

G-Cloud 14 Service Definition Document

Cloud Support Application Services

Capability Overview

Badenoch + Clark Limited t/a Adecco (Adecco) deliver real business services results through the expert design and delivery of targeted project solutions that perfectly match our clients unique Cloud Support requirements. Our milestone based solutions have been designed to cater specifically for clients whose internal resource requirements extend beyond the provision of people.

Through our Statement of Work (SOW) programmes, we provide our clients with access to high quality IT and Technical professionals to support business critical programmes. Adecco's dedicated Service Management teams deliver a range of Cloud Support services to Public and Private sector organisations across the UK, including;

- Consultancy Solutions
- Outcome Based Projects
- Process and IT Outsourced Managed Services

Our unprecedented track record supporting the UK's public sector spans over four decades. Our in-house team of service delivery managers have been involved in an extensive array of large cross government programmes, partnering with clients including, Home Office, Dept. Work & Pensions, Ministry of Justice, Ministry of Defence. Furthermore, we have delivered programmes across several Healthcare trusts to deliver complex Cloud Support services such as Cloud Strategy & Architecture, Programme Management Services, Service Integration and Software Development.

Our demonstrable expertise successfully supporting public sector clients has enabled us to develop a broad catalogue of Cloud Support services across multiple IT specialisms, including:

- | | |
|----------------------------------|---|
| • Cyber Security | • Infrastructure |
| • Digital Resiliency | • Software Implementation |
| • Deskside Services | • Business Continuity |
| • Application Development | • Service Integration & Management |

We take a strategic approach to our client partnerships, working in close collaboration to ensure the rapid deployment of industry leading Cloud Support solutions. Driven by a business first approach, Adecco provide dedicated account management provisions led by experienced delivery consultants and delivered by skilled Cloud experts. We offer full flexibility, providing both onsite and offsite, hosted delivery in line with specific client requirements.

Through our comprehensive market coverage and extensive network of skilled IT and Infrastructure experts, we enable access to best in class Cloud Support solutions focused on ensuring efficient service delivery with minimal disruption to business as usual client operations.



Delivery Capability

The focus of every project we undertake is to deliver real-world value to client organisations. We achieve this in part by providing a best practice framework, strong project governance and the flexibility to meet our public sector clients varying Cloud Support demands through the expert application of best in class services delivered by leading industry specialists.

We work in line with ITIL v3 ITSM (methodology inset right), applying these principals to drive continuous improvement and best practice across our contracts. Our continuous improvement framework supports robust, end-to-end performance measurement focused on Service Design, Service Transition and Service Operation.



Our services can be broken down across the four key delivery streams detailed below, all of which focus on a specific element of the business journey to guarantee maximum impact.

Consultancy Services: Our consultancy offering lends our experience to guide client organisations through any Cloud infrastructure challenges they may encounter. Leveraging our expertise and network of specialist talent across a variety of technical and business fields, we work towards ideal solutions tailored in partnership with client stakeholder groups. We provide a range of consultancy services, including detailed analysis of key challenges, performance health checks, solution strategising, insightful reports and more to ensure goals are effectively achieved.

Project Solutions: Sometimes projects require expertise that client organisations simply do not have the internal resources or time to source or upskill the specialists needed to deliver objectives. We have the capability to deploy a targeted workforce with the specialist skills to plan, initiate and deliver part or all of a project’s requirements, or even a series of project requirements. To supplement our client’s internal expertise and project teams, we also offer a project rescue service where a rapid response team of highly-qualified professionals can be deployed to ensure projects and programmes remain on track.

Managed Projects: For projects and larger scale programmes where in-house management of requirements is impractical for client organisations, our managed solutions enable an outsourcing option focused on the control and expert, quality driven delivery you can trust. Managed solutions usually run for a fixed period, specified by milestone delivery metrics and governance. Some popular managed solutions include:

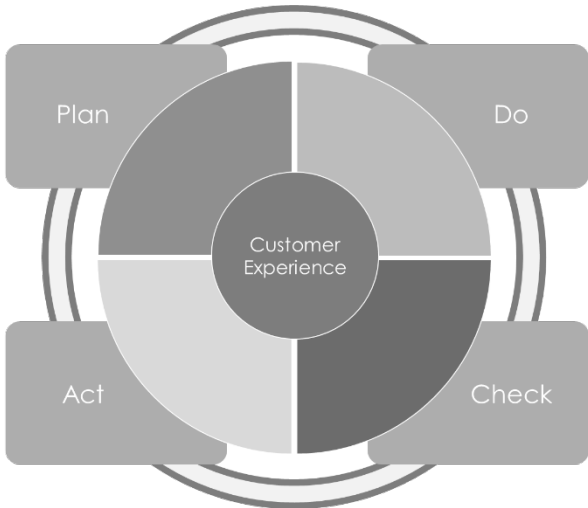
- **Enterprise Software Upgrade or Integration**
- **Hardware Replacement**
- **Data Centre Moves**
- **Cyber Security Maturity**
- **Business Continuity & Resilience**
- **Programme Management.**

IT Managed Services: Our experienced team have the capability to take care of client organisation’s IT. With our demonstrable success in IT and Business Process Outsourcing alongside our well-established talent services, and expertise in managing projects of all kinds, we can plan, run, and manage a variety of services to match your precise specifications, including:

- **Deskside Support**
- **Service Desk**
- **Project Management Office**
- **Business Process Outsourcing**
- **Technology Development**
- **Service Integration and Management.**

Customer Experience

We recognise the importance of ensuring that all relevant stakeholders are kept fully up to date throughout each project or programme lifecycle. We provide regular campaign update sessions and progress summaries as required – feeding back about successes and challenges and ensuring effective measures are implemented to maximise the effectiveness of our delivery function. Adecco allocate a dedicated, single point of contact to each of our client accounts, aligned by service specialisms and areas of expertise.



Establishing a regular communication structure from contract award ensures that we are engaging at a high level with key stakeholders, fully defining requirements and forecasting levels of support that will be required to successfully deliver Cloud Support requirements as they evolve. Furthermore, our insights and partnership approach enable us to consult on the most efficient and cost effective solutions to support any urgent or unplanned demands as they arise.

Adecco Cloud Support

Extensively experienced in the delivery of Application Cloud Support provisions, Adecco offer independent advice and expertise to support all client infrastructure requirements. Our highly skilled Cloud specialists have the capability and capacity to offer a fully flexible delivery model tailored in line with client specific specifications and objectives.

Experts across HM Government and wider public sector, we apply a partnership approach to planning and delivery, conducting robust Cloud readiness assessments and working with stakeholder groups to plan, design and implement services and mitigation strategies. Our business first approach and dedicated account and service management provisions have been designed to drive service excellence throughout our programmes, delivering several key benefits, including:

- **Maximisation of Cloud capabilities.**
- **Access to market leading Cloud specialists and expertise.**
- **Tailored, fully scalable and flexible solutions to suit changing needs.**
- **Partnership approach enabling consistent delivery and trusted advisory.**
- **Transparency and benefit led solution approach.**
- **Flexible commercial arrangements tailored to client requirement.**
- **High level knowledge and skills transfer, training and ongoing support.**
- **Service continuity and reliability.**

Our Application Cloud Support Services include:

Agile Coaching & Cloud Training

Expert consultancy for Agile coaching and training tailored to the Public Sector and department needs. Delivering Agile Coaching support to organisations wanting to improve their product or service delivery. Specialising in Scaled Agile, Lean, Scrum and Kanban techniques. Team level through to enterprise wide.

Service Management and Transition Support Services

Operational and strategic ITIL service management leadership throughout the programme lifecycle. We enable cloud capabilities and smooth transition through to Early Life Support (ELS). Key elements include Discovery, Technical Leadership, Service Design, Service Integration and Management (SIaM), Service Transition, Service Acceptance, Testing, Training, Deployment and End-User Engagement.

Ambulance NHS Trust Cloud Support

Adecco's NHS expertise includes cloud-based technology support and advice specifically for Ambulance Trusts. Adecco offers project and programme management support and technical delivery for Cloud applications, understanding the unique technical challenges Ambulance Trusts face. This includes support for the Ambulance Radio Programme, Control Room Solution and Mobile Data Vehicle Solution.

API Development

Authenticated integration services between multi-platform environments. Our Developers have a wealth of knowledge around common integration languages such as REST, JSON and SOAP.

Application Rationalisation

Cloud rationalisation support services, identifying redundant/duplicated applications or those simply not providing effective business benefits. Adecco's Service maps business needs to application outputs, understanding what your department needs to be effective today. Adecco assesses the impact of any rationalisation activity, identifies benefits and provides options.

Benefits Realisation

Benefits realisation service supports the planning and strategic analysis of cloud-based technology adoption. We follow an agile based delivery methodology and deep dive into cloud-based business analytics to focus on benefits realisation and requirement engineering. We design a portfolio solution communicated in programme evaluations and justification documents.

Blue Light Emergency Services Cloud Support

Cloud support and advice specifically designed for Blue Light Emergency Services. Understanding of the unique challenges facing Police / Fire / Emergency responders we assist with the development and management of technology, infrastructure and provision of assurance services.

Business Analysis

Adecco provides business analysis services to identify improvements and Cloud opportunities through recognised methodologies such as Agile, SCRUM, and Waterfall. Business analysis service includes; business requirements gathering, benefits realisation, user stories & journeys, business process re-engineering and providing business change justification.

Portfolio, Programme, Project Office (PMO)

Adecco provides PMO portfolio, programme and project delivery. Projects and portfolios are offered scalable delivery with flexibility to suit all types of PMO. Our services include; programme planning, programme mobilisation, benefits realisation and management, risk management, project maturity assessment, solutions assurance, reporting and MI, programme remediation and recovery services.

Business Change, Transformation and Engagement

Supporting Government departments (including NHS, MoD, MoJ) in business change and transformation programmes across public sector. Our expert consultants and teams support effective stakeholder management and services to ensure effective transition of cloud based programmes using proven methods to maximise benefits realisation.

Business Intelligence (BI) and SQL Server Services

Adecco harnesses NHS expertise to create innovative health informatics and predictive modelling, aiding your organisation's decision-making. We cover NHS reporting needs comprehensively, including data sets across primary, acute, mental health, and community services. Our managed services for Microsoft SQL Server and Business Intelligence ensure efficient project handling and risk mitigation.

Business Case Development

Expert support services for all types of business case development (e.g. SOC, OBC and FBC) for Cloud enablement and digital investments. We provide business case development and impartial advice and assurance. We provide HM Green Book Treasury guidance on the appraisal of public investments.

Cloud Support for the Education Sector

Cloud support and advice specifically designed for the Education Sector. Experts in Cloud technology, infrastructure and assurance services. Adecco offers project and programme management support to optimise Cloud applications whilst understanding the unique business drivers in further education / higher education / Universities / Colleges.

Cloud Technology Assessment

Assessment of current technology and cloud based services against your organisational objectives to make sure your organisation is receiving the right levels and types of service. Providing a full assessment with a view to identifying cost saving opportunities against ITIL best practices.

Customer Relationship Management (CRM) Support

Expertise for Customer Relationship Management (CRM) - we are system agnostic with experience ranging from bespoke and small scale solutions through to large and complex CRM systems. Acknowledging each customer unique business drivers, we provide expert advice to improve capability and achieve strategic aims.

Cyber Assurance & Governance Services

Governance and reassurance to implement controls are in order to protect the integrity of secure systems. We assess physical infrastructure functions, focusing on asset identification to support the design process and implement change control policies and procedures to maintain the integrity of your infrastructure.

Cyber Security, Information Assurance & Risk Management for Cloud Services

Security assessment services that analyse your security state, identifying key tasks required to reach your optimal security level. We focus on achieving compliance against ISO27001/2, PCIDSS, CISSP, SIRA through our Government ListX status and Cyber Essentials, developing policies, risk management, and security design documents through to implementation.

Delivery Management for Cloud Environments

End to end Cloud Delivery Management specialising in UK Public Sector programmes. Following GDS guidelines and suitable approaches including Agile, SCRUM, DSDM, Kanban, Prince2 and Waterfall. We focus our delivery around client specific needs and optimising cloud based technologies to improve user experience.

Digital Business Model Design

Expert digital business model design services ensuring UK public sector organisations benefit from fit for purpose cloud technology. Enabling improved productivity and reducing operational costs.

Digital Neighbourhoods

Digital neighbourhood consultancy is available from the experienced team at Adecco, who has over thirty years' experience supporting the social housing sector.

Digital Technology Transformation Managed Service

Managed Service providing strategic oversight and support throughout the transformation lifecycle, enabling cloud support capabilities and a smooth transition into an enduring BAU support model and defined Future Operating Model. Key elements include Discovery, Service Design, Service Integration, Service Transition, Service Acceptance and Stakeholder Engagement (Business/End-User) & Communication

Electronic Patient Medicine Administration (EPMA) Services

Adecco's NHS expertise treats Electronic Patient Medicine Administration (EPMA) more than simply a computer system. We have the expertise to prepare, coordinate and implement a full EPMA whilst being vendor neutral. Our expertise gives a smooth transition, ensuring patient safety and care, whilst supporting from business case through to implementation.

Electronic Patient Record (EPR) Services

Adecco supports the NHS with the project planning, implementation, transition, adoption, onboarding and optimisation of EPR systems, across all major systems and suppliers. Our services include; procurement, programme/project planning and assurance, business cases, project initiation (PID), PMO, Change/transformation management, benefits planning and realisation, testing, training, go-live and post go-live support.

Enterprise Development Transformation Services

Providing expertise in enterprise class application development and support services. We support the design of low-level designs and our experienced developers have an in-depth knowledge of cloud technologies and are proficient in programming languages including Python, JavaScript, .net, Scala, Ruby, PHP, Apex and Visual Basics (VB).

ePharmacy and ePrescribing

Adecco's NHS expertise treats ePharmacy and ePrescribing more than simply an integrated computer system. We provide the support to set up, plan, implement, transition, adopt, onboard, maintain, and optimise Cloud Clinical software systems for prescribing and pharmacy within healthcare.

Finance Transformation for Cloud Adoption

Providing finance transformation support services to UK public sector customers to identify and improve efficiency whilst incorporating identification and implementation of Cloud services to support client finance functions. Providing support in the areas of balance sheet integrity, financial reporting, risk monitoring and controls automation.

General Data Protection Regulation (GDPR) Support Services

Providing HM Government and public sector organisations with expert EU GDPR (General Data Protection Regulation) support services. Our services include review and analysis of an organisation readiness for GDPR compliance, identifying gaps in requirements, managing the changes required, and provision of on-going support.

Health Care Coding, Data Quality Assessments and Information Governance

Allows innovative use of health informatics and predictive modelling capabilities to help your organisation make the right decisions by analysing, interpreting and presenting information to suit your needs. Our expertise ensures you improve performance, deliver efficiency gains and plan for future needs.

Healthcare Delivery

Adecco NHS expertise supports healthcare organisations to decommission outdated technology, systems and models of care to create resources and space for new ones to emerge. This supports digital innovation across infrastructure enhancements, system implementations and upgrades, business intelligence consultancy and data migration and the ability to adopt established best practices.

Housing Repairs Digital Discovery

A digital discovery into housing repairs provides social housing organisations with the ability to determine the needs of the users and identify the most appropriate return on investment. Adecco provides digital teams to identify the issues, gather user requirements and assess feasibility for various solutions on offer.

Legacy System Replacement Services

Proven expertise in legacy system replacement and redesign services across HM Government and the wider public sector. Using an array of methods from API through to bespoke development, Adecco mitigates the risks of migration activities and provides support on new cloud options.

Organisational Maturity Assessment Service

We undertake organisational maturity assessments to ensure organisations meet strategic aims whilst achieving optimal productivity. Services include defining current maturity levels, analysing the readiness of your organisation's technology / culture / capability / governance, directions of future development, and supporting strategic decision making.

Patient Administration System (PAS) Support

Adecco NHS expertise treats the Patient Administration System (PAS) more than a simple records system. We offer expertise to move the PAS to become more clinically and operationally effective. Our expertise helps treat patients more effectively, giving healthcare staff easier access to up-to-date information.

Patient Digital Services

Offers NHS organisations the ability to scope, plan and deliver digital programmes of work. Patient focused approaches can be explored that help to save time, improve performance and deliver efficiency gains.

Personalised Health and Social Care

Allows organisations to gain a better use of data so that technology can support the improvement of health, transforming quality and reducing the cost of health and care services. We bring expertise allowing patients to have more control over their health thus reducing administrative burden.

Service Now Deployment

Adecco's ServiceNow Deployment services provides specialist consulting and professional services to support the implementation of the ServiceNow application and Service Management platform. Our expertise enables organisations to automate and administer security processes to align with needs. We cover all or component parts of the project; enhancements, training, end user support.

Site Co-ordinating Infrastructure Design Authority (SCIDA) Services

Supporting MoD's vital and sensitive ICT systems and associated communications infrastructures where it is essential to maintain high levels of security, safety and resilience. This provides MoD organisations with compliant, independent change and configuration control processes through comprehensive oversight, inspection and audit by experienced engineers.

Strategy and Roadmap Services

Supporting UK public sector cloud services ensuring effective digital strategy and roadmaps are in place. Through expert advice and thought leadership, our strategy and roadmaps enable customers to develop agile working environments to ensure the best front line public services are available in the UK.

Student First Transformation

Our expertise in education sector supports the student first transformation agenda. We review every aspect of operations to streamline and re-focus processes so that an education establishment is better placed to respond to the needs of its students and the wider economy, now and in the future.

Technical Specification

Specialising in virtualisation and cloud; planning, deployment and migration. Adecco are platform neutral and can deliver services for numerous technologies including but not limited to; Microsoft Azure, Hyper-V, VMware, vCloud, AWS, and private hosted solutions.

Transition Planning and Delivery

End to end planning and delivery services for the transition from legacy systems to the cloud. Adecco provides expertise across proven methods such as Agile, Waterfall and Lean 6 Sigma to ensure optimal planning, transition and delivery of key HM Government projects.

Web & Mobile Application Development

Web and mobile application development and Agile support services. Our experienced developers have an in-depth knowledge of cloud technologies and are proficient in programming languages including Python, JavaScript, .net, Scala, Ruby, PHP, Apex and Visual Basics (VB).

Windows 11 Upgrade

Adecco's managed service for Windows 11 provides an end-to-end solution. For Windows 11 upgrade and deployment, we offer; assessment, planning, application readiness, data migration, scheduling, rollout, training and support. Our pre-deployment work comprises of discovery and assessment to understand the organisation's needs and technical requirements.

Mobile Application for Housing

Adecco's Digital & Services team has extensive experience supporting public sector organisations to define, develop and create Apps. We provide a full suite of Mobile Application and control services, enabling secure access.

Programme Procurement Cloud services

Adecco offer UK Public Sector organisations expert contract management services. Services include contract management, assurance, review and advice of new and existing Cloud based commercial arrangements through G-Cloud, DOS, MCF & ESPO.

Agile Cloud Software Development

Adecco's expertise provides Agile Cloud Software Development and Support services. Our experienced developers have an in-depth knowledge of cloud technologies and are proficient in programming languages including Python, JavaScript, .net, Scala, Ruby, PHP, Apex and Visual Basics (VB).

Cloud Migration to Office 365 Implementation

Adecco develops and delivers Office 365 migration and implementation services within Cloud environments through utilisation of PMO, technical architecture, solution design. Expertise within Office 365 platforms such as SharePoint Online, Exchange Online, Skype for Business, and OneDrive for Business. Ability to deliver across multiple geographic sites.

Cost Governance and Cost Management

Adecco delivers cost management service to monitor, oversee and predict time and cost outcomes of a project through effective management, reporting and support. Effective cost governance processes, investment appraisals, cost benefit analysis and detailed cost investigations ensures value for money is achieved.

Cloud Infrastructure Assessment and Solutions

Adecco assess and develop infrastructure within cloud assuring optimal use of computing technologies and products. We analyse solutions establishing if PaaS is suitable through performance of cost optimisation without impacting service. We tailor connectivity and security utilising virtual private networks, direct connect and express route provisioning specific, efficient solutions.

Commercial and Cloud Supplier Management

Adecco provide strategic services aligned to helping organisations move their IT environments from traditional models to cloud based platforms. Our service incorporates; commercial expertise, modelling, supplier engagement, supply chain, vendor management, procurement support, contract management, category management, strategy, purchasing, EU & OJEU procurement advice, and CIPS expertise.

Programme Management Services

Adecco provides Programme Management to recognised standards and using a variety of methodologies such as Agile, Prince 2 and Waterfall, ensuring optimal project outcomes. Our full project lifecycle services include: Scoping, Initiation, Business Case Production, Risk Management, Vendor Management, Delivery, Planning, Project Management / Programme Management and on-going support.

Commercial Exit Management Services

Adecco provide full commercial exit management support for HM Government and wider public sector organisations. Using proven methods we support organisations with their transition and exit from incumbent suppliers and contracts to Cloud based agreements. Additionally, we provide on-going contract management and support ensuring obligations are met.

Data Warehouse Assessment & Implementation

Adecco has a proven track record within the public sector for supporting Data Warehouse development and improvement projects. Application rationalisation and modernisation coupled with the development of new innovative digital products and services for the effective storing, managing, analysis and reporting of structured and semi-structured data.

Cloud Migration - Shared Services Single Operating Platform

Adecco develops Centre of Excellence for government shared services, migrating cloud-based single operating platforms (Procurement, Payroll, finance, HR) and delivering digital transformation strategies. We focus on value, efficiency, end-user needs and convergence of processes and data through SAP, Workday & Oracle managing complex ERP and Oracle E-business Suite systems.

Testing, Validation and Quality Management

Adecco deliver proven Verification, Validation and Test (VV&T) Services to ensure that your product/service/system meets its requirements and is fit for its intended purpose. Our qualified specialists provide expert best practice knowledge in testing and validation and associated Quality Management Systems (e.g. ISO 9000).

Digital Strategy Services

Adecco supports and ensures an effective digital strategy is in place. Providing a comprehensive, flexible roadmap is key to achieving an organisation's goals through digital initiatives. B+C works with clients to deliver data and technology templates, ensuring a focus to deliver the best public service.

Design & Support of Target Operating Model (TOM)

Adecco enables the application of an organisations strategy or vision through designing and developing tailored Target Operating Models (TOM), including Tactical as-is and Future to-be implementations. Our architecture service identifies key functions, specific requirements, resources, data, processes and technologies to ensure you're maximising your cloud benefits and reducing costs.

Service Desk Consolidation

Adecco provide a dedicated service to replace, consolidate, and improve your current service desks, to provide improved user-experience/satisfaction and generate operational savings through efficient ways of working. We drive procurement activities, manage the new service desk procurement and transition the incumbents to the new supplier without adversely affecting business functions.

Project and Programme Review

Adecco provides a service that independently reviews existing or completed projects with a view of measuring and analysing against best practice standards for HM Government and wider public sector. The service includes expert review and reporting, change control, lessons learnt and recommendations, project governance and BAU implementation.

DevOps / WebOps Cloud Solution Services

Adecco deliver DevOps & WebOps services generating suitable code solutions and release management. We provide continuous integration, development and deployment of infrastructure and applications in the cloud, developing and maintaining secure cloud environments, creating a self-sufficient solution through technologies such as Hadoop, Redhat, Node JS, Java, Docker.

Service Design and Modelling

Adecco deliver service modelling and service design to organisations undergoing cloud technology transformations, by defining, testing and implementing a service model. We engage with the business to coordinate ELS and on-boarding, delivering acceptance into service, SMAT and UAT, after care and Service Transition to a BAU support model.

Clinical System Support

Adecco's expertise allows organisations to gain a better use of data so that technology can support the improvement of health, transforming quality and reducing the cost of health and care services. We bring expertise so that patients have more control over their health, thus reducing administrative burden.

User Experience, Interface and Interaction Design (UX/UI)

Adecco provide user experience and user interface design (UX/UI) to refocus your product lifecycle and Minimum Viable Product (MVP) to the end-user needs. We provide continuous integration and continuous development (CI/CD) to delivery efficient and sustainable user journeys structured on user interaction and digital capability.

Cloud Platform Services - PaaS, IaaS, SaaS

Adecco design and develop cloud platforms and architecture, covering high- level and low-level designs/services from IaaS, PaaS through to SaaS solutions. Our certified cloud specialist Solution, Technical & Enterprise architects utilise Google, Azure, Oracle, AWS and other niche technologies to delivery digital development from legacy systems to self-sufficient cloud platforms.

Test Strategy & Management for Cloud Services

Adecco deliver a wide range of test strategy and management services to support your Cloud Implementation. Our specialists have a wealth of test experience and hold industry recognised qualifications. We are well versed in testing best practises and deliver services across a range of Software Development Models.

Governance & Assurance for Cloud Services

Adecco support the full life cycle of Governance and Assurance within cloud, providing gap analysis against framework best practice and maturity assessments. We prioritise stakeholder engagement with the wider organisation to ensure our Governance advises on organisational change, continuous improvement, risk and issues, sustainable delivery and post-implementation.

Testing and Implementation Services

Adecco provides comprehensive Testing Services ensuring your cloud implementations are successful and that you realise the benefits from your Cloud Solution. The services cover Functional and Non-Functional Testing (Security, Performance etc.) together with expertise in and access to scalable cloud-based test infrastructure and automated test tools.

Solutions Assurances Services

Adecco provides comprehensive Testing Services ensuring your cloud implementations are successful and that you realise the benefits from your Cloud Solution. The services cover Functional and Non-Functional Testing (Security, Performance etc.) together with expertise in and access to scalable cloud-based test infrastructure and automated test tools.

Security Architecture

Adecco analyse and develop cyber security architecture functions, strategic objections, and align the capability and Digital agenda. We undertake an organisational-wide review to understand threats and residual risks incorporating ISO27001, SIRA, CISSP and Cyber essentials, developing profile and risk levels, advising on suitable cloud migration software and technologies.

Enterprise Cloud Digital Transformation Services

Adecco provide enterprise level digital transformation services within cloud through developing a strong business API development, focusing on strategy and architecture design covering cloud and hybrid cloud. We prioritise the development and migration away from manual paper processes

Cloud-Based Knowledge & Information Management (KIM)

Adecco provide cloud-based portfolio support services, focusing on the capabilities provided within Document Management, Web Content Management and Records Management. We champion Knowledge and information Management (KIM), consolidating systems and automating cloud migration of multiple functions to further Digitisation utilising technologies such as SharePoint Online & Office 365.

Commercial and Procurement Management for Cloud Transformation

Adecco delivers Procurement and Commercial Management Services to support the UK Public Sector with the transition to and between Cloud Service providers. Services covers the full life-cycle procurement process through to contract award, including pre-tender analysis, bid support, transition management, commercial exit and contract management.

Enterprise Cloud Architecture Capability

Adecco provide Enterprise Cloud Architecture, developing a roadmap towards target operating models, prioritising initiative and aligning business strategy. Our Enterprise Architects analyse business, technology, software applications and data architectural capabilities guided by TOGAF, Zachman, MODAF and ITIL, providing knowledge transfer through architecture transformation and Cloud-based, digital-enabling technologies.

Test Automation as a Service

Adecco deliver automation test services adhering to Test-Driven Development (TDD), Behaviour-Driven Development (BDD) lifecycles and Continuous Implementation/Continuous Delivery (CI/CD). Our hands-on specialist SDETs provide.

Product Management as a Service

Adecco provides Product Management consultancy for the public sector capable of guiding the success of a product and leading cross-functional teams. We set the strategy, roadmap and feature definition for a product or product line. Deep product expertise is provided, helping an organisation make strategic product decisions.

Project Initiation Document (PID) Services

Adecco project initiation document (PID) as a service, provides a service to create the Project Initiation Documentation (PID) required for Board Level review including Procurement and Commercial feasibility assessments. Additional documentation such as; risk/issues management, benefits realisation models and stakeholder management plans can also form PID services.

Digital Capability

Before you start building a service, Adecco will help you to find out whether users need it and whether other services exist. Our experts will help you to understand and map out the user journey. In addition, the people required for the Agile phase will be identified.

Commercial and Procurement Transition Services

Adecco delivers Commercial and Procurement Transition Services to support the UK Public Sector with the transition to and between Cloud service providers. Services covers the full lifecycle procurement process from pre-tender analysis through to ownership of procurement transition activities, and contract award and management in line with OJEU regulations.

Improving Residents Online Experience

The dedicated Housing services team at Adecco provides the social housing sector with access to services, which improves residents' online experience. A digital discovery service provides social housing organisations with the ability to determine the needs of the users and identify the most appropriate return on investment.

Cloud Architecture Services

Adecco provide transition Architecture services aligned to supporting organisations move their IT environments from traditional models to Cloud-based platforms. We utilise Design Authority Services, Blueprints, Strategy, Service Management, Key Artefact provisions, Technical Roadmaps and Architectural Development Models. Services are provided through call-off basis or as managed service.

Benefits Realisation

Adecco's benefits realisation service supports the planning and strategic analysis of cloud-based technology adoption. We follow an agile based delivery methodology and deep dive into cloud-based business analytics to focus on benefits realisation and requirement engineering. We design a portfolio solution communicated in programme evaluations and justification documents.

Cloud Programme & Portfolio Management (PMO) Services

Adecco delivers efficient and flexible PMO services within cloud-based portfolio environments. We provide and service manage, end-to-end delivery for cloud projects utilising appropriate technologies through Risk Management, Solutions Assurance, Benefits Realisation, Planning and Reporting & MI, working in conjunction with Change and Release Management to maintain governance.

Commercial and Cloud Supplier Management

Adecco provide transition services supporting organisations move IT environments from traditional models to Cloud based platforms. Our service incorporates; Commercial expertise/modelling, supplier engagement/management, supply chain, vendor management, procurement support, contract management, Procurement, Category Management, Strategy, Purchasing, Contract Management/Advice, EU Procurement, Supplier Engagement, CIPS, Procurement Methods and Design.

Sustainability and Transformation Plan (STP) Services

Our expertise encourages a breaking down of barriers to support a population view of patient care. This provides clinicians with a view of the patient's total care provision through all health and social care providers, thus transforming healthcare.

Clinical System Implementation Services

Adecco provides consultancy services for the deployment of clinical systems into a range of healthcare services. This includes Electronic Patient Record (EPR), Picture Archiving Communication Systems (PACS), Radiology Information System (RIS), Laboratory Information System (LIMS), Pathology, Order Comms, Maternity, Pathology, etc, from initial business case support through to go-live support.

Process Methodology

Adecco services help customers effectively and diligently plan and migrate their systems, applications and data from an existing physically based environment to the cloud - be it private, public or hybrid, on premises or hosted. Throughout the planning process Adecco utilise our expert team of in-house consultants to assess, analyse and document existing environments in detail, providing guidance on which elements are cloud-ready, and those that will need attention prior to any migration.

We work with our customers to determine appropriate solutions that deliver value fully in line with current organisational business goals and can scale up/down accordingly. A fundamental goal of this planning exercise is to ensure the risk of any outage and data loss during the future migration process is minimised, our controlled step by step cloud implementation and migration plans will be developed following the planning process. Each phase of the plan gives clients confidence that their apps, data and infrastructure will be transitioned securely and seamlessly.

Setup and Migration

For each new project or programme, we firstly undertake a detailed cloud readiness assessment with customers to ascertain business, technology and user requirements. This assessment forms a significant part of the cloud road mapping exercise which will document a migration strategy and environment setup state.

The migration planning process will provide a comprehensive overview of the steps that are required to be taken for a successful migration to be completed. The setup/ staging process will ready the cloud environment as per the recommendations outlined in the migration plan. This ensures there is no discrepancy between what is planned and what is provided.

We implement our programmes according a structured methodology, aligning processes and procedures to ensure we are developing and defining a solution fully aligned to client specifications. Our implementation methodology comprises five stages.

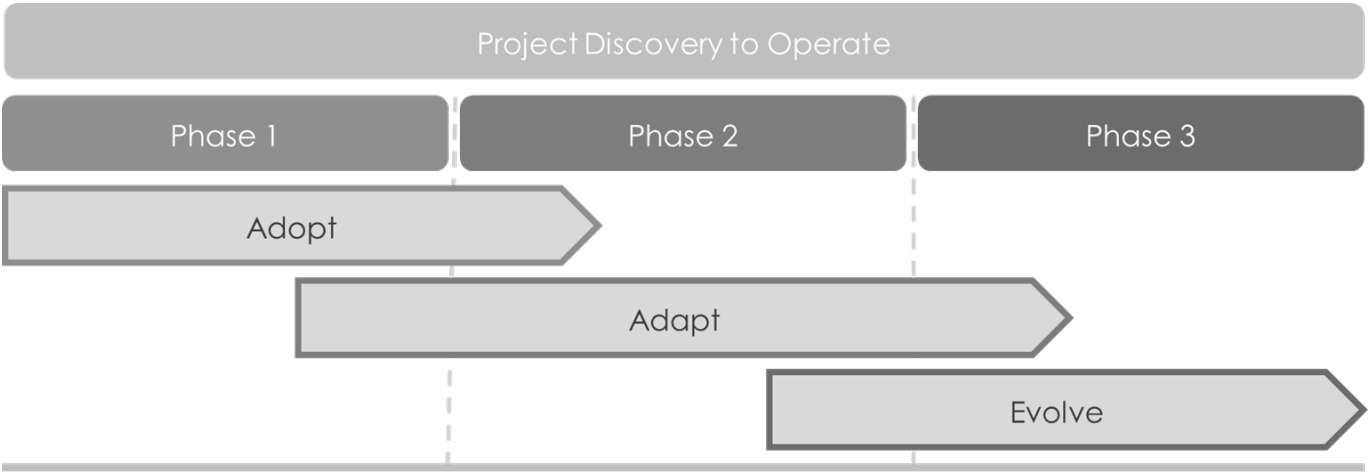
- **Identify:** Scope, specifications, timescales, objectives and feasibility is explored
- **Define:** Solution requirements detailed and defined across work streams Data Centre Moves
- **Construct:** Project team designs and tests the detail of the solution
- **Implement:** Project team launches the tested solution
- **Review and Close:** Assessments and learnings drive best practice and continuous improvement.

Our clients are supported by dedicated delivery consultants and project managers throughout the duration of the project or programme lifecycle, who oversee the project and ensure deliverables and timelines are agreed achieved.

Continuous Improvement

We are dedicated to continuous improvement and innovation – monitoring and measuring performance through a series of regular review sessions to ensure our solution delivers the highest standards of excellence and remains on track throughout the service period. Adecco engage at a high level with stakeholder groups, establishing a clear and transparent communication schedule to guide and shape our delivery models whilst enabling us to establish a partnership approach from day one.

Establishing a high touch communication structure with client stakeholders supports the ongoing development of action plans against objectives throughout the contract lifecycle. Our delivery teams work with clients across three key project stages, Adopt, Adapt, Evolve – augmenting delivery in line with changing needs and applying lessons learned and best practice initiatives to drive greater results.



Quality Assurance Testing

Adecco follow robust quality and performance processes. Technical and user teams are identified within client organisations to work with our consultants to determine key performance markers and service acceptance to ensure our solution is fit for purpose. All design plans and processes (technical and business) are formally quality assured internally through our team of expert consultants.

We utilise an internal knowledge portal for our consultants to document and capture peer reviews and recommendations, in doing so we can share lessons learned. Once an environment is provisioned, we utilise a diligent transition process that includes extensive testing involving both technical and customer UAT teams with the test criteria being pre-agreed and followed accordingly. The testing process is used to ensure complete validation of the environment’s requirements are met including:

- **Environment is complete and accurate**
- **Performs as expected, or better**
- **Test plans are executed accordingly, and results are as planned**
- **Track and document any defects or performance constraints**
- **Provide test metrics/testing summary reports**
- **Ensure services are approved for full usage**

All our processes are underpinned by our commitment to our continued ISO 9001 accreditation.

Security Testing

We offer assurance of full security throughout the end to end process – supported by our certified and CREST accredited security testers. Adecco ensure security is maintained through:

- **Security strategy**
- **Security risk management**
- **Security design**
- **Cyber security consultancy**
- **Security testing**
- **Security incident management**
- **Security audit services**
- **Certified security testers**

Furthermore, our staff screening is delivered in line with BS7858:2012 and our staff are security cleared up to Developed Vetting (DV) level.

Business Continuity

Adecco has an overall Business Continuity Management System ("BCMS"), that incorporates all its structures and procedures for reacting to a given crisis or incident. Contained within the BCMS are Business Impact Assessments ("BIAs"), internal Business Recovery Plans ("BRPs") and Client Onsite Business Recovery Plans ("COBRPs"). We develop and agree in conjunction with our clients a Client Onsite Business Recovery Plan (COBRP) that can be initiated immediately following a crisis event that affects the onsite service provision of a contract.

The COBRP ensures that Adecco has adequate infrastructure and provisions in place to respond effectively to a crisis event. The plan will enable us to:

- Ensure continuation of business functions, which are most critical to the company's operations and that of our clients
- Identify the minimum essential resources needed to continue the critical functions
- Ensure smooth, effective transition from normal to alternative means of operation
- Ensure full support is available during all phases of business resumption
- Adheres to the principles of ISO22301.

Each contract or account is unique, we work with our clients to agree specific recovery plans as required. It is part of our approach to ensure that the COBRP would align to client approach and plans for Business Continuity.

Service Support

We can offer email or online ticketing support at an extra cost. Depending on the priority of the ticket, our response time will vary between 1/8/24 hours excluding bank holidays. This is dependent on individual client requirements. Users can manage status and priority of support tickets:

Online ticketing support accessibility	WCAG 2.1 AAA
Phone support is available:	24 hours, 7 days a week
Web chat support is available	24 hours, 7 days a week
Web chat support accessibility standard	WCAG 2.1 AAA
Web chat accessibility testing	All Adecco software is tested for accessibility in line with our group equality and diversity global requirements. This includes additional functionality for sight/hearing impaired users for example.

Training and Support

Across each of our Cloud Services Adecco can provide training to cover any aspect of the services we provide. As standard, all documentation we create as part of any engagement is stored on a secure central repository which our customers can access which will provide details of all designs, plans and processes created or followed during the tenure.

Additionally, we can provide formal training through webinars or coordinated classroom training to cover specifics in detail. Further on-the-job (technical) and floor walking (user) activities are provided to ensure that the service experience we provide is delivered to a high standard. Our consultants will always provide a thorough and detailed handover to customers technical teams where required.

Ongoing Support

Across each of our Cloud Services Adecco provide end-to-end training to cover all aspects of the services we provide, including:

- Buyer hosting or software
- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation
- How the support service works.

Adecco utilise robust, industry standard ITIL service management on all our engagements, this ensures the quality of our delivery and engagement is rigorously maintained. A dedicated service delivery manager will be allocated to customers as the first reference point should a problem arise. Our in-house expert consultants are also available to address non categorised service faults or irregular failures once any environment is live. Prior to go-live our team will always be available and proactively resolving faults should they arise.

We can complement our service with a dedicated cloud self-service portal which allows you to log and progress of incidents regardless of your location or device. We offer dynamic dashboards and a customer centric knowledge base, offering a rapid resolution to many common faults. Adecco's support is flexible and scalable enabling the buyer to adapt to market changes quickly. Our support services offer standard and bespoke Service Level Agreements, delivering KPI driven operational reporting through online ITSM portal and Microsoft's interactive service dashboards.

Service Levels

We work in partnership with our clients to define the size and scale of individual Service Level Agreements suitable for the service being outsourced or the project milestones being delivered. Adecco apply a strategic approach to service level development, identifying target performance levels and timescales and refining these targets against measurable service metrics to provide transparency throughout the end-to-end service experience.

Targets in areas where key metrics can be recorded will be established as Key Performance Indicators (KPIs). These KPI's are then included in any final agreed SLA ensuring expected performance standards are driven from the outset. As well as agreeing specific delivery based KPIs we also set strategic goals and targets aligned to client procurement motivations, driving contract improvements and efficiencies throughout the project lifecycle.

Our service operation is built to ensure the rapid scaling of operations in line with client demand, operating a 24/7 facility for clients demanding 'around the clock' and 'follow the sun' services.

Operating hours	9-5, Mon-Fri
Enhanced Service	9-5, 7 days a week
Premium Service 24/7	P1 IRT (Initial Response Time) 15mins, 4 hour fix P2 IRT (Initial Response Time) 30mins, 8 hour fix P3 IRT (Initial Response Time) 45mins one business day fix P4 Service/Change Requests Only IRT (Initial Response Time) 1 hour

Furthermore, we would expect to agree how we would address any failure to perform adequately against the final agreed KPIs set out within the SLA. Adecco deliver stringent reporting as standard across our accounts to ensure end-to-end performance capture is achieved. We monitor output metric by metric and where necessary can provide granular service penalty management on some services as required, which can operate in an automated fashion if a service level under our control fails. We would typically expect these service penalties to comprise an agreed discount or credit against the next billing cycle.

Contract Terminations

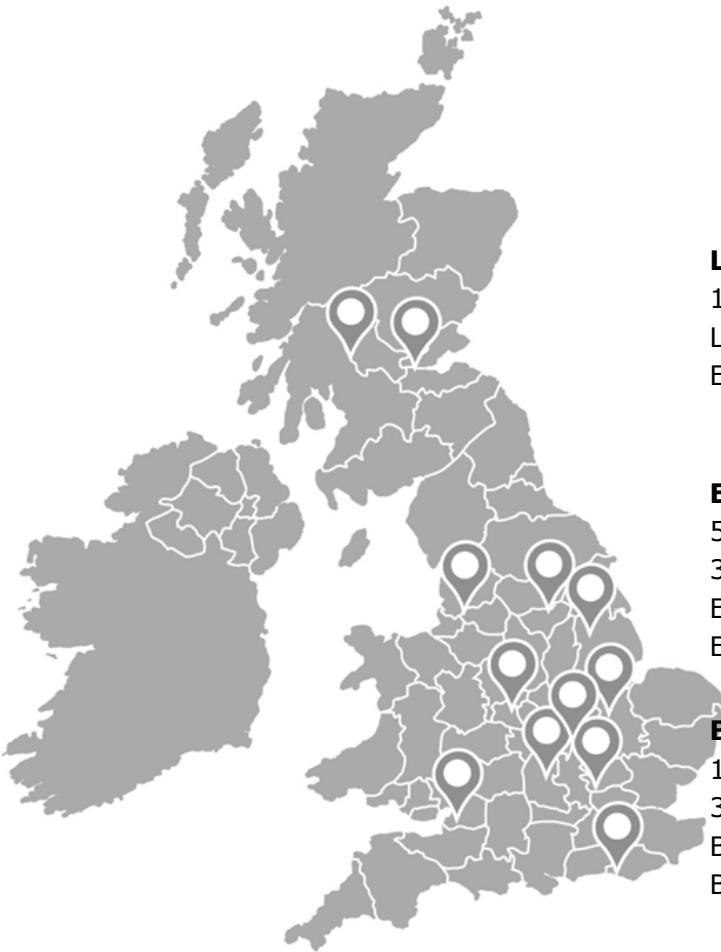
Adecco work with our clients to develop our standard terms and conditions around the individual needs of client organisations. Adecco terms and conditions are typically tailored to suit the nature of the specific project or service engagement to ensure complete adaptability in line with client service objectives. Specific terms relating to contract termination clauses would be negotiated and agreed following contract award.

Pricing

Price is dependent on customer requirement and these factors will have a heavy influence on the overall price. Adecco can also deliver different managed services models including price per device, price per user and fixed monthly pricing. Customers are allocated a service management representative to steer the service and provide ongoing continual service improvement.

Contact Us

Jonathan Rayfield
Operations Director
Public Sector
07980 647115
Email: jonathan.rayfield@adecco.co.uk



London
10 Bishops Square
London
E1 6EG

Reading
3rd floor
St Mary’s House
Reading
RG1 2LG

Edinburgh
50 Frederick Street
3rd Floor
Edinburgh
EH 2AF

Manchester
5th Floor
55 Spring Gardens
Manchester
M2 2BY

Birmingham
102 5th Floor
35 Livery Street
Birmingham
B3 2PB

Leeds
Ground Floor
67 Albion Street
Leeds
LS1 5AA

Milton Keynes
Pinder House
249 Upper Third Street
Milton Keynes
MK9 1DS

Nottingham
3rd Floor Angel House
12-13 Cheapside
Nottingham
NG1 2HU

Brighton
First Floor
34 West Street
Brighton
BN1 2RE

Glasgow
20 Blythswood Square
Glasgow
G2 4BG

Bristol
101 Victoria Street
Bristol
BS1 6PU

Cambridge
53-54 Sidney Street
Cambridge
CB2 3HX