



G-Cloud 14: Service Definition

Service Integration and Management (SIAM) Service

May 2024

About Pixel Group

Pixel Group is a specialist in providing Cloud programme support throughout all sectors of industry, but with special expertise within the Government.

We provide experienced, capable practitioners to lead Cloud commercial planning, business analysis, programme management, change management, tender planning and execution, supplier negotiation and selection, supplier relationship management structuring and delivery.

Our team has a proven track record of operating inclusively as part of a multi-disciplinary team to support complex Cloud transactions, balancing commercial and risk objectives in order to ensure the solution implemented is enduring and value adding throughout the solution lifecycle.

We are passionate about developing the commercial capability of the teams we support through knowledge transfer and coaching and believe this is key to ensuring enduring, constructive and continuously improving supplier relationships.

Pixel Group has three areas of focus:

01. MISSION CRITICAL PLATFORM REPLACEMENT

We work alongside legacy platform replacement Programme teams to ensure supply chain and procurement complexities are managed efficiently and effectively

02. EXECUTION OF KEY SOURCING PROJECTS AND PROGRAMMES

We lead complex sourcing and procurement initiatives for you, working with your key stakeholders and suppliers to achieve the outcome you need, in the timescales you've committed

03. SOURCING AND PROCUREMENT TEAM CAPABILITY ENABLEMENT

We provide on-demand change, programme and procurement professionals to fill interim gaps in your team, build your capability or support you when you need more expert hands on deck for a key initiative or strategic priority

Our Services

Pixel Group can support your organisation with the following Cloud Support services:

- Cloud Procurement and Commercial Service
- Cloud Project, Programme and Portfolio Management Service
- Cloud Change Management Service
- Cloud Business Analysis Service
- Cloud Commercial and Contract Management Service
- Cloud Information Governance Compliance Service
- Cloud Service Integration and Management (SIAM) Service

Cloud Service Integration and Management (SIAM) Service

INTRODUCTION

Pixel provides specialism throughout mission-critical cloud-based platform replacements, deployments and migrations, integrating multiple suppliers into a single-service. We offer full range SIAM knowhow including supplier management, procurement and integration support, ongoing management of new/ existing cloud contracts, improving/ redesign of service levels or planning orderly exit/ transition to new providers.

FEATURES

- Collaboration to create an integrated service with consistent service levels
- Supply chain and contract management strategies for SIAM-based cloud platform replacements/migrations
- Assessment of existing cloud platforms (legacy/inherited/heritage/black-box technology)
- Development of new cloud service specifications and requirement documentation
- Redesign of KPIs and performance management frameworks
- Stakeholder engagement planning and management
- Risk and cost analysis and management
- Cloud procurement project and programme management
- Design of contract management functions for cloud services and training
- Cloud supplier exit, transition, solution transmigration and change management

BENEFITS

- On-demand cloud contract management professionals to embed commercial capability
- In-depth cloud knowhow and specialist contract management expertise
- Alignment of digital and commercial strategies through contract delivery
- Development of flexible and adaptable cloud contracts and services
- Greater agility, transparency and value for money (VFM)
- Strong leadership and direction

- Realisation of cloud business benefits and increased efficiencies
- Reduces cloud business costs and risks
- Rebalance cloud user/supplier risks and reduce vendor lock-in
- Ensures cloud supply chain and contract management complexities are managed

PLANNING

Pixel works alongside programme teams to embed cloud commercial and procurement technology, digital industry and SIAM expertise to ensure supply chain and procurement complexities are managed efficiently and effectively in an integrated solution. We manage complex supplier contracts for you, working with your key stakeholders to achieve the outcome you need, in the timescales you've committed.

Our commercial leads provide the 'glue' linking your procurement and commercial teams with other critical internal stakeholders including technology/digital, commercial, finance, legal and human resources. We see this as fundamental to ensuring controlled, simplified delivery.

We provide on-demand SIAM commercial and contract management professionals to fill interim gaps in your team, build your capability or support you when you need more expert hands on deck for a particular programme. We support buyers to structure or renegotiate flexible and adaptable contracts and services, establish and manage simplified operating models, get full pricing and cost transparency from their supply base, clearly express and articulate liabilities so risks are understood and build internal capability. We facilitate knowledge transfer to build and leave behind internal contract management capability.

SETUP AND MIGRATION

Pixel structures and manages arrangements with third parties to ensure risk managed migration to an integrated service with clear time and cost commitments. We work with customers to construct comprehensive delivery paths, leveraging our end to end contract management expertise and covering everything from legacy supplier contract management, financial & legal constructs, supply base navigation, route to market optimisation, exit arrangements including disputes and service issues.

Our commercial leads bring deep industry/technology experience across all disciplines (including private and hyperscale cloud, application services, hosting, desktop, software, network, telephony and security) ensuring robust migration approaches. Our approach is inclusive of all key stakeholders plainly communicating between Human Resources, Technology/Digital, Commercial, Finance and Legal.

We can achieve ongoing 'buy-in' by early involvement at strategy phase with our buyer technology/ digital and commercial teams

Our consultants are highly experienced in transformational delivery at pace and provide the experience to influence migration programme delivery, assure commercial outcomes and deliver under challenging time frames.

We have deep experience in programme health checks assessing progress and 'step- in' to correct project trajectory and implement routes to green initiatives as appropriate.

We provide full post phase and programme closure reviews and reporting with lessons learned implementation throughout.

TRAINING

We offer comprehensive commercial and contract management training covering all aspects of private and hyperscale cloud-based commercial and contract management strategy definition, contract construction and negotiation, supplier management, exit and transition management, change transformation management, project and programme management, risk/issue assessment and management, stakeholder management.

We provide industry practitioners with key commercial, sourcing, technology/ digital experience to support contract management internal teams in major private and hyperscale cloud transformations, covering the following:

- o Platform as a Service (PaaS)
- o Infrastructure as a Service (IaaS)
- o Software as a Service (SaaS)
- o Function as a Service (FaaS), newly emerging

We specialise in creating multifunctional contract management, commercial and procurement teams, moving away from transactional and by creating transformational contract management delivery teams.

We create short term capacity capability during demand peaks in core commercial and contract management activity, where our skilled practitioners, with the relevant leadership and training experience, fill in buyer gaps and provide training to shadowing internal Buyer resources.

Our consultants will also help train contract management teams to allow them to challenge 'make' vs 'buy' technology/ digital solutions.

Our engagement model naturally creates increased contract management internal commercial and procurement capability through continuous knowledge transfer and acquisition.

Delivering the Service

Our service delivery can be based flexibly based on the individual client requirements including:

- Time and Material – Day Rate per resource against the SFIA matrix
- Fixed Price Work Package – based on outcome based deliverables
- Hybrid approach based on individual requirements

The day rates for our services are based upon the SFIA framework and can be found in Pixel Group's G-cloud 14 Pricing Document.

Standards for Consultancy Day Rate cards

Consultant's Working Day	8 hours exclusive of travel and lunch.
Working Week	Monday to Friday excluding national holidays
Outside of Working Week	Consultants can be provided to cover non Working Week support based on the Standard Rate Card x 1.5
Office Hours	Monday to Friday from 09:00 – 17:00
Outside of Normal Office Hours	Consultants can be provided to cover out of Out of Hours support based on the Standard Rate Card
Travel and Subsistence	Included in day rate within M25 and 30-mile radius from Manchester, Leeds and Birmingham. Payable at Buyer's standard T&S rates outside these locations.
Professional Indemnity Insurance	Included within day rate.