours and SLTs for ACSP

Service hours are from 09:00 – 17:00 UK time, from Monday through Friday, except public holidays. "Off shift" hours are defined as all other hours outside of normal service hours.

Fault Resolution Targets			
Severity	Fault Description	Response / Fix time (service hours)	% Cleared within service hours
1	Loss of use of core functionality with respect to: Critical Impact/System Down: Business critical software component is inoperable or critical interface has failed. This usually applies to the production environment and indicates you are unable to use Maximo resulting in a critical impact on operations. This condition requires an immediate solution.	Within the service hours window 2/16	95
2	Loss of use of functionality with respect to: Significant business impact: A software component is severely restricted in its use or you are in jeopardy of missing business deadlines because of problems with a new application rollout.	2/32	90
3	Minor Business Impact: Some business impact; Indicates the program is usable with less significant features (not critical to operations) unavailable.	2/80	90
4	Other functionality and/or software problems not defined above: Minimal business impact: A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	2/ (N/A)	75

Targets are calculated from the time and date received by the MACS Support Desk.

SLTs only apply to the client's production system. Non-production systems are not covered by ACSP but may be used by the MACS support desk to test incident resolutions prior to release into production.

Note that these are service level targets rather than assurances as third line support is provided by IBM and they provide no guarantees in terms of response and resolution due to the complexities of providing patches and having them tested.

Maximo Extended Support Options

MACS are pleased to offer a range of extended support options to suit the specific requirements of individual clients. Clients often find that these services are cost effective and remove the need to hire a full time system administrator.

Based on specific client requirements MACS can build a bespoke extended support contract which can include elements of the following support offerings. Pricing is determined according to the client's specific needs and is available upon request following a needs analysis.

Details of our extended support offerings can be provided upon request.

4.0.   Training

Training courses are most effective when the instructor has hands-on knowledge of the subject being taught and the students learn at a greater rate when they are able to apply skills learned in the classroom back in their workplace. The MACS favoured Train the Trainer approach supplies elected delegates with an in-depth knowledge and comfort in their abilities to use the knowledge back in their workplace and the confidence to train and mentor others as Internal Trainers/Mentors.

Internal trainers are more familiar with the organisation in terms of people, processes, data and practices than external trainers and can better adapt the training to suit the particular needs of individuals, teams and the organisation, they also have greater credibility with trainees. As part of this process MACS would work with the internal team to identify the roles and training requirements for each role, provide a training matrix to ensure all training needs are delivered.

As such, MACS's recommended approach to learning programs has phases for: assessing the skills of the client team to develop a learning roadmap, documentation of learning objectives based upon the business processes and product features, preparation of learning materials, conducting training of client personnel based on a tailored training roadmap and curriculum with a Train the Trainer approach, and further application of training with assistance from MACS mentors to reinforce skills and lessons learned.

5.0. Benefits of MACS

- MACS puts the client's needs at the centre of its approach to solution design and delivery.
- MACS has a wide range of expertise covering many different industry verticals from Defence to Transportation.
- We have a large 50+ team of UK consultants.
- We have developed a mature and proven implementation methodology to match the size and scope of project deliverables.
- We have a comprehensive support offering.
- A flexible business process to partner in the most efficient way.