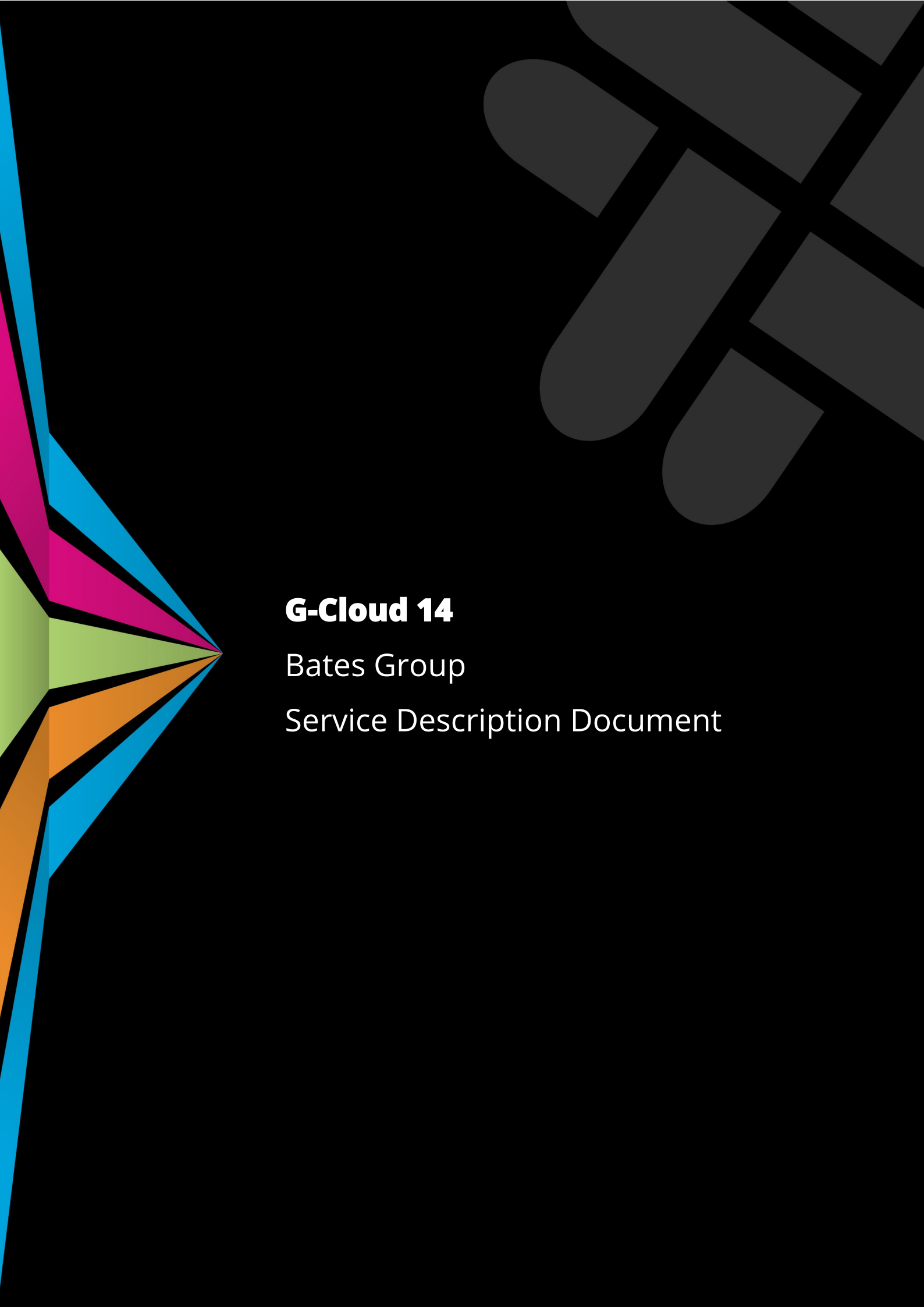




BATES | **GROUP**
Evolve and Succeed

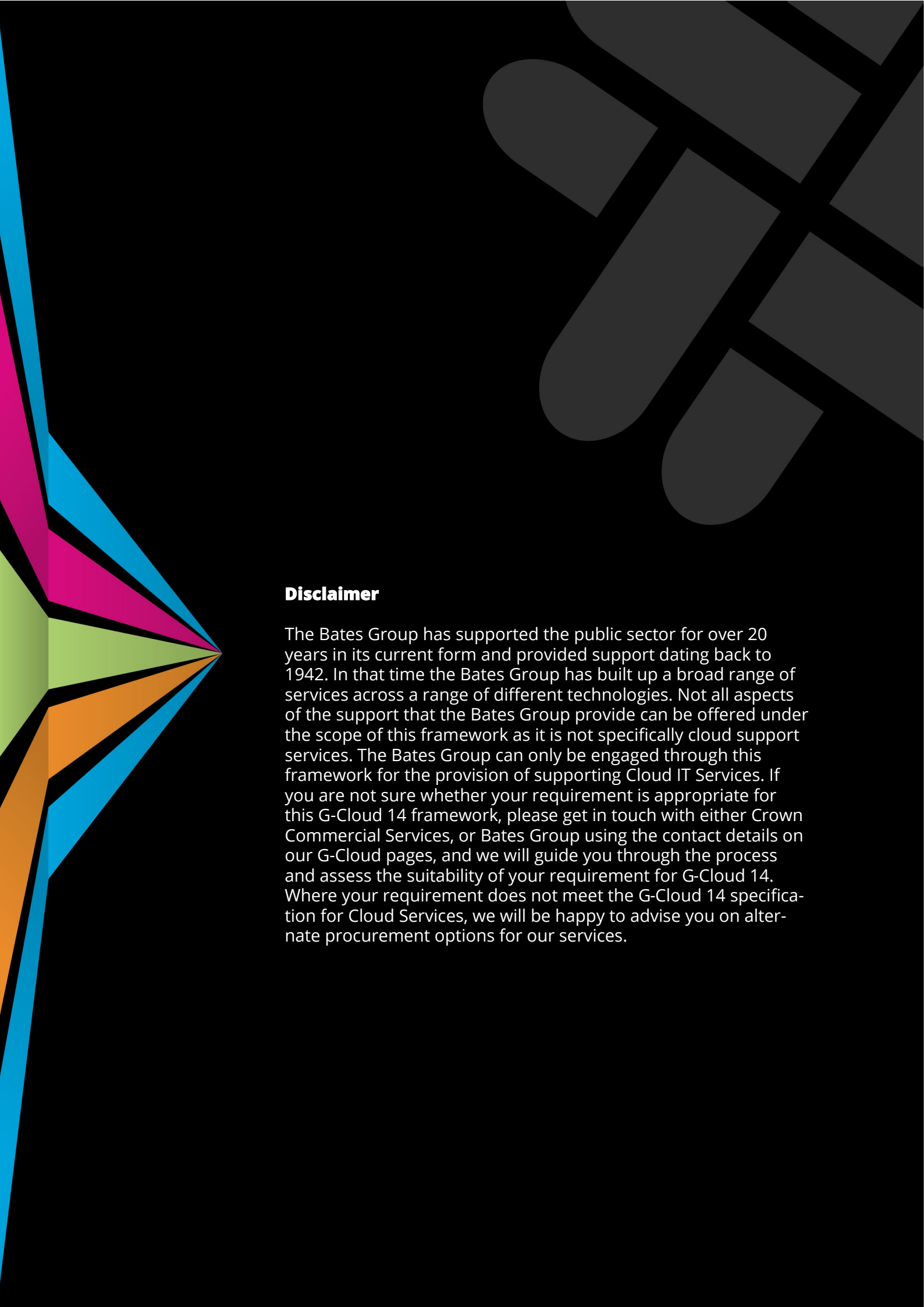
www.bates-group.co.uk



G-Cloud 14

Bates Group

Service Description Document



Disclaimer

The Bates Group has supported the public sector for over 20 years in its current form and provided support dating back to 1942. In that time the Bates Group has built up a broad range of services across a range of different technologies. Not all aspects of the support that the Bates Group provide can be offered under the scope of this framework as it is not specifically cloud support services. The Bates Group can only be engaged through this framework for the provision of supporting Cloud IT Services. If you are not sure whether your requirement is appropriate for this G-Cloud 14 framework, please get in touch with either Crown Commercial Services, or Bates Group using the contact details on our G-Cloud pages, and we will guide you through the process and assess the suitability of your requirement for G-Cloud 14. Where your requirement does not meet the G-Cloud 14 specification for Cloud Services, we will be happy to advise you on alternate procurement options for our services.

Introduction

The company Bates started trading in 1942 in the city of London. By the early eighties Bates were supplying installing and Maintaining the very first Olivetti, Adler and Amstrad word processors. Since then Bates Group has grown to supply an array of services. Bates Group fulfils projects with capability and confidence, but we can also do much more than simply deliver on time, on budget and to the required specifications. We guarantee not only to fulfil all our responsibilities with precision and professionalism, but to bring to you a strong measure of added value.

Our Vision and Values

We want to become your partner of choice by making your project not just a success but a great experience too. That's why we believe in making every project a great customer experience by thinking out of the box and doing our utmost to deliver an outstanding job. We firmly believe in looking after our people and our suppliers by treating them fairly and respectfully. By being open, honest, friendly and reliable in our business approach we have formed business relationships that span years and it's why our clients are always willing to recommend us. It is our policy to provide customers with a top quality, affordable solution that delivers more value for less.

Our History

Bates started trading in 1942 under the name of G. H. Bates, in the City of London. Its main activity then was office equipment and supply to the local business community. By the early eighties, Bates was supplying, installing and maintaining the first Olivetti, Adler and Amstrad word processors to clients. During this period, developments in information technology began to accelerate, and demand for equipment increased. By the mid-nineties Bates was supplying a wide range of hardware and software solutions to the SME, corporate and healthcare sectors.

For the past 20 years the Bates Group has been providing cutting edge digital services. Changes in the information technology marketplace made apparent the need to re-establish the business as a full-service IT solutions provider, hence in 1997, Bates InfoTech was formed.

During the last few years the business has matured and developed into a leading Integrator of Systems and Services and is now known as Bates, a fresh-thinking and hard-working full-service communications solutions provider. Bates has the skills, resources, experience and capability to deliver on every phase of a project.

Today we provide leading edge support and transformation services to the public and private sector helping our customers stay on top of ever changing technology. Not only is the volume of data in industry growing at an exponential rate, but as organisation improve their ability to digitise workflows, so to is the security for that data increasing. At Bates we support our customers to transition safely and securely from legacy products and services to modern solution capable of handling the volumes and sensitivity of data required in today's ever-expanding adoption of electronic systems.

We are seeing a strong trend across a range of industries to centralise data and use cloud services to offer single repositories for “always connected” services. The cloud services offer huge benefits including additional security, increased flexibility and the improved connectivity, allowing individual and teams to work remotely. However, in many industry, tried and trusted legacy infrastructure is still prevalent. In industry that have critical data requirement, such as defence and healthcare, transitioning from a solution that is known to work and has stood the test of time to a new technology can be daunting and complex. This is where our expert knowledge of change helps us to support our customers. The transition to cloud services is simply the next step. Bates have seen many changes and support various organisations transition from “tried and tested” solution to the next generation of technology, be it moving from multiple server rooms to a single cloud solution or typewriters transitioning to the first word processors.

At Bates we have dealt with technological change for over 75 years. To achieve this success, we are proactively monitoring markets to understand what the future will bring and ensure our customers are moving with industry best practice. It is for this reason that University College London Hospitals have stayed with Bates since the beginning. Since 1942 there has been a Bates engineer on site at UCLH every single week helping to transform the way the organisation works and providing the support required to deliver world class healthcare every day.

We cannot be certain what the future of technology will bring but we can assure you that Bates, as your strategic partner will support you every step of the way. We believe we are experts in change and will continue to adapt and support our customers’ transitions for the next 75 years and beyond.

Our Structure

The Bates Group is made up of four distinct sectors to best serve the individual needs of our customers. Our specialist services are grouped as follows:

Bates IT

In today's environment, business intelligence is crucial to maintaining a competitive advantage. Whatever your requirement, we are confident that we can offer unbiased advice and the right solutions for your organisation.

Bates Connect

Bates Connect is a communication solutions provider, implementing the latest technologies in Communication and Data Infrastructure systems. We offer a thorough infrastructure Service that includes Design, Consultancy, Support Services, Installation and Maintenance Services. We are skilled in the understanding, the utilisation and capability of these systems.

Bates Health

Bates Health delivers the solutions you need to put patients first; that’s because we have an in-depth understanding of the requirements of NHS services’ users, such as

acute trusts, primary care trusts, GPs and hospitals. Bates Health aims to improve healthcare through the development of innovative products and services.

Bates Facilities Management and Construction (FMC)

Bates FMC works with clients that require a one-stop design build and maintenance service. We supply professional teams that deliver a wide range of building services in all sectors that includes building developments, refurbishments, mechanical and electrical facilities management and contract projects.

****Please note: Bates offers no FMC services that are capable of procurement through G-Cloud 14. If your requirement includes and facilities management or construction, please contact Bates and we can advise on alternative procurement approaches****

Where do Bates Operate?

Bates Group is a national company serving private and public-sector clients across the UK. The company employs a professional team of consultants, account managers, project managers and installation specialists.

Our teams are also supported by a nationwide network of preferred installation partners with whom we have worked for many years.

We work directly with our clients on every project we undertake. This ensures that each client has one point of contact for all commercial, technical and after sales requests.

Bates' quality and safety management systems are equally applied to our installation partners who we rigorously monitor in areas such as quality, safety and environmental performance to ensure the highest standards of project delivery.

Why Choose Bates Group?

One Point of Contact

We provide one point of contact with a designated Account Manager who will ensure that the most appropriate technology solutions are assessed, selected and effectively deployed to suit your businesses requirements.

Accredited

Bates hold ISO 27001, ISO9001-2015 and ISO14001 accreditations . With these qualifications you don't have to simply take our word for it – our processes and procedures are internationally recognised and we will always continue to strive for greater compliance with international best practice.

Understanding Your Business Aspirations

We will focus on your business and develop a long-lasting relationship. We always take the time to understand your industry and business aspirations so that we can provide an IT service to meet your needs and accommodate your future plans.

Listening to Your Needs

We will listen to your needs, provide you with impartial advice and never baffle you with needless jargon.

High Availability

We will always be available when we are needed – our IT support response times are one of the best in the industry.

Professional Approach

We look at every project through the eyes of our customers. Stepping inside their shoes helps us to see and think differently than other contractors. It's an approach which shapes our values and the way we work.

Financial Stability

Bates Group has a proven financial track record guaranteeing successful conclusions to all projects undertaken.

Commitment

We promise to go the extra mile for you to make your project not just a success but a really positive experience too. What's more, we'll provide you with a knowledgeable, creative, reliable and affordable solution that consistently gives you more for less.

Continual Industry Excellence

Our continual excellence is ensured through ongoing strategic partnerships and accreditations with industry leading manufacturers to keep us at the forefront of technology and information strategy. This enables us to bring significant technical skills to the supply, implementation and support of our clients' IT and communications requirements.

Complete IT Solutions

Our extensive knowledge and experience in a wide cross-section of IT specialisms enables us to provide you with a complete solution for all your business IT support and communication needs.

Technical Expertise

We are passionate about the services that we offer. As part of our on-going customer commitment, we are constantly striving to provide the most up-to-date technical knowledge and skill set amongst our staff. This is why we only employ fully certified technicians; so that our clients can be confident that their business is in safe hands.

Flexible Service

We don't make customers fit into a box. All of our services can be tailored to meet your individual business requirements.

Maximum Reliability

Using leading edge technologies, we can monitor our customers' systems around the clock, ensuring that your services are always available when you need them. Regular scheduled servicing and maintenance ensures that your business network is running at optimum levels virtually eliminating any downtime.

Future Proof Solutions

We will identify the best IT technologies to fit your budget and suit the current and future needs of your business.

Our Strategic Partners

Bates are happy to work with a range of suppliers across a wide variety of industries; however, at present we have strategic partners with organisations whose expertise complements ours and with whom we have worked closely with in the past. Our current strategic partners are:

- Matec
- Karlson
- Net Connection
- Brother UK
- Nexthink.

Please check with Bates Group for the most up to date list of strategic partners. Please feel free to discuss with us any strategic partners that you have. Whilst they may not be listed above we have worked with a number of organisations over the years and have strong working relationships with many national and international organisations. We will always seek to tailor our services to your needs and are happy to work closely with your own third party suppliers.

Generic IT Solutions

Bates IT will identify the best cloud technologies to fit your budget and suit the current and future needs of your business, providing one point of contact with a designated Account Manager who will ensure that the most appropriate cloud technology solutions are assessed, selected and effectively deployed to suit your businesses requirements.

There has been a massive change in the overall role of the IT department during the last few years. Not only are systems managers and their teams responsible for supporting users and network infrastructure they are also responsible for overseeing ever more complex and varied systems and have to guarantee delivery levels of service to their organisation, department and staff. Furthermore, as part of their day-to-day operations many IT teams are being asked to plan design and implement next generation cloud services to

move their organisations to the next generation of enterprise IT.

For an ever-increasing number of organisations, the result has been that IT has become a mission critical issue which can, and indeed must, deliver genuine and measurable commercial, financial and operational benefit. However, if not addressed correctly, an organisation's IT services and infrastructure can have an extremely negative impact. Although all the elements of the correct business computing strategy are fairly easy to identify, it is only once these have been developed into a robust strategy that an organisation is capable of taking the next step. Once a solid strategy is in place, choosing the right applications that work seamlessly using the most appropriate cloud infrastructure is generally the most difficult facet of implementing a robust, functional and beneficial IT estate. For many organisations the applications are fixed e.g. clinical applications. As such organisations must try to create solutions that work best for their individual environment and not a one-size-fits-all approach.

The goal of Bates IT is to support and fully manage the transition from legacy infrastructure to a new cloud environment, from strategy and planning through to design and implementation. We can also assist with and compliment the "in house" resources of your incumbent IT team ensuring that our adaptable skills are applied to time critical projects and their timely completion within budget. We simply guarantee to reduce the risks you face on complex projects and to demonstrate how to make your IT infrastructure your business advantage.

- Cloud Infrastructure Solutions planning
- Cloud service design and solution planning
- Legacy hardware audit
- Software Services and process mapping
- Business Continuity & Disaster recovery planning
- Legacy Infrastructure Management
- Deployment Services Software Asset Management
- Desktop Solutions and setup for cloud solutions
- Consolidation & Virtualisation Support Services
- Software & Application Delivery Professional Services
- Data Management
- Support Desk Services
- Networking Maintenance Services
- Security Compliance & Risk Management
- Warehousing & Configuration
- Asset Management & Disposal

Ensuring Cloud Readiness and Guaranteeing performance.

For certain organisation e.g. the NHS, it is simply not feasible to move all aspects of services into the cloud. Part of a successful cloud transition is ensuring that the current legacy hardware is capable of integrating with the new cloud solution and that the internal infrastructure of an organisation is capable of delivering the expected performance benefits of a centralised cloud solution.

Please note – Bates Group can only configure and improve infrastructure for the specific purpose of ensuring the performance of a cloud solution. Under this framework Bates Group cannot provide generic support for legacy infrastructure or for organisations wishing to improve on their non-cloud infrastructure. For these services please contact Bates Group and we shall provide advice on alternate procurement options.

The fundamental concerns that structured cabling solutions must address are reliability, manageability, scalability and flexibility. A well-planned structured network cabling infrastructure will typically be utilised for more than 20 years and will have to be operational through several iterations of cloud solutions as technology advances. This means that the future success of Cloud solutions can often lay in the performance of the internal cabling within an organisation.

Confident that our expertise is second to none, we are passionate about the services that we offer. Bates Connect are specialists in every aspect of structured data infrastructure and communication systems, and as part of our on-going customer commitment we are constantly striving to provide the most up-to-date technical knowledge and skill set amongst our staff, only employing fully certified technicians; so that our clients can be sure to know that their businesses are in safe hands. All our services and delivery are backed up by in house account and project management and manufacturer's guarantees of up to 20 years.

We employ Registered Communication Distribution Designers (RCDD), a certification of BICSI, for individuals qualified to consult and design specific "cloud-first" infrastructure using cutting edge technologies. For LAN, WAN and MAN environments Bates can design solutions using:

- Category 5e, 6, 6a & 7
- Fibre Optic (OM1, 2, 3, 4 & OS1)
- Blown Fibre (OM1, 2, 3, 4 & OS1)
- BMS / Voice / CCTV / Security cabling

Within your organisation Bates Group can provide audits of your wireless infrastructure and provide the necessary design for upgrades to ensure cloud performance throughout your estate

Organisations will still require inhouse comms rooms and data centres to run particularly if legacy, non-cloud applications must continue to operate and integrate with cloud-based solutions and where the application is not suitable for cloud infrastructure. These data-centres must not interfere with but must integrate completely with the new cloud solution to ensure that the organisation enjoys the benefits of the cloud solution. Bates Group will provide the necessary redesign and advice to ensure that any legacy equipment and services are fully integrated and permit the maximum possible performance of the new cloud solution.

Bates Group are happy to support any organisation from initialisation and strategy building to the full implementation of cloud solutions. Post go-live Bates Group are happy to provide the necessary support to ensure the smooth operation of the infrastructure or pass on the necessary skills and intellectual property to a support partner of your choice.

Healthcare Specific Services

Bates Health deliver effective health care IT solutions that ultimately improve the fundamental and primary objective of the NHS client; namely patient health care. Our wealth of healthcare experience coupled with our ongoing development of skill sets and medical products knowledge base makes us the preferred partner for the NHS client that requires a reliable medical IT solutions provider and maintainer.

Bates Health provides innovative health care technology and healthcare products, working in conjunction with Primary Contractors such as CGI (formerly Logica-CMG) , McKesson and BT supporting the IT infrastructures in numerous NHS Trust Hospitals as well as Primary Care Trusts.

The key to our success is fast, versatile, totally reliable networks to carry medical IT solutions that cut costs, reduce wastage, boost efficiency and maximise resources – all while delivering the highest standards of care.

For our NHS clients we can provide all the services listed above and will ensure that the team provided will be experienced in the challenges faced by NHS organisations and the requirements of working in a healthcare environment.

Hosted Cloud Solutions

Due to our long history of providing communications services to the public and private sector, Bates Group can now specifically provide hosted VOIP and Unified Comms solutions and provide these as a cloud service.

Specialist Services

Bates Group work closely with a range of strategic partners capable of augmenting the traditional Bates Group Core offering—for the avoidance of doubt any services not listed under this section are deemed “Core” Services. For ease these services are split into two categories and are priced separately in our pricing document. Please note that Bates Group will always provide management of your services and will not simply pass-through your requirements to one of our partners. We will work closely with you and our partner to deliver the necessary control and management to ensure your services are provided in line with our standards. As per the terms of the framework we cannot and will not act as a simple reseller of services. The specialist services provided are listed below:

Specialist Services A

Specialist Services A are focused on helping our suppliers with Cloud Printing and Cloud Document Management Solutions and particularly with the transition from legacy print solutions to cloud managed print solutions and the transition to paperless document management solutions. With a proven track record in the public sector, including the NHS, our specialist cloud print and management document services can deliver both efficiency and cash releasing benefits and deliver genuine transformational change to organisations looking to become less dependent on paper-based processes. The services include but are not limited to:

- Paper process analysis
- Legacy print and document management audit
- Security assessment
- Cost analysis
- Process integration
- Transition support
- Cloud Print and Document management service design
- Benefits Realisation Planning

Specialist Service B

Specialist Services B are focussed around complex Cloud integration with cutting edge SD WAN infrastructure. SD-WAN technology is being quickly adopted by a wide range of organisations and is capable of delivering significant benefits. For organisations such as the NHS it is impossible to move all aspects of their networked infrastructure into the cloud. Only specific applications and services can be transitioned with other services requiring more traditional IT service approaches. With the public sector expanding its solutions across a range of platforms, integration of all these disparate parts has never been more vital. Specialist Services B focus on delivering a unified integration approach when transitioning to cloud services. Not only do these services improve integration but they increase security and defend against cloud and network specific attacks, specifically Distributed Denial of Service (DDoS) attacks. Our Specialist service B will ensure that your cloud services are protected and that your entire IT infrastructure is capable of dealing with the challenges of handling complex and sensitive data across wide geographic areas. The services include but are not limited to:

- Security Analysis and Audit
- Cloud Security Design
- DDoS Protection (SaaS)
- Cloud-WAN integration Planning
- SD-WAN planning
- SD-WAN implementation
- Integration Analysis and Audit
- Cloud Process design and management
- Cloud Business Change Management

Ensuring Service Performance

Ensuring that you achieve the necessary benefits and quality of service of engaging with Bates Group means having a service level agreement you can trust. At Bates Group we don't believe in a one size fits all service. No customer of ours is required to sign up to an agreement which doesn't work for them. We have customers who operate mission critical clinical systems that need 24/7 support with on call engineers capable of delivering fixes at any time of the day or night. For other, operating standard business solutions a 9-5 Monday to Friday helpdesk provides the necessary support at a considerably lower cost. We want the support you receive to be appropriate and cost-effective.

No matter what level of support you choose to undertake you will always receive the very

highest quality of care and our processes and policies ensure our staff are always ready to help no matter what the problem.

Bates Group believe in strong governance and work with your organisation to create a management partnership you can rely on. With direct access, when necessary to senior members of the Bates Group team your concerns will always be listened to and acted upon with the necessary changes made quickly and efficiently to rectify and service issues.

As our support services are completely bespoke we will discuss the full scope and charges of any support based on your requirements. Once we have discussed the options with you, you will be free to tailor support as you see fit in accordance with your operational need and budget.

Handover

In auditing and transferring solutions to the cloud environment the Bates Group will obtain a significant amount of data and information about your organisation. This information is vital for future partners and for the organisations other systems and service suppliers who will need the information for the provision of their own services. In the majority of cases this intelligence is documented in the form of schematics, reports, photographs, diagrams and in other logs and databases. Bates Group will not require additional charges for this information but will need to build a handover period into any contract to permit the finalisation, presentation and any necessary meetings to take place to hand the information over. This process is entirely optional and is charged in accordance with our rate card. The handover process is entirely dependent on what level of handover you expect to receive. Should the organisation wish to simply receive a document dump then this will be relatively quick and low-cost. Other organisations wishing handovers to be more in depth and provide the necessary information for new partners to onboard with minimal disruption and requiring extended training days, meetings and shadowing.

Bates Group pride itself on working closely with your current team members and as such will always ensure that throughout the service period, our customers will have full access to all information and will be able to discuss any matters with us directly. Furthermore, we will continually feedback into your teams ensuring that knowledge transfer is taking place at all times within your organisation.



BATES | GROUP

Evolve and Succeed

www.bates-group.co.uk

Bates Group

Head Office, Walkers House, School Road, Rayne, Essex **CM77 6ST**

Telephone 01371 875522 **Fax** 01371 872440 **Email** enquiries@bates-group.co.uk